This handbook is designed to be read as a document and not presented as a slideshow.

If you are inspired by any part of this handbook and intend to reuse, remix, distribute or share versions of this, we request you to send us a quick note at programs@y-center.org.
We are a startup that has delivered experiential learning programs and design solutions for real world problems in 30+ countries across 4 continents in 7 years. Our programs have had a deep impact on the lives of people. We have seen our fair share of startup fame, being covered in newspapers, magazines and being invited to high level conferences/events. We saw projects failing when we ended up working with people without having a shared goal and purpose. We created this charter to act as a Moral Compass guiding our operations and governance. This handbook is a combination of our core values that lays the foundation of our company's constitutional framework and our ever evolving culture that accommodates and points us to making a better and sustainable future. It was first installed in 2020, and our goal is add/review this every year.

At Ycenter, we want to scale better before we scale bigger.
Here are some ways we employ this charter at Ycenter

- Hiring
- Rewarding and Promoting
- Letting people go
- Designing new programs, products and services
- Building our brand
- Measuring our impact

The 8 core values at Ycenter

Courage. Creativity.
Curiosity. Integrity.
Empathy. Human-centered.
Storytelling. Versatility.
You do things despite being scared, if it is the right thing to do. You are ready to challenge the status quo. You are ready to be a Rebel for a Cause. You can be courageous and vulnerable at the same time, which means, you also have the courage to ask for help.

You are open to trying something that isn’t on the internet. You find respite in breaking conformity. You find new ways to do more with less. Your work is unique. You bring a trans/interdisciplinary approach to problem solving.

Courage

Creativity
You are seeking to learn by doing. As a service-driven startup, sometimes the opportunity window to learn something new and implement it is very narrow. So the velocity of learning is important.

- You focus on the WHY of doing something. The “what” and the “how” will fall in place.
- Whether you are watching a movie, listening to a podcast, reading a book or even writing one, you are always expanding your horizons.

**Curiosity**

**Empathy**

- You have the ability to see problems from someone else’s perspective.
- You solve problems with people and not for them.
- You do not assume a higher position of power while solving problems and embrace servant leadership.
- Even if you have never faced the problem yourself, you have a compulsive need to make the situation better.
Storytelling

- Right from our business cards to our workshops, stories are how we engage people.
- It’s very much like sitting around a campfire with a bunch of fellow backpackers. Replace the fire with your computer screen and backpackers with your team members.
- People today can talk to their cell phones if they want facts and information. So if you are presenting something, it better be more interesting than searching on internet.

Integrity

- You have the ability to see problems from someone else’s perspective.
- You solve problems with people and not for them.
- You do not assume a higher position of power while solving problems and embrace servant leadership.
- Even if you have never faced the problem yourself, you have a compulsive need to make the situation better.
The heart of every process is people-centric.
You go an extra mile for your clients and colleagues to make sure they “feel good” about working with and for Ycenter.
Our bottomline growth is meaningless without personal growth of our employees.

You are always willing to evolve in different directions to acquire, share and expand your know-hows.
You bring something new to the table, even if it is food.
You have a T-shaped personality, with expertise in one domain and a breadth of knowledge in other domains.

Human-centered

Versatility
Our Culture is derived from our 8 values.

We define our culture as "Community of Practice".

We promise to update this document in 2021 with additional information on what it means to work at and with Ycenter.