

caring for and about
you is our
top priority

Healthcare
from the **heart** of
your **community**

committed
to providing **good quality,**
safe services

working **together**
with **you** to develop
innovative solutions

Business Support – Behaviour Framework

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Striving for excellence

- + Gives their undivided attention; treats everyone with equal respect
- + Works productively and efficiently without appearing rushed or flustered
- + Shares information openly and quickly whilst respecting confidentiality
- + Anticipates what would be most helpful; provides help/support before it's requested
- + Does everything they can to support all staff to deliver an even better service

Tailoring Care

- + Adapts the way they work around what's needed rather than following a rigid routine
- + Keeps an open mind when faced with challenges and looks for solutions
- + Sensitive to the pressures of others; does what they can to make things easier
- + Responsive and flexible around the needs of others
- + Displays interest in what can be done to improve the service user experience

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Maximising value

- + Balances doing a good job with taking financial considerations into account
- + Avoids unnecessary expenditure; considers the impact of decisions on the budget
- + Minimises time spent on unnecessary activities, focuses on what really matters
- + Forthcoming with ideas, suggestions and solutions for improving things
- + Gets involved with new initiatives, contributes to moving things forward

Delivering success

- + Meets deadlines ensuring people get what they need when they need it
- + Positive and optimistic during difficult times; encourages others to do the same
- + Quick to adapt their pace and work rate around the demands they are facing
- + Distinguishes between key priorities and other less important activities
- + Willing to help out or get involved in things even if they are not part of their job

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Working across boundaries

- + Works effectively with colleagues from other teams to provide a joined up service
- + Gets to know their colleagues well; finds how to best work with and support them
- + Builds relationships and works collaboratively with people outside their team
- + Talks passionately about their role, their team and the wider organisation
- + Make life easier and safer for service users; supports others to make this happen

Inspiring others

- + Appreciates the differences in profession and background of their colleagues
- + Values appraisal and prepares thoroughly; focused on achieving their objectives
- + Willing to challenge others when they see them doing something wrong
- + Supports others to develop their capability; gives feedback and encouragement