



# Everyday Behaviours Guide

## Our values:

### Compassionate

### Inclusive

### Committed

#### Supporting statements

These statements expand on the values to broaden their meaning.

- 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.



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



- 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.



#### Core behaviours

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

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.

1. Treat everyone with respect irrespective of their perceived difference (i.e. beliefs, background, characteristics, culture, role or circumstance).
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.

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.

