



make the difference

## Value 1: Friendly

We will...	We will not...
<ol style="list-style-type: none"><li>1) Look for the positives in someone's ideas before the negatives</li><li>2) Seek to work with others to deliver better outcomes</li><li>3) Listen with an open mind</li><li>4) Be honest in a considerate manner</li><li>5) Speak up when we have a gap in our knowledge or understanding</li></ol>	<ol style="list-style-type: none"><li>1) Take advantage of other's kindness or skills</li><li>2) Be quick to dismiss others' contributions</li><li>3) Behave in a discourteous manner - verbally or physically</li><li>4) Bully or undermine people</li><li>5) Ignore other members of staff if they are felt to be beneath us</li></ol>





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## Value 2: Caring

We will...	We will not...
<ol style="list-style-type: none"><li>1) Consider the impact of our decisions on others before acting</li><li>2) Do what we say we are going to do (or provide an explanation if we are delayed/ no longer able to)</li><li>3) Support others personally and professionally – especially when they are struggling or managing a stressful situation</li><li>4) Acknowledge good will and performance or behaviours as it happens</li><li>5) Consider others' needs as well as our own</li></ol>	<ol style="list-style-type: none"><li>1) Abuse our position over others by showing favouritism, or discrimination in any way</li><li>2) Allow our personal moods to affect others</li><li>3) Ignore changes in normal behaviours when we see them</li><li>4) Expect others to work 'above and beyond' when we are not prepared to do so ourselves or because we are staying later</li><li>5) Make others feel foolish for admitting a gap in their knowledge or understanding</li></ol>





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## Value 3: Excellence

We will...	We will not...
<ol style="list-style-type: none"><li>1) Encourage each other to express ideas on improvements and to share best practices</li><li>2) Speak up if we can see a safer, more efficient or cost-effective way of doing things</li><li>3) Look for the positives, not the negatives, when others express ideas and views</li><li>4) Provide only constructive feedback - that will help others to develop or improve</li><li>5) Act on feedback to improve our personal performance</li></ol>	<ol style="list-style-type: none"><li>1) Allow processes to undermine or detract from meeting patient service needs</li><li>2) Discourage someone from trying or sharing a better way of doing things</li><li>3) Reject opportunities to improve the way we work</li><li>4) Leave things to others that we can fix ourselves</li><li>5) Apportion blame for an unknowing/unintended error</li></ol>



**NHS**

The Robert Jones and Agnes Hunt  
Orthopaedic Hospital  
NHS Foundation Trust

## Value 4: Professional

We will...	We will not...
<ol style="list-style-type: none"> <li>1) Fulfil our roles and responsibilities to the best of our ability</li> <li>2) Encourage our colleagues to do the best job possible</li> <li>3) Openly share ideas and best practice with colleagues</li> <li>4) Actively participate in personal and professional learning and development</li> <li>5) Fully contribute to the team's performance</li> </ol>	<ol style="list-style-type: none"> <li>1) Be satisfied with mediocre or worse</li> <li>2) Do the bare minimum</li> <li>3) Engage in negative gossip</li> <li>4) Speak in a manner that is intended to upset or intimidate other staff members to get what we want</li> <li>5) Deliberately avoid or ignore problems or difficult situations which we can help resolve</li> </ol>





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## Value 5: Respect

We will...	We will not...
<ol style="list-style-type: none"><li>1) Learn from our mistakes by taking appropriate action to prevent reoccurrence</li><li>2) Take responsibility for resolving problems within our influence</li><li>3) Challenge inappropriate behaviour, or poor working practices</li><li>4) Politely engage with people, even at times of disagreement</li><li>5) We will respect the skillsets of all staff irrespective of position</li></ol>	<ol style="list-style-type: none"><li>1) Complain about situations without suggesting solutions</li><li>2) Disregard others' feelings</li><li>3) Patronise others</li><li>4) Escalate issues we have with a person without first speaking to that individual to resolve</li><li>5) Be disproportionate in our responses to situations</li></ol>

