









# SUPPORTIVE

## WE DO...





-  Listen and pay attention when another person is voicing a point of view
-  Seek to understand the viewpoints of others so people feel comfortable to speak up
-  Make time for and show an understanding of the needs and feelings of others
-  Empower others to resolve problems for themselves

## WE DO NOT...





-  Delegate in a controlling way or fail to delegate at all
-  Become impatient with individuals
-  Ignore what others are saying
-  Single out people as trouble makers for voicing their views or suggesting changes

# RESPECTFUL

## WE DO...

-  Accept people for who they are, value their differences and treat them with fairness and respect
-  Pay attention to all aspects of diversity including ethnicity, religious beliefs, disabilities (physical and mental) etc..
-  Consistently and equally treat everyone as they would wish to be treated, including colleagues, residents, tenants, communities
-  Value differences of opinion or new ways of thinking, encourage input from people with a range of perspectives

## WE DO NOT...

-  See, or exploit, difference in a negative way
-  Act indifferently on diversity and equality standards and issues
-  Give preferential treatment, or show unfair discrimination and prejudice
-  Dismiss alternative viewpoints in a narrow-minded way

# TRUSTWORTHY

## WE DO...



Do what we say we are going to do



Act openly and with integrity when communicating with or consulting the public and colleagues



Reliably plan and prioritise work to meet the expectations of colleagues, residents, tenants and partners



Encourage others to be open and transparent

## WE DO NOT...



Miss deadlines or fail to keep to our promises



Wait to be asked before giving updates or seek to hide problems and issues from the public



Deal with issues at the last minute or fail to monitor progress







Avoid discussing difficult subjects with others







# HONEST

## WE DO...

-  Openly share the 'bad' news as well as the 'good' and stick to the facts
-  Give information so it is readily available and timely
-  Question the validity of current practices and procedures to create opportunities for improvement
-  Say when people's expectations of us are unrealistic

## WE DO NOT...

-  Have hidden agendas or avoid tough messages
-  Delay information or seek to obscure the real facts
-  Shy away from challenging old ways of doing things
-  Take on work regardless of our capacity to deliver

# WE ARE...

## SUPPORTIVE

- ✓ Listen and pay attention when another person is voicing a point of view
- ✓ Seek to understand the viewpoints of others so people feel comfortable to speak up
- ✓ Make time for and show an understanding of the needs and feelings of others
- ✓ Empower others to resolve problems for themselves

## RESPECTFUL

- ✓ Pay attention to all aspects of diversity including ethnicity, religious beliefs, disabilities etc.
- ✓ Accept people for who they are, value their differences and treat them with fairness and respect
- ✓ Consistently treat everyone as they would wish to be treated, including colleagues, residents, tenants, and communities
- ✓ Value differences of opinion or new ways of thinking, encourage input from people with a range of perspectives

## TRUSTWORTHY


- ✓ Do what we say we are going to do
- ✓ Act openly and with integrity when communicating with or consulting the public and colleagues
- ✓ Reliably plan and prioritise work to meet the expectations of colleagues, residents, tenants and partners
- ✓ Encourage others to be open, transparent and feel safe to share personal and sensitive information by example

## HONEST


- ✓ Openly share the 'bad' news as well as the 'good' and stick to the facts
- ✓ Give information so it is readily available and timely
- ✓ Question the validity of current practices and procedures to create opportunities for improvement
- ✓ Say when people's expectations of us are unrealistic


# DON'TS

## SUPPORTIVE


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 Become impatient with individuals


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## RESPECTFUL


 See, or exploit, difference in a negative way


 Act indifferently on diversity and equality standards and issues


 Give preferential treatment, or show unfair discrimination and prejudice


 Dismiss alternative viewpoints in a narrow-minded way

## TRUSTWORTHY


 Miss deadlines or fail to keep to our promises


 Wait to be asked before giving updates or seek to hide problems and issues from the public


 Deal with issues at the last minute or fail to monitor progress


 Avoid discussing difficult subjects with others

## HONEST

 Have hidden agendas or avoid tough messages

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 Take on work regardless of our capacity to deliver