



# 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**.