

## Patients First

	Exemplary	Essential	Unacceptable
<b>Care</b>	Always finding ways to make a difference for the benefit of others	Ensuring that basic needs are always met	Ignoring patients who need help – <i>the standard you walk past is the standard you accept</i>
<b>Compassion</b>	Making everyone feel special – knowing your patients well and treating them as individuals	Putting yourself in others' shoes – <i>you could be the only word of kindness that person receives all day</i>	Not being aware of others' needs or feelings
<b>Communication</b>	Adjusting your communication style to fit the person or the purpose	Introducing yourself, listening, explaining clearly what is happening and making sure that you have been understood	Making little effort to explain situations, creating anxiety and confusion
<b>Humility</b>	Using what our patients and others tell us to make our care the best it can be	Apologising and being open when things have gone wrong	Arrogance – <i>assuming we have all the answers</i> and not listening to our patients

## Passion for Excellence

	Exemplary	Essential	Unacceptable
<b>Positivity</b>	Sharing good news and positive stories, seeing and inspiring the best in others	Striving to be the best you can	Spreading negativity, or <i>having a "can't do" attitude</i>
<b>Insight</b>	<i>Stopping, looking and listening</i> – being mindful of your environment	Having an in depth understanding of your day to day practices and the impact they have on others	Not being aware of impact on others
<b>Initiative</b>	Finding and seizing opportunities to go the extra mile without being asked	<i>Taking a proactive approach</i> , and prioritising	Being passive and demonstrating a lack of attention to detail
<b>Innovation</b>	Being bold, ambitious and creative and challenging the norm	Seeking out new ideas and finding ways to put them into practice	Accepting average standards or refusing to move from the status quo

## Personal Responsibility

	Exemplary	Essential	Unacceptable
<b>Commitment</b>	Equipping yourself with the skills, knowledge and wellbeing required to deliver your best	Performing your duties to the best of your ability and always being punctual and prepared	Taking little interest in doing a good job
<b>Self-awareness</b>	Leading by example and taking responsibility for your actions	Treating people as you would like to be treated, remembering <i>that the little things often make the biggest difference</i>	Looking for excuses or undermining others
<b>Open-mindedness</b>	Being objective and providing, seeking and valuing regular constructive feedback	Continuously listening, learning and improving	Showing little interest in improvement or being dismissive of others' ideas or feedback
<b>Courage</b>	Not being afraid to challenge poor behaviour and inspiring courage in others	<i>Believing in yourself and your contribution</i> , and having the confidence to <i>speak up and speak the truth</i>	Not being willing to trust others, or avoiding difficult issues

## Pride in our Team

	Exemplary	Essential	Unacceptable
<b>Constructiveness</b>	Supporting, inspiring, mentoring, coaching, celebrating, championing and motivating	<i>Treating one another with dignity, intelligence and respect</i>	Shouting, taking an aggressive tone, or finger-pointing
<b>Selflessness</b>	Taking on tasks, beyond expectation, to achieve team or organisational goals	In your work, prioritising the needs of your patients, teams and organisation ahead of your own	Showing evident self-interest to the detriment of the team or organisation, or lack of flexibility
<b>Collaboration</b>	<i>Helping others to see that they can achieve more together than can be achieved alone</i>	Building positive relationships based on listening and sharing information, knowledge, skills, as well as workload, to further team and organisational goals	Refusing to work with others effectively – withholding information, or failing to listen to or acknowledge others' views
<b>Integrity</b>	Always being open and honest, setting realistic expectations, and consistently demonstrating your values	Being honest and delivering what you promise or making others aware if you are unable to deliver	Being dishonest or biased, or actions not matching words

