Our values and the behavioural framework

NHS
York and Scarborough Teaching Hospitals
NHS Foundation Trust

Organisational Values	Organisational Behaviours	Behaviours we **LOVE**	Behaviours we **EXPECT**	Behaviours we **DON'T WANT**
KINDNESS	**We are Respectful**	• I understand and champion diversity in patients and colleagues. • I support others to be themselves and respect and value them for who they are.	• I treat everyone as a valued individual and am aware that the things I say and do may upset others. • I always protect people's dignity and feelings.	• I ignore people's feelings or pain. • I make people feel bullied, belittled or judged.
	We are Fair	• I understand how my actions and behaviour affect others and I always treat others fairly. • I am impartial, unbiased and act without prejudice.	• I always treat others fairly. • I have an awareness of how my actions and behaviours can affect others.	• I make others feel uncomfortable. • I don't consider the opinions of others.
	We are Helpful	• I am attentive and compassionate and think about what others need. • I go the 'extra mile' for patients and colleagues.	• I help those who need it or I will find someone who can. I will never walk by.	• I make people feel that they are interrupting, are unimportant or a burden: "it's not my patient/job/problem."
OPENNESS	**We Listen**	• I take time, even when busy, to truly understand the point of view of others.	• I listen attentively to others and respond.	• I appear disinterested, dismissive or talk over people.
	We Collaborate	• I help others understand how services and teams connect to deliver the best possible outcomes. • I create an environment where help is happily offered, asked for and provided.	• I work as part of a team, value the opinion of others and will communicate and cooperate.	• I focus on one department's needs to the detriment of other services. • I exclude others and work in isolation.
	We are Inclusive	• I empower everyone's voice to be heard and included in decision making.	• I treat people fairly and without favouritism or discrimination.	• I deliberately exclude some people and favour others.
EXCELLENCE	**We are Professional**	• I lead by example demonstrating awareness of the impact of my behaviours and support others to do the same. • I do what I say I am going to do.	• I am calm, patient and put people at ease. I provide constructive feedback. • I take pride in my appearance, the environment in which I work and our organisation as a whole.	• I am critical. • I pass on stress and negativity to others. • I display an unprofessional appearance.
	We demonstrate Integrity	• I have a positive attitude and take responsibility for my actions. • I will speak up, and support others to speak up, if something isn't right.	• I always seek to do the right thing.	• I do not take responsibility. • I blame or criticise others. • I do not speak up when something isn't right.
	We are Ambitious	• I create an environment where feedback is encouraged and new ideas are taken forward and celebrated. • I empower individuals to do what they know is right for staff and patients.	• I always aim to achieve the best results. • I suggest new ideas and find ways to take them forward. • I report things that are not right.	• I accept average standards. • I complain without searching for solutions.