# 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

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





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### RESPECTFUL

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

#### 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 narrowminded way





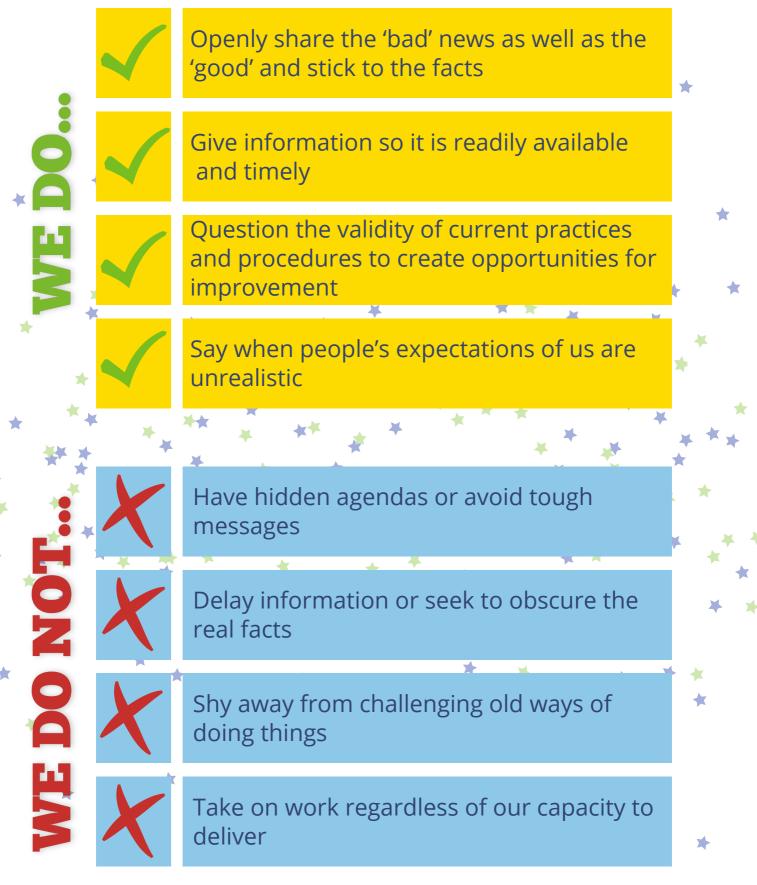
# TRUSTWORTHY







## HONEST









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### TRUSTWO

Do what we say we are going to do

colleagues

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



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



HONES 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



working smarter together



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#### RESPECTFUL

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HONE

tough messages

#### USI

or suggesting changes



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



Delay information or seek to obscure the real facts

Have hidden agendas or avoid



Shy away from challenging old ways of doing things



Take on work regardless of our capacity to deliver





working smarter together