DOI VALUES AND BEHAVIOURS

DOI VALUES

Communication

We ensure that everyone has a way to hear and be heard. We listen and are listened to.

- We are kept informed about our Department
- We speak the right language for the audience
- We are inclusive
- We apologise if we are wrong
- We share our knowledge and information
- We are courteous
- We use good body language and appearance – smile

- We do not criticise in a non-constructive way
- We do not use insulting or rude language
- We do not use only one method of communication
- We are not curt or abrupt
- We do not use negative body language

Customer Service

We are considerate and treat our customers as we would Like to be treated ourselves.

- We treat others the way we expect to be treated
- We tailor the service to the need
- We listen and respond to our customer
- We are patient and helpful
- We have an 'I care' attitude
- We are considerate and respectful of our customers' needs

- We are not rude
- We are not inattentive
- We do not assume one service fits all
- We are not unhelpful
- We do not show lack of interest
- We are not inconsiderate

Respect

We appreciate the views and skills of others, recognising that people are different.

- We listen to people
- We challenge poor performance
- We recognise and appreciate that people are different and have different views
- We are thoughtful, caring and supportive
- We value the skills and diversity of others
- We treat everyone the same

- We are not abrupt or rude either in our language or our actions
- We do not pre-judge
- We are not dismissive
- We do not ignore
- We do not disregard others' points of view

Trust

We trust and encourage each other to be the best we can be without unnecessary restraint, giving support when needed.

- We are allowed the freedom to do our job
- We work in a just culture
- We accept responsibility for our actions
- We learn from our mistakes
- We share information
- We are open and honest
- We are responsible

- We don't make promises we can't keep
- We are not negative or unsupportive
- We do not bully
- We are not dismissive
- There are no scapegoats
- We do not support 'cover yourself' communication

Teamwork

We take pride in being part of a team that works together to deliver high quality services to high standards.

- We work to common defined standards
- We take pride in our work
- We are committed and professional
- We are respectful and appreciative of each other
- We work as part of the team
- We accept training and support
- We work safely and look after one another
- We take responsibility
- We celebrate our successes

- 'Nothing to do with me/ not my job'
- We do not think or work in silos
- We do not ignore or pay 'Lip Service' to standards
- We do not tolerate untrained or unskilled working
- We do not alter decisions without reason or feedback

Recognition

We treat people fairly, praising a job well done. We are caring and supportive of each other.

- We treat everyone fairly and with decency
- We acknowledge effort and performance
- We appreciate each other's contribution
- We take pride in completing a job or achieving a goal
- We measure our achievements
- We thank people

- We dislike poor performance
- We are not complacent or lazy
- We are not unappreciative of other contributions
- We are not unsupportive
- We do not have a negative attitude

infrastructure
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