

# **Everyday Behaviours Guide**

#### **Our values:**

## Compassionate

# Supporting recovery for all and

maintaining hope for the future.

# • Being kind to ourselves and others.

Showing empathy for others and appreciating vulnerability in each of us.

### **Core behaviours**

The behaviours describe what our values look like in practice, i.e. it's how we demonstrate our values.

**Supporting statements** 

These statements expand on the

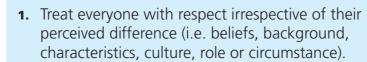
values to broaden their meaning.

These are the core top five behaviours for each of our values.

- **1.** Use strategies to manage my emotions to avoid creating a negative atmosphere.
- **2.** Offer forgiveness and do not judge others or myself harshly when we get things wrong.
- **3.** Notice when someone is struggling and offer help.
- **4.** Focus on finding a solution and do not blame the person responsible.
- **5.** Look for, and praise, the achievements and contributions of other people.

## **Inclusive**

- Treating people fairly, with dignity and respect.
- Challenging all forms of discrimination.
- Valuing all voices so we all feel we belong.



- **2.** Respect other people's personal space, privacy and dignity.
- **3.** Privately and sensitively challenge my own behaviours or those demonstrated by others, that are not in line with our values.
- **4.** Involve others to develop a shared understanding of what needs to change.
- **5.** Proactively and willingly share relevant information with others.

#### **Committed**

- Striving to deliver the best work and keeping service users at the heart.
- Taking responsibility for our work and doing what we say we will.
- Courage to question to help us learn, improve and grow together.
- **1.** Proactively identify what needs to happen to get the job done.
- **2.** Own up to my mistakes without delay, apologise and take responsibility for putting them right.
- **3.** Share my concerns with appropriate people to find a resolution.
- **4.** Balance service user (or internal customer) needs with resources available when making decisions.
- **5.** Check to ensure service users (or internal customers) are happy with the service received.

# **Leadership behaviours**

These are for our people leaders in addition to the core behaviours above.

- **1.** Enable people to work in a way that balances our Trust's priorities and suits them as an individual.
- **2.** Put people's wellbeing and needs ahead of my goals.
- **3.** Check in regularly with direct reports, to ask how things are and to offer support.
- 1. Include those affected when creating plans.
- **2.** Coach people to identify issues and create their own solution without imposing my own ideas.
- **3.** Ensure people have the required training, knowledge, skills, time and space to do their work comfortably and safely.
- **1.** Build a strategy that is clearly aligned with anticipated future service user needs.
- **2.** Find opportunities for people to use and develop their strengths.
- **3.** Seek regular feedback on my leadership style and make adjustments to suit my people.

# Negative impact behaviours

These behaviours describe things that often have a negative impact on others and therefore, are what we don't want to see or experience.

# Non-compassionate behaviours

- Not listening to others.
- Failing to realise and accept, or ignoring the negative impact of your behaviour on others.
- Using force, coercion or power to bully or impose.

## **Non-inclusive behaviours**

- Dismissing other people's experiences or views, as untrue or unimportant.
- Being rude, using inappropriate banter or making discriminatory/derisory comments about others.
- Pretending other people's work was done by you and taking the credit for it.

#### **Non-committed behaviours**

- Ignoring issues, saying they are somebody else's problem.
- Dismissing feedback about service user or staff care.
- Not involving service users and their families in care and service decisions.





