Introducing our new behavioural ‘compact’

Over the past year we have been consulting with lots of different staff groups to help develop a set of common behaviours that we should all live and breathe in our everyday work. Our new behavioural ‘compact’ sets the standards for all of us to follow as we start our journey together as South Tyneside and Sunderland NHS Foundation Trust.

Our values

- **Compassionate**
  - We put people first
  - We treat people as human beings
  - We take time to listen, empathise and provide support

  **In practice:**
  - Be kind
  - Be approachable
  - Control our emotions, frustrations and irritations
  - Stay calm
  - Hold private conversations in private

- **Working together**
  - We work as a team
  - We value the work and views of others
  - We support each other and the Trust

  **In practice:**
  - Offer our help
  - Do what we say we will do
  - Co-operate and compromise
  - Appreciate the importance of everyone’s role
  - Prioritise our work

- **Openness and honesty**
  - We have open and honest conversations even when it’s hard
  - We raise any concerns appropriately
  - We share information appropriately

  **In practice:**
  - Give honest constructive feedback
  - Speak up respectfully
  - Have appropriate self-belief and confidence
  - Be aware of our own strengths and limitations
  - Apologise where appropriate

- **Respect and encouragement**
  - We show everyone respect and encouragement
  - We are well mannered
  - We are welcoming and friendly

- **Continuous improvement**
  - We accept the need to change and continuously improve
  - We are open and responsive to new ideas
  - We never stop learning, discovering and improving

  **In practice:**
  - Seek and listen to feedback and change if required
  - Take responsibility for solving problems
  - Keep our own skills and knowledge up to date
  - Identify and learn from our successes and our mistakes
  - Be positive and enthusiastic

Behaviours that support our values

- **Compassionate**
  - To be compassionate:

- **Working together**
  - To work together:

- **Openness and honesty**
  - To be open and honest:

- **Respect and encouragement**
  - To respect and encourage:

- **Continuous improvement**
  - To continuously improve: