

HEART Behaviours Framework

Our Values	Our Behaviours	
	How we are with colleagues patients, carers and families	
	What we want to see from individuals and teams...	What we do not want to see from individuals and teams...
Honesty		
Truthfulness	<ul style="list-style-type: none"> We will be truthful and learn from our mistakes and take responsibility for our actions. 	<ul style="list-style-type: none"> We will not blame others, hide mistakes, and make promises we cannot keep
Open	<ul style="list-style-type: none"> We will be impartial and open about the decisions we make and consider its impact on others. 	<ul style="list-style-type: none"> We will not withhold information or make decisions in isolation of individuals, teams, or services.
Speaking up	<ul style="list-style-type: none"> We will speak up, give feedback, encourage, and support those who do so. 	<ul style="list-style-type: none"> We will not make people fear reprisal, revenge, or mock them for speaking up.
Equity		
kindness and Caring	<ul style="list-style-type: none"> We will be friendly, welcoming, polite, approachable and look out for all people. 	<ul style="list-style-type: none"> We will not ignore people or be inconsiderate toward others.
Fairness	<ul style="list-style-type: none"> We will treat people equally, embrace diversity and difference. 	<ul style="list-style-type: none"> We will not judge, deny equitable access, or show favouritism to others.
Understanding	<ul style="list-style-type: none"> We will show patience and tolerance of others' views 	<ul style="list-style-type: none"> We will not be dismissive of others' views, feelings, stories, or background
Accountability		
Professional	<ul style="list-style-type: none"> We will be ethical, a role model, responsible for our attitude and behaviours 	<ul style="list-style-type: none"> We will not be unprofessional or lack pride in our work.
Excellence	<ul style="list-style-type: none"> We will take ownership for following best practice and going above and beyond 	<ul style="list-style-type: none"> We will not accept low standards, fail to learn, improve, and cut corners.
Improving	<ul style="list-style-type: none"> We will be open to receiving feedback, learning and be proactive. 	<ul style="list-style-type: none"> We will not put barriers or resistance to new ways of learning and doing things.
Respect		
Attentive and Helpful	<ul style="list-style-type: none"> We will act with compassion and be helpful and attentive to the needs of others, 	<ul style="list-style-type: none"> We will not ignore people's needs, be abrupt, rude, shout, or bullying.
Appreciative	<ul style="list-style-type: none"> We will recognise people's strengths, say thank you and celebrate success, empower, 	<ul style="list-style-type: none"> We will not criticise or make judgements or assumptions. We will not take people and their efforts for granted.

	and bring out the best in others.	
Empathy	<ul style="list-style-type: none"> We will put ourselves in other peoples' shoes with compassion. 	<ul style="list-style-type: none"> We will not show a lack of interest or concern for others 'experience.
Teamwork		
Involvement	<ul style="list-style-type: none"> We will include others, collaborate, and work as a team. 	<ul style="list-style-type: none"> We will not make decisions in isolation and fail to communicate with other teams and services.
Support	<ul style="list-style-type: none"> We will have a helpful approach to how we work with each other. 	<ul style="list-style-type: none"> We will not ignore requests for help or create distrust through lack of support to others
Goals	<ul style="list-style-type: none"> We will understand and set clear goals and objectives at every level. 	<ul style="list-style-type: none"> We will not leave people unclear about expectations, goals, and objectives.