



LOGGERHEADS PARISH COUNCIL

VALUES

We are proud to work here for the benefit of our customers and community

To achieve this we will be **PROFESSIONAL, RESOURCEFUL, RESPECTFUL and REFLECTIVE**

1.PROFESSIONAL

This means:

- We are open, honest and always show integrity;
- We are accountable for our decisions;
- We are prepared to look at every option rather than the easy option and are willing to recognise and be responsible for our performance.

Effective Behaviours

Integrity

- Is reliable and consistent in words and actions
- Respects and maintains confidentiality
- Models and promotes the Council's values - is a role model

Accountability

- Takes responsibility for own actions and decisions
- Shares credit and takes responsibility for mistakes

Decision making

- Considers the impact decisions will have on others and resources
- Looks at issues from different perspectives
- Considers all available options before making a decision

Achieving Results

- Anticipates and works around typical problems and obstacles

Improvement Required

Integrity

- Fails to follow through on promises made
- Gossips and/or shares confidential information

Accountability

- Unwilling to take on responsibility for own actions and decisions
- unconcerned about letting others down

Decision making

- Does not consider the wider implications of decisions
- Is unable to see the perspective of others
- Always takes the easy option

Achieving results

- Stops and gives up at the first obstacle

2. RESOURCEFUL

This means:

- We are always willing to look at how we can make things better and work out what is best in a particular situation not just within our own area of responsibility;
- Whatever our role we demonstrate leadership in many ways.

Effective Behaviours

Continuous improvement

- Actively seeks, values, and acts upon, feedback on services
- Contributes views and ideas for improvement to own work
- Constructively challenges the status quo to seek better solutions
- Takes advantage of new technologies

Flexibility

- Adapts own behaviour to the situation

Collaboration

- Draws on the diversity of skills, background and knowledge of people to achieve results
- Shares expertise and encourages others to contribute
- Works collaboratively with others, regardless of team boundaries to develop solutions

Improvement Required

Continuous improvement

- Ignores feedback
- Dismisses ideas from others without consideration
- Is set in own ways and reluctant to embrace new ways of working
- Sees difficulties rather than possibilities or ways forward

Flexibility

- Shows little flexibility in attitude when faced with new ideas
- Responds slowly to changing priorities

Collaboration

- Avoids sharing knowledge and expertise
- Fails to think about the broader context, focuses only on own area.

3. RESPECTFUL

This means:

- We are open-minded, listen, say what we think respectfully and are inclusive.

Effective Behaviours

Communication

- Uses appropriate language, gestures and tone when talking with others

Listening for understanding

- Really listens to others and acknowledges and values their point of view
- Confirms understanding by summarising what others have said

Valuing diversity

- Deals fairly and equitably with all people
- Considers issues from the perspective of others

Developing and maintaining relationships

- Seeks to establish positive relationships within and external to the Council
- Uses openness and honesty to develop mutual trust and confidence with others

Improvement Required

Communication

- Uses inappropriate language or jargon

Listening for understanding

- Assumes others understand what has been said without actually checking
- Fails to listen to genuine concerns raised by others

Valuing diversity

- Makes assumptions about people based on perceived stereotypes

Developing and maintaining relationships

- Is dismissive and impatient with people
- Reluctant to engage and work with others outside own area
- Places own priorities ahead of those of the team/partner

4. REFLECTIVE

This means:

- We are willing to acknowledge and learn from our mistakes and successes and we are prepared to question ourselves.

Effective Behaviours

Self awareness

- Is aware of impact of self on others
- Is aware of own personal strengths and development needs

Self management

- Has a positive approach
- Takes action to modify own behaviour
- Maintains resilience under pressure, recovering quickly from setbacks

Self development

- Responds positively to constructive feedback
- Actively seeks out feedback from others to further own development
- Applies lessons learnt, turning experience into learning and improvement

Improvement Required

Self awareness

- Has difficulty spotting how others react to them
- Unwilling to modify ineffective behaviour

Self management

- Has a negative approach
- Has difficulty identifying own strengths and development needs
- Fails to learn from mistakes and experiences

Self development

- Dismisses feedback without consideration
- Makes little or no attempt to develop self or keep up to date
- Resists new ideas and approaches.