

Behaviour Framework

It's about how we work..



Breckland Cares♥

Owning my behaviour

<i><u>C</u>ollaborative</i>	<i><u>A</u>mbitious</i>	<i><u>R</u>esults-driven</i>	<i><u>E</u>mpowering</i>	<i><u>S</u>upportive</i>
I look for ways to work in partnership with colleagues across services, Members and external partners #oneteam	I always ask myself 'How could we do this better?'	I understand our council priorities and how I make a difference.	I show energy and drive to explore new opportunities and challenge the status quo	I treat others as I would want to be treated myself ensuring I am welcoming, friendly and approachable
I listen supportively to the ideas of others, building on their ideas, while sharing my views and knowledge	I have an open mindset, take risks and explore new ways of doing things	I review my own performance and ask for feedback to learn and improve	I embrace new technology and look for new ways for our services to become digital not forgetting to be accessible for all	I care for my colleagues, taking an interest in them, showing support for their personal identities and what's important to them
I recognise the skills, talent and experience of others and reach out to them for their contribution and input	I am a proud ambassador for the Council, taking pride and responsibility for the work we do and encouraging others to do the same	I make sure I am clear on what I need to achieve, keeping a focus on results and solutions	I ask for help and support when needed	I trust colleagues to do their job knowing this may not always be visible in a traditional 9-5 work pattern
I make an effort to keep connected with colleagues: socially, emotionally and professionally	I take ownership of change and help others to understand, adapt to, implement and embed change	I am driven to achieve results and show courage and resilience even when things don't go to plan	I appropriately challenge unacceptable behaviour	I give time to colleagues who need help or support, even when the pressure is on
I celebrate success with my colleagues	My approach to work is filled with positivity and optimism	I keep to my promises and challenge myself and others to deliver high-quality services	I take responsibility if things don't go well and learn from it for my own and for the organisation's development	I understand and take care of my own well-being and of that of those around me.
I recognise, appreciate and praise others for their contribution	I work hard to build relationships inside and outside my own area of work	I am flexible ensuring I provide the best possible service, wherever and whenever is best for the customer	I look for and act on opportunities where we can generate an income or drive down costs	I treat everyone with kindness, dignity and respect, valuing their thoughts, background and experience

#TeamBreckland

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Leading Behaviour

<i><u>C</u>ollaborative</i>	<i><u>A</u>mbitious</i>	<i><u>R</u>esults-driven</i>	<i><u>E</u>mpowering</i>	<i><u>S</u>upportive</i>
I look for opportunities to coach, support and mentor people both inside and outside of my own team (s) or discipline.	I act as a role model, leading by example: motivating, influencing and inspiring others	My team are clear on what they need to achieve and how their work fits into the Corporate Plan	I make sure individuals have control and a sense of purpose about their work. Work should make people feel good.	I help create an environment where individuals feel comfortable to be themselves and where they feel heard, included and valued
I encourage individuals and teams to work, learn and deliver together	I am motivational and drive positivity; taking an optimistic approach and engaging others	I recognise good performance and take the time to thank, praise and celebrate achievements	I stamp out any instances of blame – individuals are accountable but we do not look for a person to blame	I promote and regularly check on individual's mental health and well-being
I make sure people feel trusted, valued, informed and supported.	I actively encourage innovation. If things go wrong I see that as an opportunity to learn and develop	I delegate work effectively and thoughtfully, giving everyone a chance to shine.	I empower everyone to work in the most effective way, trusting in their ability to deliver	When individuals are finding things hard, I give them chance to talk and give them the help and support they need
I listen and amplify underrepresented voices	I give individuals the space and freedom to be creative	I look for opportunities to develop people, nurturing future talent	I encourage individuals to have the confidence to challenge in a safe space	I support people to share their life experiences and encourage them to be true to themselves

Behaviour Framework – How it all fits in

