

# Persona - Our Values

Our values are the principles by which we behave towards everyone around us including customers, colleagues, carers, family members and other professionals.



## Respectful

- Treat others with respect and dignity
- Listen with an open mind to the views and opinions of others
- Communicate politely with the right tone and language
- Handle confidential and sensitive information with discretion



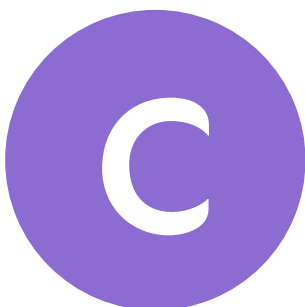
## Enthusiastic

- Are positive, have fun and put 100% into each day
- Celebrate success and are proud of what is achieved
- Ensure skills and competence are maintained and developed
- Uphold strong work ethics around attendance and reliability



## Adaptable

- Are willing to change and try different things
- Adapt their style and approach where this can create a better outcome
- Adapt each day to ensure it meets the needs of those they work with
- Help each other out



## Caring

- Treat each other with kindness and understanding
- Appreciate the differences in others and value everyone
- Have empathy and understanding for others and give emotional support
- Work to agreed standards of quality



## Honest

- Speak up when it matters
- Take responsibility for own actions
- Act in a way that is consistent with what they say
- Resolve tension or conflict through listening and talking it through