### Living Our Values

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

<table>
<thead>
<tr>
<th>I will</th>
<th>I won’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understand that people are different</td>
<td>Belittle others’ points of view</td>
</tr>
<tr>
<td>Pay attention to their different needs so that everyone is treated fairly</td>
<td>Act with indifference, insensitivity or unkindness</td>
</tr>
<tr>
<td>Accept diversity and difference</td>
<td>Make assumptions</td>
</tr>
<tr>
<td>Recognise the value of contributions and ideas from others</td>
<td>Make judgements or unfairly discriminate</td>
</tr>
<tr>
<td>Turn up on time and be prepared for meetings and appointments</td>
<td>Gossip about others, hold grudges, demean or demoralise colleagues</td>
</tr>
<tr>
<td>Say thank you</td>
<td></td>
</tr>
<tr>
<td>Adhere to my professional standards / code of conduct</td>
<td>Fail to respond to or report concerns</td>
</tr>
<tr>
<td>Admit mistakes immediately with full disclosure – say sorry when appropriate</td>
<td>Avoid discussions about poor performance</td>
</tr>
<tr>
<td>Be honest with others even if the conversation is a difficult one</td>
<td>Bury issues and problems that are too difficult to address</td>
</tr>
<tr>
<td>Give fair and realistic feedback to others</td>
<td>Be deceptive</td>
</tr>
<tr>
<td>Report activities honestly and truthfully</td>
<td>Fail to do the things I say I am going to do</td>
</tr>
<tr>
<td>Take responsibility for safety in my working environment</td>
<td>Let other people’s attitude / behaviour lower my standards</td>
</tr>
<tr>
<td>Take ownership for resolving problems that I encounter in my work</td>
<td>Ignore unacceptable standards of behaviour</td>
</tr>
<tr>
<td>Be discreet and sensitive when dealing with confidential information; challenge others who are not</td>
<td>Be complacent about poor standards</td>
</tr>
</tbody>
</table>

1. 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

2. 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
### I will

- 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
- 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
- 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

### I won’t

- 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
- 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
- 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