

WAST Culture and Behaviour Reset

Built on TeamWAST Cultural DNA:

Through effective strategy, communication, ways of working and behaviours, these are what we want to continually develop in our culture at WAST

A Clear Purpose

Pride in what we achieve

A Strong Community

Commitment to each other

A Healthy Workplace

Compassion and care for each other

A Professional Service

Everyone able to play their part

A Developing Workforce

Growth and opportunity for everyone

Developed through the essential TeamWAST Behaviours:

Work in partnership with patients, communities, colleagues, NHS Wales and our stakeholders



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Through effective strategy, communication, ways of working and behaviours, these are what we want to continually develop in our culture at WAST

A Clear Purpose

Pride in what we achieve

The whole of WAST working together with clarity, equality and commitment to serve the communities of Wales as a valued emergency service.

A Strong Community

Commitment to each other

Everyone feeling like they belong to a WAST with a strong, positive identity and shared self belief in its capability and future.

A Healthy Workplace

Compassion and care for each other

An environment in which everyone feels psychologically and physically cared for and safe to do what's right for communities, the NHS and WAST.

A Professional Service

Everyone able to play their part

People at all levels empowered and accountable to use their skills, capabilities, knowledge and experience.

A Developing Workforce

Growth and opportunity for everyone

Everyone provided with the right challenge, opportunity, feedback, training and support to constantly grow and improve their contribution.

Developed through the essential TeamWAST Behaviours:

Work in partnership with patients, communities, colleagues, NHS Wales and our stakeholders



Take Ownership

- Show courage and take the leadTake accountability for my
- Reflect and grow from our experiences





Broaden our Understanding

- Ask questions to deeply understand
- Challenge my assumptions
- Welcome feedback and suggestions



Respect others

- Show owed respect to everyone
- Communicate with empathy
- Show that I care by actively supporting others



Be inclusive of

the whole Team

· Show curiosity about

behind decisions

Help everyone to feel like

they belong and are involved

Clearly share the reasoning

difference

Continually improve

our Service

• Show courage and take the lead

• Support and encourage others

· Look after my own wellbeing

and their wellbeing

Practice Ethically

- Stand up for what is right
- Have zero tolerance for inappropriate behaviour
- Give clear and constructive feedback



Show Belief in each other

- Celebrate our success together
- Talk positively about the service and its future
- Build our reputation