



Our Values and Behaviours Framework

We are **consistently respectful**, **collaborative**, **compassionate** and **open**

Behaviours we want to see

Behaviours we don't want to see

RESPECTFUL

Appreciative

Notices and recognises others' efforts. Goes out of their way to make others feel valued and heard. Praises behaviours over outcomes. ✓

Doesn't notice, appreciate or value others' efforts. Undermines, criticises or talks down to people. ✗

Professional

Sets boundaries. Calm, patient, reassuring and puts people at ease. Takes responsibility and calls out when others are not. ✓

Passes their stress onto others. Often late. Comes across as 'too busy.' Unprofessional appearance and argues rather than discusses. ✗

Fair

Ensure equity among staff and patients. Treats people as an equal and valued individual. Protects privacy and dignity of others. ✓

Favouritism, sets unrealistic or unfair tasks / deadlines. Judges. Lack of respect for people's beliefs. Choices or characteristics. Gossips. ✗

COLLABORATIVE

Teamwork

Inclusive. Gets to know people, involves, encourages contributions. Connects people so they feel involved. Cooperates without hierarchy. ✓

Excludes or isolates others. Ignores ideas or fails to look for solutions together. Micro-manages. Doesn't 'pull their weight.' ✗

Supportive

Is attentive to other people's needs and feelings. Willing and helpful. Offers help when needed or finds someone else who can help. ✓

Doesn't offer help when they see someone in need. Makes people feel like a burden. 'Not my patient / not my job.' ✗

Innovative

High standards. Always looking to learn, and for better ways to do things. Is open and flexible to change and encourages this in others. ✓

Actively resistant to change, accepts the status quo when better ways are available. Looks for reasons why things can't be done. Blames. ✗

COMPASSIONATE

Shows empathy

Takes the time to understand and listen to issues or concerns. Puts themselves in other people's shoes. Adjusts to different people. ✓

Fails to consider other people's perspectives or experiences. Dismissive of others' feelings, story or journey. ✗

Kind

Notices and takes action when people are in pain, stressed or upset. Gives feedback when necessary in a safe, non-judgmental way. ✓

Doesn't act if they see patients or colleagues in pain, stressed or upset. Allows issues to fester without addressing them properly. ✗

Listens

Takes time to make others feel listened to and supported. Values different perspectives. Takes other people's views into consideration. ✓

Dictates. Dismissive of people's views or ideas without giving them the chance to explain. Talks over people. Ignores valid concerns. ✗

OPEN

Honest

Keeps people informed. Clear, open and honest communication. Ensures people get information in ways that they can understand. ✓

Uses language or jargon that people don't understand. No effort to communicate. Gives mixed messages. Leaves people 'in the dark.' ✗

Optimistic

Shows a positive attitude when problem solving. Optimistic about what people can achieve. Encourages, not deterred by setbacks. ✓

Negative attitude. Only complains or 'moans' about issues without acting to change things. Focuses on the problem, not the solution. ✗

Welcoming

Is approachable, polite, cheerful. Introduces themselves with 'hello my name is...' smiles and makes eye contact, when appropriate. ✓

Ignores, avoids or dismisses other people. Displays rudeness or incivility. Uses a sharp or abrupt tone of voice. ✗

We give **consistent** feedback through BUILD so that we can live up to our behaviours

The ABC of appreciation

- A Action**
This is what you said or did
- B Benefit**
The positive impact it had
- C Continue**
Thanks, please keep doing this

BUILD constructive feedback

- B** Describe the **Behaviour**. Observations not judgments.
- U** (**Understand** their context. Step into their shoes. **Unsaid**).
- I** Describe the **Impact** on... you, others, outcomes or the work
- L** **Listen** to them. "What was happening there?" (Don't ask 'why?')
- D** Ask 'what might you **Do differently?**' It's a Dialogue

Developed with more than 1,500 inputs from staff, service users and carers during Creating Our Culture Week. To find out more about our values and behaviours visit **inSite**.