

Our key behaviours

Identifying the behaviours which align with our corporate values.

Always learning

We create an environment that enables people to grow and develop; we seek feedback, we act on it; we always look to be even better; learning from our mistakes.

Staff

I will

- take responsibility for my own learning
- be curious
- constantly look for new ways of doing things and better
- actively ask for and be open to feedback
- reflect on my performance and be open to change and learning

I won't

- withhold knowledge, advice and ideas
- be satisfied with doing what has always been done
- assume I know it all .. Having nothing more to learn

Managers

I will

- regularly give feedback, both good and developmental, that enables my team members to be even better at what they do
- coach and mentor my team members
- focus on the strengths of each of my team members to help them grow and develop
- support and promote the development of my team and individuals

I won't

- always focus on weaknesses not strengths
- avoid giving feedback
- expect my team members to do things that I know they are not prepared for

Be kind and care

We value our staff; we respect and treat everyone with understanding and compassion; we care not just for our customers but each other. We take care of our own and others well-being.

Staff

I will

- be kind, compassionate and empathetic
- recognise, thank and praise others
- take responsibility for maintaining my mental health and physical well-being and that of others
- support others as they need to be supported

- take time to connect with people and have some fun together

I won't

- ignore when someone is excluded or treated unfairly
- dismiss the different needs and pressures of others
- be rude or insensitive

Managers

I will

- be approachable and available
- recognise and reward teams and individuals
- regularly check how my team members are doing and feeling - adding the human touch through my words and actions
- champion team wellbeing

I won't

- set unrealistic expectations that impact on work life balance
- talk down to people
- ignore a request for my help

Equality and Integrity

We embrace equality, diversity and inclusion; valuing the difference in others. We always act with integrity, working in honest, ethical and supportive ways, building effective relationships; we trust each other to do what we promise.

Staff

I will

- actively listen to others and with an open mind
- value difference in others, putting myself in their shoes
- make my words and actions inclusive
- be open and honest
- take action to reduce inequality and embrace diversity and inclusion

I won't

- be judgemental
- keep quiet when things are, or feel, wrong
- be intolerant to, and of, others

Managers

I will

- role model the mindsets, attitudes and behaviours - setting standards for our Values
- make it my business to understand others to build even better relationships
- explain decisions and the reasons for change
- treat my teams and individuals fairly and equally

I won't

- ignore discriminatory behaviour

- neglect speaking to my team on a regular basis
- allow unrealistic expectations and priorities to go unchallenged

Take responsibility

We hold ourselves accountable, take responsibility for what and how we deliver; we give and seek to be empowered to make a difference; we actively contribute to delivering the best for all.

Staff

I will

- take responsibility for finding a solution and for my own actions
- always make an effort to go above and beyond... 'can do and will do'
- see things through to the end
- strive to positively impact our communities in all that I do, and recognise my duty to take care of our resources, financial or otherwise
- take steps to minimise my and others' impact on the environment whenever I can

I won't

- blame others
- say 'it's not my job'
- give up when things don't go as planned

Managers

I will

- ensure my team members always have clear goals and priorities - a clear sense of direction and purpose
- encourage my team members and others to come up with their own solutions and make their own decisions
- actively listen to understand my customers and seek feedback to improve what we deliver
- hold myself and my team members accountable for our performance

I won't

- avoid difficult conversations, meetings and decisions
- allow my team members to sidestep responsibility
- stand by and ignore problems

Daring to do it differently

We innovate, we look to do things differently and improve the way we do things every day; we're not satisfied with the status quo and work creatively to solve problems

Staff

I will

- take the initiative, not waiting for others
- regularly ask 'what can I do even better, to help myself and others'
- speak up and challenge upwards

- take a risk and make a suggestion
- actively seek to collaborate with others for the best outcomes

I won't

- always focus on the problem and not the solution
- dismiss or be negative or overly critical of new ideas
- say 'that won't work, we've tried that before' and then do what I've always done

Managers**I will**

- encourage innovation, creative thinking and actions
- make sure that decisions are made by people closest to the customer or problem
- encourage and enable my team to work with other teams within OCC and externally
- encourage my team members to speak out

I won't

- disempower my team members
- accept my team "staying the same" because they've always done it that way
- dismiss ideas and innovative thinking without exploration and feedback