

Our Behaviours Framework - Respect, Compassion, Honesty, and Teamwork.

Respect	Compassion	Honesty	Teamwork
I treat people as individuals, listen to patients, families, and colleagues.	I listen with an open mind treating everyone with kindness and empathy, listening and hearing what is being said.	I ensure timely communication with staff and patients, ensuring honesty checking there is mutual understanding.	I support and work with others to work together on a common goal/ vision/ purpose.
I am respectful and considerate of the beliefs and culture of others.	I am empathetic to both patients and colleagues.	I am human, I speak my truth and acknowledge my mistakes without blame.	I recognise and celebrate everyone's uniqueness.
I am a positive role models for an inclusive work environment, respecting colleagues within my organisation and partner organisations.	I see the person in every patient and member of staff and work to understand their needs.	I learn from experience and share what I have learned, taking accountability for our actions.	I collaborate across the organisation, considering the wider workforce and group.
I appropriately challenge assumptions and unhelpful behaviours.	I encourage people to be open and talk.	I am empowered to openly show our views.	I am willing to support and give help to other members of the team.
I listen and am listened to, taking everyone's opinions and views seriously.	I am flexible and support people with their personal lives.	I am open to change and improvement.	I am committed to improve and learn together.
I am valued for who I am.	I build a mutual kindness and understanding.	I act with integrity.	I actively listen and empower others.
I recognise and respond to other people's boundaries.	I support our staff and patients with their health and wellbeing.	I take responsibility for my actions.	I am supportive of others and work together to achieve success.
I treat everyone equally regardless of role and banding. I do not discriminate.			I am willing to advocate for both patients and colleagues when needed.

How are going to use the Behaviour Framework?

The 'RCHT Values and **Behaviours Framework**' forms the basis of an organisational culture that is both current and aspirational. Its four elements, the result of a co-creation process involving staff, should guide how we build relationships, how we perform our jobs, how we treat patients and how we experience the organisation daily. As such, they will also inform human resources processes, such as **workforce planning, recruitment, learning and performance management**.

This Framework is the first attempt to articulate our vision for the culture of RCHT. This vision describes who we are, who we want to be, and why each aspect of our culture matters. It is aspirational but rooted in present-day experience.

Framework Rollout Plan

The Behaviour Framework will be embedded in the following areas:

- Communications strategy including the intranet/ internet.
- People services process and practices e.g., policies.
- Recruitment and resources including the values-based recruitment processes, all recruitment materials.
- Appraisal process.
- Socialisation of the Framework via Care Group meetings, General Managers etc.