

1 2 3 4 5 Living our values

This is how we do things around here. This is how we Live Our Values.

I will

I won't

Respectful

- Understand that people are different
- Pay attention to their different needs so that everyone is treated fairly
- Accept diversity and difference
- Recognise the value of contributions and ideas from others
- Turn up on time and be prepared for meetings and appointments
- Say thank you

- Belittle others' points of view
- Act with indifference, insensitivity or unkindness
- Make assumptions
- Make judgements or unfairly discriminate
- Gossip about others, hold grudges, demean or demoralise colleagues

Honest & Trustworthy

- Adhere to my professional standards / code of conduct
- Admit mistakes immediately with full disclosure – say sorry when appropriate
- Be honest with others even if the conversation is a difficult one
- Give fair and realistic feedback to others
- Report activities honestly and truthfully
- Take responsibility for safety in my working environment
- Take ownership for resolving problems that I encounter in my work
- Be discreet and sensitive when dealing with confidential information; challenge others who are not

- Fail to respond to or report concerns
- Avoid discussions about poor performance
- Bury issues and problems that are too difficult to address
- Be deceptive
- Fail to do the things I say I am going to do
- Let other people's attitude / behaviour lower my standards
- Ignore unacceptable standards of behaviour
- Be complacent about poor standards

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Caring & Compassionate

Be kind, patient and considerate
Ensure service users are central to decision making
Promote dignity in patient care
Take the time to listen to others, understand their needs and provide appropriate support
Ask service users, carers, clients, visitors and colleagues the name they prefer to use
See the service user and carer as individuals and have a warm approachable manner to help put them at ease

Ignore poor standards of care
Talk about or over service users as if they are not there
Fail to respond to service user needs
Be dismissive of the needs of others
Fail to support others when things are tough

Taking the time to talk & listen

Be aware of the impact of my communication style and adopt the right style for the situation
Discuss any sensitive issues privately
Make eye contact during interactions with others and smile where appropriate
Demonstrate a 'can do' attitude
Promote and build on achievements of team and individuals
Motivate others around me
Seek to understand and engage with changes that are happening in my area or team

Use language like 'I just don't have time'
Shout at others especially in front of other people
Be dismissive
Be negative about ideas and decisions
Lack motivation
Blame others when things go wrong
Speak in a rude and abrupt manner
Use offensive language in the workplace

Working together & leading by example

Encourage effective team working and develop others to thrive in a team environment
Work with partners and share information appropriately to ensure the best outcome for the service user
Encourage service users to participate in decisions around care and service developments
Willingly take personal responsibility for my own learning / self-development
Seek out opportunities to develop my team
Provide timely and meaningful feedback to colleagues
Seek feedback and act on it
Accept appropriate responsibility within my role
Have the courage to challenge negative attitudes and behaviours shown by others
Develop self-awareness, be aware of my impact on others
Use equipment, resources and time in an efficient and sustainable way

Withhold information that could help improve our services and care
Publicly criticise others
Only be concerned with own goals, needs and ambitions
Fail to help and support colleagues
Disregard the contribution of others
Fail to provide meaningful feedback
Dismiss the need for change and demoralise others
Behave unprofessionally
Lack self-awareness
Allow others to bring our organisation into disrepute
Bend the rules to suit my own agenda