

# Putting our behaviours into practice

Below are **good examples** of what our **behaviours** look like in practice. They are not all the ways we should behave but they help us to **understand** better what is expected from us as employees. Your manager will discuss the **values** and **behaviours** that are **essential** to your job role.

## Trust | Show respect, make a personal impact, being open and honest

### I Trust

Everyone who deals with us knows we do things the right way. 'I am Sandwell... count on me' is how we are. We 'live' trust through the behaviours of showing respect, being open and honest and making a positive personal impact.

#### Show Respect

Being aware of your impact on others and your use of resources. Valuing openness, listening to and understanding other people's views. Actively promoting equality and diversity. Working to minimise any harm in the working environment.

Valuing difference. Encouraging ideas. Being open and non-judgemental. Controlling emotions. Demonstrating sensitivity. Balancing courage and consideration when challenging others

#### Personal Impact

Taking ownership of your work, decisions, performance and development. Having a 'can do' approach and attitude.

Being reliable and accountable. Seeing things through to completion. Using initiative. Focusing on performance and accuracy. Being willing to learn.

#### Open and Honest

Displaying high levels of personal integrity and ethical behaviour. Being truthful, honest and realistic. Giving reasons for your decisions and actions. Not getting carried away.

Being sincere, trustworthy and reliable. Focusing on what is right – not who is right. Encouraging free-flowing conversation.

## Unity | Focusing on customers, working with a team, communicating effectively

### I Unity

Talented employees co-operate and share knowledge with each other to achieve common goals. We think about how we can best serve our customers – and act upon it. We talk to each other so we achieve excellence in what we do. We 'live' unity through the behaviours of focusing on our customers, working well with our teams and communicating effectively.

#### Customer Focus

Always thinking about what customers get from us. Reaching out to customers, listening to them and understanding their needs. Helping them make decisions about the services they need.

Connecting with, and involving others by listening and talking to them. Giving sound advice. Following up on customers' requests. Seeking ways of helping customers. Sorting out problems promptly and professionally.

#### Team Worker

Working well with colleagues, forming effective partnerships (both inside and outside the council). Working fast. Achieving shared goals by working across disciplines.

Creating a positive team spirit. Accepting responsibility for your own performance. Agreeing personal objectives (specific, measurable, agreed, realistic and timely) in consultation with others. Delivering results on time and to the required standard.

#### Communicate Effectively

Encouraging two-way communication choosing the optimum time, style and approach to ensure effectiveness.

Using language that is clear and understandable. Keeping people informed and up-to-date. Being accurate and on time when you get or provide information. Questioning and listening effectively. Adapting your approach and style to meet the needs of the people you are communicating with.

### I Progress

Good news travels fast – and bad even faster. We pull together and put our customers first. We think progressively and challenge what we do so we can continually improve. We 'live' progress through the behaviours of being open to change, focusing on our performance and getting results with our team.

## Progress | Being open to change, focusing on performance, getting team results

#### Open to Change

Seeing change as an opportunity, being receptive to new ideas. Adjusting to unfamiliar situations, demands and changing roles.

Thinking about how to improve. Being flexible and adaptable. Seeking performance improvements. Being open-minded about new ideas and proposals.

#### Performance Focus

Planning and organising your work so you meet deadlines (within the resources available to you). Consistently and successfully meeting objectives.

Prioritising and planning. Working to high standards. Paying close attention to detail. Being conscientious and going further than expected ('the extra mile').

#### Team Results

Working with others to reach a common goal. Sharing information and supporting each other in a positive way.

Recognising and appreciating the contributions of other team members. Sharing credit for success. Sharing skills, knowledge and encouraging others.

