

Wiltshire Citizens Advice Behaviours Framework



Wiltshire Citizens Advice Behaviours Framework

Professional

Quality Driven: We bring our best to the organisation and the people in it. We review our work, procedures and practices regularly, to ensure we deliver quality in everything we do.

Communicating Effectively: We are clear and concise in our language and adapt it to ensure we are understood by others. We encourage others to have a voice and to share their views.

Building Trust: We create two-way trust in our relationships through honesty and transparency. We value each other's contribution, provide clear expectations and honour our commitments.

Supporting Teamwork: We are co-operative, flexible and helpful team members, we keep our team informed and involve them in decision making.

Showing Loyalty: We champion our organisations messages, support our colleagues and put our service users at the heart of everything we do.

Managing Conflict: We are solution focussed, face up to unpopular issues and identify and resolve conflict, using the appropriate channels.

Leading by Example: We act with integrity and model the behaviour we want to see in others.

Fair

Approachable: We are authentically friendly, welcoming and inclusive.

Confidential: We respect people's privacy and keep information and data secure within the office and outside it.

Respectful: We believe in equality and are non-judgemental. We respect people's diversity and individuality and treat everyone with dignity and courtesy.

Attentive: We use active listening and questioning to gather information and give people our full attention and the time they need.

Supportive: We show empathy and use our skills to encourage, enable and empower others, while accepting people's right to make their own decisions and choices.

Encouraging: We acknowledge people's achievements and give positive feedback, praise and credit where it's due.

Accurate: We record data and document information we receive, according to established procedures. We understand and comply with all our work, health and safety policies.

Responsible

Managing Resources: We stay within budgets, use resources wisely and minimise costs.

Delivering Outcomes: We arrive on time, manage our workload, set clear goals, make informed decisions, monitor progress and report results.

Embracing Change: We keep our knowledge up-to-date and identifying our own development needs. We embrace change, engage in learning activities and share skills, knowledge and best practice with colleagues.

Being Accountable: We take responsibility for our own actions, apologise or acknowledge when we have done something wrong and ask for help when we need it.

Developing Self-Awareness: We recognise that what we do and say and how we do it, impacts others and when that is negative, we are willing to address our behaviour or performance issues.

Being Positive: We encourage enjoyment in our work, look after our work environment, and demonstrate our values and behaviours through our actions and interactions.

Speaking Up: We challenge discrimination and unhelpful behaviour and issues and incidents that don't meet our standards of service. We contribute our ideas and observations in meetings.

Negative behaviour towards the organisation, staff, volunteers or clients, such as those below, indicates a need for our further development.

◇ Failing to communicate or share information accurately

◇ Using jargon

◇ Not addressing poor performance from reports or peers

◇ Ignoring or excluding people

◇ Putting a personal agenda ahead of the teams

◇ Denigrating others or actively spreading rumours about colleagues, clients or our organisation

◇ Breaching confidentiality

◇ Making assumptions about people, stereotyping or making judgemental remarks

◇ Talking over, or interrupting others, being abrupt, rude or showing impatience

◇ Avoiding unpopular issues and decisions

◇ Reacting defensively to constructive feedback or blaming others

◇ Failing to plan your workload, meet deadlines or deliver work

◇ Resisting new working practices and not participating in development activities

◇ Arriving late or not reporting an absence promptly