

Appendix B: One Team framework draft with Everyone behaviours.

# One Team Framework, we are... One Team

United and working together with the shared purpose of achieving great results

Everyone	Leaders
<ul style="list-style-type: none"><li>• Takes the time to get to know and understand colleagues</li><li>• Says thank you</li><li>• Supports and helps others</li><li>• Demonstrates enthusiasm and challenges negativity in others</li><li>• Works collaboratively and encourages others to do so</li><li>• Values everyone's contributions</li><li>• Is approachable</li><li>• Displays empathy to others</li><li>• Builds respectful relationships</li><li>• Doesn't blame others</li><li>• Works hard to build trust with others</li></ul>	

# One Team Framework, we... Care\*

About providing the best possible public service

Everyone	Leaders
<ul style="list-style-type: none"><li>• Is focused on our customers</li><li>• Helps others be focused on our customers</li><li>• Communicates openly with customers and listens to them</li><li>• Is outward looking</li><li>• Seeks to do the right thing for customers</li><li>• Is outcome focused</li><li>• Is a great ambassador for the Council</li><li>• Is kind and compassionate and demonstrates empathy to customers and colleagues</li></ul>	

\*Proposed rewording to “We are customer focused, caring about providing the best possible public service”.

# One Team Framework, we are... Inclusive

Treating each other with respect and knowing our diversity is our strength

Everyone	Leaders
<ul style="list-style-type: none"><li>• Values the importance of equality, diversity and inclusivity</li><li>• Is transparent, open and honest</li><li>• Creates opportunities to listen to others</li><li>• Asks questions to help understand others</li><li>• Welcomes and encourages healthy debate and challenge</li><li>• Freely shares knowledge, ideas and experiences</li><li>• Communicates with clarity and seeks to ensure understanding</li><li>• Seeks to ensure understanding of what they've communicated</li></ul>	

# One Team Framework, we are... Ambitious

Striving for excellence, always looking to get better and making sure everyone can take pride in our borough

Everyone	Leaders
<ul style="list-style-type: none"><li>• Brings out the best in others</li><li>• Celebrates success</li><li>• Acknowledges everyone's contribution</li><li>• Addresses underperformance in self and others</li><li>• Talks positively about our Council and shows pride in work</li><li>• Sets and delivers high standards for self and others</li><li>• Challenges the status quo</li><li>• Takes appropriate risks</li><li>• Looks for better ways of doing things</li><li>• Openly gives feedback and calls out unacceptable behaviour</li><li>• Asks for feedback</li><li>• Is curious and embraces change</li></ul>	

# One Team Framework, we are... Accountable

Delivering what we say we will

Everyone	Leaders
<ul style="list-style-type: none"><li>• Takes personal responsibility</li><li>• Empowers others to deliver</li><li>• Does what they say they're going to do and sees it through</li><li>• Is happy to step outside their role or boundaries if it helps others or is the right thing to do</li><li>• Asks for help when needed</li><li>• Makes decisions with confidence</li><li>• Shows resilience and persistence when problems arise</li><li>• Steps outside own comfort zone</li><li>• Ensures resources are used effectively</li></ul>	

