

Workforce Factsheet

Looking after you

CORE Values Behaviours

Sydney...it's *your* local health district

The following are practical examples of above and below the line behaviours which may assist you in identifying how you have modelled the NSW Health CORE Values or to identify areas where improvements could be made.

Collaboration:

Above the line behaviour	Below the line behaviours
<ul style="list-style-type: none"> • Timely and appropriate handover of relevant information • Being respectful of new ideas and agreeable to change • Sharing of knowledge and communicating ideas • Working together and orientating new employees • Respecting the correct communication channels • Value the skills, capabilities and contribution of my colleagues • Take prompt and appropriate action to resolve conflict within the team • Actively listen and communicate in an effective, respectful and appropriate manner • Recognise the different skills, perspectives, strengths and vulnerabilities of colleagues 	<ul style="list-style-type: none"> • Poor communications • Disregarding other people's opinions • Decision making without consultation • Undermining your fellow team members • Inflexible and negative; not open to change • Show lack of respect for the roles and contribution of other employees and managers across the Service • Fail to behave as a team member • Consciously no performing the requirements of my role • Ignore negative behaviours, thus allowing problems to perpetuate

Openness:

Above the line behaviours	Below the line behaviours
<ul style="list-style-type: none"> • Clear and accurate communication between, and within, departments • Clear, accurate and honest communication with patients and their relatives • Involving patients and their relatives in the care process • Being approachable and empathetic to patients and employees • Welcoming people from all communities and cultures • Acknowledge mistakes and learning needs • Show preparedness to change my attitudes and behaviour in response to reasonable directions or requests • Share information with complete transparency • Work to create a culture where patients and employees feel safe about their vulnerabilities and ensure employees feel supported in their professional development 	<ul style="list-style-type: none"> • Purposefully withholding knowledge and information • Ignoring patients and employees • Purposefully not making oneself available and approachable • Being negative to the detriment of the team and patients • Fail to commit to continuous improvement • Unfairly resist or refuse to engage in activities which are part of my role or which would benefit the Service, patients, carers, employees, students and visitors • Act in isolation, ignoring teamwork, communication and consultation • Avoid or ignore information and the giving or receiving of constructive feedback

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Respect:

Above the line behaviours	Below the line behaviours
<ul style="list-style-type: none"> • Treating everyone fairly and with dignity • Accepting peoples differences • Appreciating and acknowledging each other's work and efforts • Maintaining privacy and confidentiality • Acknowledging the needs and rights of individual • Consult and involve others before making decisions that impact upon them • Being punctual and performing duties in accordance with agreed goals and standards • Choose to refrain from gossiping about others, preferring to talk through issues directly and allowing others to do so as well. 	<ul style="list-style-type: none"> • Failing to treat patients with dignity • Breaching privacy and confidentiality • Disregarding other's differences • Not listening to other's opinions and ideas • Having a negative attitude • Knowingly depriving the patient of appropriate attention and care • Show disrespect or intolerance to any employees, patients, carers, students or visitor • Consistently agree to do something but fail to deliver (without appropriate communication or feedback) • Engage in behaviours that are excluding and disrespectful to others • Contribute to a dysfunctional work environment

Empowerment:

Above the line behaviours	Below the line behaviours
<ul style="list-style-type: none"> • Facilitating opportunities for ownership and autonomy • Displaying positive behaviours and providing constructive feedback to others • Instilling confidence in others • Building and maintaining relationships with co-workers • Motivating others to take responsibility • Evaluate my performance and use the results to improve my contribution • Make the best use of available resources and experience • Continually seek ways to ensure continuous quality improvement and patient safety • Regularly reflect on my performance • Encourage employees to have the opportunity to participate in decision making and team meetings • Promote equal access to available resources 	<ul style="list-style-type: none"> • Ignoring or dismissing the contributions of others • Unwarranted micromanagement or interference in the work of colleagues • Belittling employees and/or patients • Not acknowledging the goals and ambitions of others • Neglect to ensure that risk is managed adequately by not seeking appropriate advice • Do not commit to developing myself professionally • Complain about resource limitations and constraints rather than striving to work creatively within available resources and looking for innovative solutions • Don't delegate or share duties or responsibilities • Neglect to implement policies and procedures in the face of negative work behaviours which remain unaddressed.