



RBG STAFF VALUES AND LEADERSHIP BEHAVIOURS



- Listens and learns from residents to improve results
- Makes sure residents are well informed on things that affect them
- Helps residents understand what other services the council provides and how to access them.
- Communicates in plain English (doesn't use jargon)
- Prioritises residents' needs over the Council's convenience

In addition, for leaders and managers

- Ensures their people always see things through residents' eyes
- Ensures their services are easy for residents to access and use
- Ensures their people see every interaction with residents as an opportunity to strengthen relationships
- Shows an accurate understanding of the realities for residents and staff at the front-line



- Treats everyone they meet as equals, with respect, fairness and dignity
- Makes time to listen to people carefully
- Puts themselves in other people's shoes, to understand what they're thinking and experiencing
- Ensures people feel safe and respected
- Speaks up when someone's treated unfairly or without respect



In addition, for leaders and managers

- Respects the perspectives and values of people from different backgrounds/cultures
- Shows appreciation for their people and the work they do
- Clearly states the reasoning behind their decisions and actions
- Responds constructively when faced with disagreement



- Does what they say they'll do, on time
- Apologises when something's gone wrong and personally looks to sort it out
- Is clear and honest about what can and can't be done
- Looks for different ways of achieving what's needed (rather than saying 'can't')
- Goes the extra mile when needed

In addition, for leaders and managers

- Communicates a compelling vision for the future
- Ensures their people feel empowered to take the decisions needed to get things done
- Has the tough conversations about behaviour or performance when needed
- Actively supports their people to maintain their resilience when times get tough



- Keeps looking for ways to do things better, faster or for less money
- Prioritises the tasks that will make the most difference
- Reviews and learns from mistakes (doesn't blame others)
- Tells colleagues what's worked well and what could go better
- Brings in best practices from outside so people can do things better

In addition, for leaders and managers



- Encourages people to develop and implement game-changing ways of doing things, that deliver the council's aims and objectives
- Ensures that people are able to prioritise their workload to support strategic priorities
- Motivates their people to achieve things they hadn't thought they were capable of
- Creates opportunities for their people to develop the capabilities the council will need in the future



WORKING TOGETHER ACROSS THE COUNCIL

- Reaches out to collaborate with people across the council
- Works readily with others in the council to help achieve the council's aims
- Steps up to help even if it's not their own area
- Thinks about how their own actions and decisions affect people outside their own area of work
- Readily shares their own experience, information and knowledge with people outside their own area of work

In addition, for leaders and managers

- Promotes a wider understanding of other council services, beyond own service and directorate
- Actively enables their people to collaborate with others across the council
- Instinctively involves peers from other directorates when making decisions and plans

For Levels 1, 2 and 3 leaders only

- Inspires confidence and trust among politicians