



## Compassion

### Behaviours we will promote

- Listening actively to staff, patients, and families, showing empathy and understanding
- Treating people as individuals, not just as roles or numbers
- Supporting colleagues during difficult times, both personally and professionally
- Being non-judgemental, especially in emotionally charged situations
- Recognising the impact of decisions on staff wellbeing and showing genuine concern

### Behaviours we will not accept

- Dismissive attitudes toward staff concerns or ideas
- Judging or making assumptions about others without understanding their context
- Ignoring emotional wellbeing, especially during times of stress or personal difficulty
- Disrespectful language or tone, including shouting or berating
- Failure to recognise individual needs, treating people as tasks rather than humans



## Integrity

### Behaviours we will promote

- Doing the right thing even when no one is watching
- Being honest and transparent in communication and decision-making
- Taking accountability for actions and owning mistakes
- Treating people fairly, regardless of role or background
- Following through on commitments and promises made

### Behaviours we will not accept

- Dishonesty or withholding information, especially in decision-making
- Taking credit for others' work or manipulating achievements
- Passive-aggressive or threatening behaviour in communication
- Inconsistency in applying policies, leading to unfair treatment
- Lack of accountability, including avoiding responsibility or blaming others



## Excellence

### Behaviours we will promote

- Striving to do the best possible job, not settling for "good enough"
- Seeking feedback and using it to improve performance
- Ensuring staff have the right skills and training to perform at their best
- Driving continuous improvement and embracing change
- Maintaining high standards in care, communication, and professionalism

### Behaviours we will not accept

- Settling for mediocrity, doing the bare minimum or cutting corners
- Resistance to feedback or change, especially when improvement is needed
- Failure to provide training or development opportunities, limiting staff potential
- Tolerance of poor performance, especially when it affects patient care
- Undermining professional standards, such as ignoring uniform policies or best practices



## Kindness

### Behaviours we will promote

- Checking in on colleagues, especially after difficult meetings or personal challenges
- Being pleasant and tolerant, even in stressful situations
- Expressing gratitude and appreciation regularly.
- Choosing kindness in interactions, even when giving constructive feedback
- Avoiding gossip and exclusion, promoting inclusivity and respect

### Behaviours we will not accept

- Bullying, intimidation, or patronising behaviour, especially toward junior staff
- Exclusion or cliques, creating division within teams.
- Insensitive feedback, lacking empathy or constructive intent
- Disrespecting personal circumstances, such as health or caring responsibilities
- Manipulative or selfish actions, prioritising personal agendas over team wellbeing



## Teamwork

### Behaviours we will promote

- Collaborating across departments, not working in silos
- Respecting everyone's role and contribution to the team
- Supporting each other during busy or challenging shifts
- Creating psychologically safe environments for open discussion
- Sharing learning and celebrating success together

### Behaviours we will not accept

- Not pulling your weight, leaving others to carry the workload
- Poor communication, including changing plans without notice or failing to listen
- Siloed working, refusing to collaborate across teams or departments
- Sabotaging others' efforts, including jealousy or favouritism
- Blame culture, avoiding shared responsibility and undermining trust