

Behaviour framework

for everyone to support our values



CARE

A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.



RESPECT

A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



RESPONSIBILITY

A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

⊕ ESSENTIAL BEHAVIOURS

Say Hello my name is... for patients and say hello to colleagues
Keep smiling
Listen to others and focus on them
Help others
Stay positive
Take pride in your job
Be kind to everyone
Be thoughtful
Be compassionate

Adult to adult behaviour
Communicate well
Understand how others feel
Take time with others
Acknowledge others
Be polite and professional
Work as a team
Think before you speak
Apologise when wrong/made a mistake
Respect the views of others

Look after your health and wellbeing
Be honest
Help people when they need it
Do the best you can
Work as a team
Take measured risks
Welcome change even if nervous
Support your manager & team members
Keep yourself up to date
Treat everyone fairly and equally

⊖ INAPPROPRIATE BEHAVIOURS

Being negative
Being unhelpful
Ignoring or ridiculing others
Silo working, not a team player
Being rude or aggressive towards others
Being dismissive of others
Bullying or harassing behaviour
Disregard for others feelings
Being abrupt

Gossiping about others
Negative or unhelpful comments
Slamming doors / items around
Shouting or swearing
Interrupting others
Walking away mid-sentence
Excluding people
Not listening to others
Avoiding giving feedback
Posting inappropriate content on social media

Being unfair towards others
Doing the bare minimum
Ignoring others when they need help
Being reactive rather than proactive
Working on your own agenda at the expense of others
Accepting poor performance
Avoiding taking action
Blaming others
Favouring friends at work



Supported by our values of
Care, Respect and Responsibility

Care better every day