



Core Behaviours

Values are a key component of a healthy workplace culture because they clarify how the Council and its staff should behave and help to ensure that everybody is working towards the same goals. They provide the framework within which employees can test decisions, accomplish tasks, and interact with others.

The Council's core behaviours reflect the special qualities that attract, engage and retain the talent that we want; and will be used to shape our culture by influencing the work we do, and how we do it. These behaviours focus the way we expect employees to approach daily business practices, conduct communications and interact with one another.

The Council has five core behaviours that guide the way we think and act as an organisation, and each member of staff is responsible for incorporating them into their day to day roles.



Core Behaviours

- Five core behaviours - each member of staff is responsible for incorporating them into their day to day roles and calling out in cases when these behaviours are not demonstrated





Communication

Demonstrated by:

- Actively listening to customers and colleagues and asking questions to provide clarity
- Seeking to understand customer and colleague needs and proactively looking for ways to exceed expectations
- Being clear, concise and courteous
- Providing regular and timely feedback
- Leaving a positive impression of the Council

Ineffective behaviours:

- Giving contradictory or conflicting messages
- Being aggressive, sarcastic or patronising
- Using email to avoid difficult conversations
- Hiding behind jargon
- Dominating conversations
- Interrupting when others are speaking



Respect

Demonstrated by:

- Creating trusted relationships with customers, colleagues and communities to achieve mutual goals
- Treating customers and colleagues with respect and dignity and valuing others as individuals
- Learning from others and valuing differences
- Being thoughtful, tactful and considerate
- Acting with integrity, loyalty and trust

Ineffective behaviours:

- Assuming all people are the same
- Ignoring discrimination
- Applying stereotypes to individuals/groups/ communities
- Using status or experience to undermine others
- Intimidating or upsetting others through own behaviour
- Taking the credit for others' work



Accountability

Demonstrated by:

- Taking the initiative and ownership of our decision, actions, performance and behaviour
- Learning from our mistakes and seeking out opportunities to improve
- Delivering on promises to customers and colleagues
- Being proud of what we do

Ineffective behaviours:

- Blaming other people or other departments for mistakes and own poor performance
- Coasting along – only doing enough to get by
- Allowing identified problems to drift and hoping for the best
- Continuing to follow a course of action when it is already proving unworkable
- Giving poor service to customers or colleagues seen as demanding
- Not doing what you say you are going to do
- Putting off making difficult decisions



Adaptability/Flexibility

Demonstrated by:

- Displaying a 'can do' attitude and being innovative
- Embracing change
- Getting out of our comfort zones and creating our own opportunities
- Looking for the positive in every situation
- Challenging negativity and bad behaviour

Ineffective behaviours:

- Always sticking to the same course of action
- Being cynical and negative about change / viewing change as upheaval rather than growth
- Taking a narrow view of own role
- Not seeing the need for or taking responsibility for own development
- Waiting for things to happen to you
- Ignoring others' negativity or ineffectual behaviours



Collaboration

Demonstrated by:

- Sharing ideas and challenges with our colleagues and actively seek out their opinion
- Working together beyond departmental boundaries to achieve superior results
- Ensuring everyone has an equal opportunity to share and contribute ideas
- Being part of the solution

Ineffective behaviours:

- Cherry picking the best/most interesting tasks
- Working in isolation or only with immediate colleagues
- Imposing personal views and work methods on others and dismissing their views
- Not embracing and seeking out others' skills and experience
- Being content to deliver what is adequate