

Behavioural framework: Our values in action

North Cheshire and Mersey NHS Foundation Trust's behavioural framework is built on our values: Kind, open, fair and one team. This one-pager outlines the behaviours we want to see, don't want to see and examples of putting our behaviours into practice.

Kind: We are caring, supportive and respectful to everyone



What we do

- Treat others how you would like to be treated
- Treat yourself with the same level of kindness
- Understand how our actions impact others

What we don't do

- Walk past someone in need and not offer help and support
- Use unprofessional language and behaviours
- Give feedback in an inappropriate manner or environment

Our behaviour in practice

- We take time to listen to anyone who is struggling
- We greet everybody warmly and offer a helping hand
- We show empathy and compassion when having honest and constructive conversations

Open: We are honest, transparent and open to new ways of working



What we do

- Communicate clearly
- Welcome new ideas
- Speak up without blame

What we don't do

- Miss opportunities to contribute by not sharing our views
- Dismiss new ideas
- Avoid difficult conversations or withhold information

Our behaviour in practice

- We use everyday words that everyone can understand
- We encourage everyone to share their ideas for improvement
- We admit when we are wrong, take responsibility and learn from our mistake

Fair: We listen, value our differences and are inclusive to all



What we do

- Treat everyone equitably
- Value and celebrate our differences
- Listen to all voices

What we don't do

- Show favouritism or bias
- Make assumptions or exclude others
- Talk over or ignore others

Our behaviour in practice

- We make adjustments to support an individual's needs
- We recognise and appreciate different perspectives, backgrounds and experiences
- We give everyone equal opportunity to contribute and be heard

One Team: We work well together and with our communities



What we do

- Trust and collaborate with openness and goodwill
- Work together for the best outcomes
- Support and celebrate individual and team achievement

What we don't do

- Undermine others or compete in ways that are unhelpful
- Build barriers or avoid the contributions of others
- Take credit for others' work

Our behaviour in practice

- We create an environment where everyone feels secure, safe and valued
- We acknowledge and appreciate others contributions
- We share best practice