

### 3 - Living our Values - Behaviors

Name: Enter Name  
Position: Enter Position

Legend:

1	behavior not demonstrated
2	behavior used occasionally
3	behavior used often
4	behavior used most of the time

We value the Best People, Working as One, to Make it Happen so we are First Choice for customers, suppliers and employees. Our values are underpinned by Respect for each other, acting with Honesty and Integrity in all that we do.

Our values		Constructive behaviors	Assessment	Q1	Q2	Q3	Q4	Final
Best People	We: • are encouraged and challenged to be the best we can be • have a professional "can do" attitude with the customer as our primary focus • are recognised for our high performance and service excellence • lead by example, are self motivated and grow with the organisation	Uses inclusive language such as We..., "Lets look at what alternatives we have", " When, where, who, how, what", " tell me the good news and the bad news" etc.	Self					
		Demonstrates self awareness and a commitment to self development	Manager					
			Self					
		In discussion, keeps a focus on the goal/objective.	Manager					
			Self					
		Seeks clarity between facts and opinion/assumptions.	Manager					
Self								
Working as One	We: • have seamless end to end processes • collaborate and share information • are reliable and establish repeatable experiences • have fun and celebrate our success	Accepts responsibility and demonstrates personal ownership of tasks.	Self					
		Respect each other and address issues face to face whenever possible.	Manager					
			Self					
		Provides constructive feedback without blame or assumptions.	Manager					
			Self					
		Actively provides recognition for good work.	Manager					
Self								
Make it Happen	We: • look to find innovative solutions • are empowered to make decisions • have clear accountabilities • work smarter to achieve best outcomes • communicate openly and honestly in a safe environment	Sets challenging but realistic goals and motivates others to do the same.	Self					
		Establishes plans to reach those goals and pursues them with enthusiasm.	Manager					
			Self					
		Encourages open and honest communication.	Manager					
			Self					
		Encourages information sharing and cooperation within/between workteams	Manager					
Self								
First Choice	We: • make it easy to do business • are flexible and responsive • are transparent in our interactions • lead the way by being innovative and forward thinking • are trusted partners with our clients • provide value for money	Is sensitive to the needs of others.	Self					
		Actively listens and seeks to understand other perspectives.	Manager					
			Self					
		Interacts in friendly and co-operative ways.	Manager					
			Self					
		Is open and receptive to change.	Manager					
Self								
Behaves professionally in all interactions.	Continuously seeks to improve work practices.	Manager						
		Self						
	Recognises and values difference and diversity.	Manager						
		Self						
Behaves professionally in all interactions.	Manager							
	Self							
Acts as a role model for constructive behaviours.	Manager							
	Self							

**Specific actions you aim to focus on (per quarter)**

Quarter	Action	Comment/progress
Q1		
Q2		
Q3		
Q4		