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Learn the **values of Talkersi** and find out if they're **the same as yours.**

If yes, then let's talk about **working together!**

CULTURE BOOK

Hello!

This is Wiktor Jodłowski, the founder of the English language school **Talkersi.pl**, in which we help over **1331 students overcome their speaking barrier.**

We've been creating this educational space for over **eight years**, and our team counts now over **100 magnificent people.**

What brings us together is our **shared aim and values.** Get to know us better and learn what makes a company that is changing the Polish reality each day - **word after word, sentence after sentence, lesson after lesson.**

We are guided by **five values,** and we make all our decisions on their basis. While interviewing hundreds of applicants per year, we always pay attention to cues that the interviewee already acts according to these values. Based on these values, we make our **recruiting decisions,** as well as give feedback, which you will receive regularly after joining the Talkersi team. We encourage you to review our values to check if you share them. **If you do, then there's nothing left for us to do but talk about working together...**

Which values guide us in Talkersi?

T **R U T H**

I **N D I V I D U A L I T Y**

E **M P A T H Y**

E **F F E C T I V E N E S S**

T **E A M W O R K**

All of them are **equally important** to us. The order is random
– **there is no hierarchy to them.**

THIS IS WHAT EACH ONE OF THEM MEANS IN →

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Truth

It's about truth, not being right. Truth as the effort of establishing an objective state of affairs. Basing your decisions on reliable information, facts, and data. Not resorting to arguments in the vein of "I'm right because I am the boss," or "I am right, you're not," etc. **Truth as dealing with often uncomfortable situations. Facing them and looking for solutions together.** Dealing with issues, not sweeping them under the rug.

To sum up: **we have the courage to tell the truth and we have the humility to accept it.** Regardless of who is "whom" in our company.

This is my definition of Truth that we employ at Talkersi.
Would you like to know how people at Talkersi interpret it?

This is **Nikola, the Leader of Talkers' Opiekun (Coordinator) Team**

When I received the offer to start working as a Leader, I immediately began to think about what values I want to follow and in what direction I want to shape the Talkersi Opiekun (Coordinator) Team. My thoughts immediately went to Truth, a value that seems obvious, but is the foundation of effective teamwork.

Over the years, we have created rules that are in line with the Talkersi values. I base part of my daily work on them. However, this does not mean that I consider myself or my team to be infallible people. I believe that everyone can make a mistake or see a given situation differently - an administrative worker, a student, a teacher or me. My goal is to be aware of all the facts and face the truth. It is not the easiest task because I am a well-organized and ambitious person. On the other hand, putting my emotions aside and admitting I made a mistake were the moments when I learned the most. Thanks to humility, I am able to see the whole picture, get to know my weaknesses and work on them, as well as accept criticism.

Aug. 3, 2022

Individuality

Each student is unique and has a unique past.. Each employee is unique and has a unique past. We always consider that during communication. Regardless of whether it's oral or written, we tailor our words to the receiver. We do not blindly follow a "default."

Which doesn't mean we haven't developed any good practices. Checklists. Procedures. Templates for recurring questions and issues that we solve daily.

We apply the rule of **smart personalisation** That means, we automate and optimise (effectiveness) everything that requires it, while always making sure that Talkersi keeps its **magic human touch** (empathy). Such mix allows us both to **develop the company, as well as take care of our clients and employees.** So that we always stay fellow flesh and blood humans to one another, not just tables in Excel.

This is my definition of Individuality that we employ at Talkersi.
Would you like to know how people at Talkersi interpret it themselves?

This is **Sonia, Chief Operating Officer**

Reports, procedures, and templates are a must-have for maintaining quality with the constantly growing number of people in the Talkersi Team (and there are already over 100 of us!). My daily goal is to give room for individuality among these circumstances. I use the following approach personally and teach how to follow it among Talkersi.

I encourage our employees to let themselves get known, ask questions and be courageous in communicating their needs. This is my recipe for effective and pleasant cooperation.
How does it look in practice?

I devote a lot of attention to getting to know the preferred style of communication and stay flexible in this regard. I know people who, after finding a solution to a topic, move the e-mail thread to the archive and go to the next task without saying a word. There are also people who like to thank all attached recipients and send them emojis or gifs. I know that even such small differences can lead to misunderstandings or „sulkiness". In Talkersi I regularly find out that we are open to navigate between individual styles and it turns out awesome.

I also received feedback from our employees many times that they appreciate the lack of dresscode very much. Regardless of whether we are talking about leaders or people in other job positions - we all have space for our individuality and feeling good in our own skin and outfit.

Aug. 1, 2022

Empathy

I believe that **empathy is the main factor**r of any organisation with a good atmosphere. We are all different, and differences often lead to divisions. The presence of empathy guarantees that **everyone can get along with everyone.** That we understand the needs of one another. That we do what we can to meet them. Of course, within the resources available to us, but we still always ask ourselves—how will my interlocutor feel if I say X or do Y?

This is my definition of Empathy that we employ at Talkersi.
Would you like to know how people at Talkersi interpret it?

This is **Karolina, the Leader of Recruitment & Training**

Empathy is a particularly important value that can be easily downplayed in our intense, hustling, profit-oriented world. Hence, I am all the more pleased that it has become one of our core values :) Talkersi is empathetic on many levels - through its openness to a variety of people, willingness to understand the perspective of the other party, as well as its respect for different points of view, and safe space, where aggression and attacking others is not seen as "motivational." I've personally experienced this empathy through the acceptance of and the respect for my introverted personality, and through this, my needs concerning the form of work that directly influence my mood and effectiveness. I know that although I can be far from a standard extrovert or an early bird, no one judges me from that angle. I have the same possibilities for growth as anyone at Talkersi, and I can be fully me - and that's the best way to live and work :)

Nov. 26, 2021

Effectiveness

Empathy without effectiveness leads to an organisation with a "cool flow," but no results. This is why we always present empathy and effectiveness as a package deal. **They balance each other out. It's "cool" at Talkersi, and at the same time, we "rack up the numbers."**

If we agree to do something, then we bend over backwards to execute it. If the circumstances change, we promptly inform one another of it. We don't just fall off the face of the earth but **face the truth and ask someone at Talkersi for help, should the situation require it.**

This is my definition of Effectiveness that we employ at Talkersi.
Would you like to know how people at Talkersi interpret it themselves?

This is **Oliwia, the Leader of HR**

In my opinion, effectiveness combines all values of Talkersi, thanks to which I effectively solve the individual needs of team members, keeping in mind our shared goal. Open dialogue makes it possible for me to understand each person's perspective and to act actively for the benefit of all, based on the value of truth. Thanks to the combination of these values, I consider the needs of the entire team every day to make our effectiveness even better.

Jul. 21, 2022

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Teamwork

Teamwork is the value that ties all the other values together. It's the mechanism that allows all big ideas to materialise. For if there is no teamwork, then all the procedures, checklists and good practices won't mean anything.

Teamwork means **you're mindful of keeping your deadlines,** as you know that your colleague's work comfort depends on you sending your documents on the agreed--on time. Teamwork means **you divide tasks sensibly** among the team members as you know that only when they shoulder a manageable workload, **can they be happy and effective in their work.**

I could go on and on about examples of teamwork. But I think it is best captured by the words of one of the best basketball players of all time:

„**The important thing is that your teammates have to know you're pulling for them and you really want them to be successful.**"

This is my definition of Teamwork that we employ at Talkersi.
Would you like to know how people at Talkersi interpret it themselves?

This is **Zuzia, the Leader of the Course Advisor Department**

Teamwork is the foundation of action. I have been a fan of team sports since I was a kid, it allowed me to quickly understand how important this value is in everyday functioning. As the leader of the Course Advisor Team, I also emphasize this in our department. We all work toward the same goal - this is a sentence that is spoken from the very first day of work and is nurtured by daily work of the team as well as of the entire company. Teamwork shows us a broader perspective and allows us to make the best decisions because, after all, we share the same goal, we are heading in the same direction.

This applies not only among Talkersi, but also in cooperation with the students. Our Team is responsible for guiding the student through the course enrollment process. This makes us the first people to explain how Talkersi work. By paying attention to the wider perspective, the good nature of the people around us, we are able to use this value to ensure unforgettable cooperation for everyone, which can be confirmed by our students who rated their cooperation with the office at 94%.

Teamwork makes the dream work - you can experience it at Talkersi :)

Jul. 21, 2022

This is **Magda, the Leader of the Methodologist Team**

I normally work from home, far away from my office colleagues, yet I don't feel like I am alone. We don't see each other often and one could assume that it's difficult to discuss current issues from a distance, and yet we know we can count on each other. Working alone, I often must make various decisions really quickly, but knowing I can always ask for feedback, advice, or experience of my colleagues, I rest assured as I am certain of the high quality of understanding and helpfulness of our team. This way I gain a wider perspective and learn how to be an even more professional specialist every day. In my daily work, I deal with vast dynamics of different areas; for me, it's not about the positions or the hierarchy, but the idea that we are all on the same team. Sometimes we don't agree, we have opposing ideas for solutions or simply different opinions, but we can still find the common tongue. Regardless of the occupied position, experience, worldview, or patience level

Nov. 27, 2021

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Do you feel you share our values?

JOIN OUR TALKERSI TEAM!

Do you have a friend looking for work in a value-based environment? **Share this Talkersi Culture Book with them.**

You can find the recruitment information for the **tutor position** here:

talkersi.pl/kariera →	talkersi.pl/en/career →
Polish version	English version

Recruitment information for other positions can be found on our **facebook** (link here) page, so if you want to be up to date, **follow us!**
In case of any questions, you can always contact me at : wiktor@talkersi.pl

See you around!

Founder & CEO

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