

Key Messages

What we want you to **know**

- **Your work is deeply appreciated & essential**
- **We are going to make Yale an easier place to work and learn**
- **Everyone needs to engage in the transformation**
- **Internal controls are a serious issue we need to focus on now**

What we want you to **feel**

- **Energized**
- **Responsible**
- **Confident and encouraged**
- **Supported**
- **Proud of the service you are providing for Yale**

What we want you to **do**

- **Keep the business of Yale running with excellence**
- **Examine your internal controls**
- **Engage in the transformation**
- **Manage your finances prudently**
- **Set clear goals and expectations and provide regular feedback**