



Positive Workplace Behaviours Supporting our Values

<p>Compassion <i>consistently acting with integrity and empathy</i></p>	<p>Considering and improving the experience of others</p> <ul style="list-style-type: none"> • Makes an effort to ensure that patients, visitors, staff and volunteers feel welcome and comfortable. • Recognises the experience of the individual patient, client, relative or staff member. (acknowledges the situation from their perspective) • Responds sensitively to the needs of the individual patient, client, relative or staff member • Demonstrates human warmth alongside professional technique. • Shows empathy for the feelings and situation of others
<p>Accountability <i>taking responsibility for our decisions and actions</i></p>	<p>Personally accountable – doing what can be done</p> <ul style="list-style-type: none"> • Accepts responsibility for own actions and behaviours in an open and honest manner • Offers assistance to patients, clients, relatives, staff, if they seem lost or uncertain • Engages positively, and with good will towards others. • Challenges unacceptable behaviour in others in a productive way • Focuses on what CAN be done (and does it) • Recognises and admits limitations of knowledge and/or mistakes
	<p>Practicing a responsible and sustainable approach to resources and the environment</p> <ul style="list-style-type: none"> • Is responsible with the use of resources, to get the best value • Is not wasteful, seeks to conserve and re-use where appropriate
<p>Respect <i>for the rights, beliefs and choice of every individual</i></p>	<p>Communicating respectfully in all situations</p> <ul style="list-style-type: none"> • Communicates respectfully with others, regardless of situation, status or role • Listens and respects the decisions of patients and their representatives. • Listens to, and acknowledges the opinions, ideas and concerns of others. • Is careful not to waste the time of others at work. • Acknowledges and appreciates the contribution of others.
	<p>Recognising and respecting diversity</p> <ul style="list-style-type: none"> • Is open minded and non-judgemental about the actions of others from different cultures and backgrounds • Uses face to face communication wherever possible, taking trouble to check understanding and expectations • Is inclusive of others, regardless of difference or disability
<p>Excellence <i>inspiring and motivating innovation and achievement</i></p>	<p>Quality/standards</p> <ul style="list-style-type: none"> • Sets an example in terms of quality or work and/or approach to work • Demonstrates high standards of work or care • Always acts professionally regardless of pressures • Identifies and seeks to apply best practice
	<p>Learning/improvement</p> <ul style="list-style-type: none"> • Actively seeks to learn and improve both own practice and the practice of others. • Shares knowledge and expertise with others, to help them learn and improve • Coaches others, to enable them to develop and be as good as they can be • Looks for better ways to do things • Seeks to improve patient care/service outcomes
	<p>Engaging and working well with others, across the wider system</p> <ul style="list-style-type: none"> • Engages others, generates a positive, can-do working climate • Interacts productively and works effectively with others, both inside and outside the unit/team/organisation • Identifies and works in partnership with stakeholders
<p>Safety <i>prioritising safety as an essential part of everyday practice</i></p>	<p>Safety</p> <ul style="list-style-type: none"> • Looks out for the safety of patients and others • Acts to improve safety • Speaks up if unsafe practice occurs within the workplace