











| Our values | How we work | Behaviours we aim for | Examples of what good looks like | Examples of what we don't expect to see |
|---|---|--|---|---|
|  Learning | Positive  | Engages positively in team meetings and other organisational and learning activities. Proactively shares own learning, experience and best practice with others. Looks for opportunities and creates time to reflect and learn, develop skills and knowledge, and keep up to date. Influences peers in a positive way. | <ul style="list-style-type: none"> • Responds positively to reasonable requests. • Shares learning from a course with wider team. • Uses initiative to research best practice and brings ideas. • Identifies own skills and knowledge gaps, and finds solutions to address them. | <ul style="list-style-type: none"> • Spreads negativity. • Overloads others with information or learning. • Doesn't apply learning to real work situations. |
| | Open and honest  | Raises concerns. Tells the truth. Knows own strengths and weaknesses and asks for support or help when needed. Acknowledges and learns from mistakes. Gives constructive feedback to others. Sets realistic expectations for self and others. | <ul style="list-style-type: none"> • Tells a colleague or manager when something doesn't feel right. • Owns up to a mistake as soon as realised. • Gives a customer a clear timeline for replying to them and takes action accordingly. | <ul style="list-style-type: none"> • Hides information or mistakes. • Ignores issues/concerns. • Blames others. • Communicates unclear/unrealistic expectations. • Does not meet agreed timelines. |
|  Empathy | Adaptable  | Is flexible and shifts priorities to meet the needs of the service. Communicates in a way that helps others understand. Recognises own and others emotional responses to situations and adapts as needed. Creates change and supports others through change. Takes well considered risks & opportunities. Acts upon feedback from others. Looks for solutions to problems. | <ul style="list-style-type: none"> • Uses 1:1s or appraisals to reflect on how work could be done differently. • Identifies a problem and talks to others about possible solutions before taking it to a manager. • Tries doing something differently. • Steps out of comfort zone. | <ul style="list-style-type: none"> • Ignores feedback. • Makes no effort to adapt communication style to others needs. • Consistently presents problems without solutions. |
|  Ambition | Work together  | Works effectively with others inside and outside the organisation. Makes connections and proactively seeks opportunities for joint working outside of team. Shares information with others to help them do their job. Helps others to resolve conflict & build trust. Understands other's experiences are different. Uses words of encouragement. | <ul style="list-style-type: none"> • Finds out what other's objectives are on a joint project and helps meet them together. • Involves colleagues or customers in opportunities to shape services. • Supports and encourages colleagues to discuss challenges. | <ul style="list-style-type: none"> • Ignores key stakeholders. • Avoids uncomfortable conversations. • Presents other people's ideas as own. • Doesn't work co-operatively with others. |
|  Fairness | Take pride  | Celebrates own and others success. Communicates the importance and purpose of own work. Takes responsibility for own actions. Consistently strives for high standard of work. Challenges existing ways of working. Role models our values and behaviours. Is an advocate for NFDC and own profession. | <ul style="list-style-type: none"> • Follows up with a customer to ensure they are kept informed. • Makes an effort to say thank you. • Tells others when someone has gone above and beyond. | <ul style="list-style-type: none"> • Speaks about the organisation in a negative way. • Does the bare minimum required. • Doesn't complete agreed actions or communicate changed outcome. |
| | Respectful  | Acts with kindness first. Seeks to understand the impact of actions and behaviours on others. Listens to others to understand different viewpoints. Anticipates & recognises the needs of others. Challenges inappropriate, offensive or discriminative behaviour. Shows respect to all colleagues and communities no matter who they are. | <ul style="list-style-type: none"> • Stands up for a colleague who is subjected to unkindness. • Ensures everyone in a meeting can contribute. • Actively seeks and listens to professional expertise from other teams. | <ul style="list-style-type: none"> • Treats people unfairly. • Makes others feel unable to contribute. • Doesn't speak up about inappropriate or offensive comments. • Sends rude or critical e-mails. |