Aligning the Workforce to Organisational Values & Behaviors

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GEH Journey
Call to Action Outputs

EXCEL
• A Behavioural Framework
• Incremental Progression linked

• Engage Patients and Visitors

• EXCEL Journey

• Well to EXCEL- Health & Wellbeing Strategy

• COMPACT based on EXCEL
## EXCEL BEHAVIOURAL FRAMEWORK

<table>
<thead>
<tr>
<th>Our Expectation</th>
<th>What we want you to do</th>
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<tbody>
<tr>
<td><strong>Our Value Pledge: eXcellence in all we do</strong></td>
<td>• Keep an open mind and be willing to try new things</td>
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<td>• Look for solutions to problems and challenges</td>
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<td>• Contribute ideas and welcome those of others</td>
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<td>• Use initiative, positivity and enthusiasm to achieve objectives</td>
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<td>• Willingly stretch yourself and actively look for opportunities for self development</td>
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<td>• Seek and act on feedback</td>
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<td>• Support initiatives that improve quality and efficiency</td>
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<td>• Strive to be the best you can be: aim high!</td>
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To be the best you can be, embracing change; actively seeking to develop best practice and new ways of working

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<td><strong>Our Value Pledge: Challenge but support</strong></td>
<td>• Show appreciation for the contribution of others</td>
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<td>• Challenge negative attitudes and behaviours shown by other staff and colleagues</td>
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<td>• Take responsibility for your own actions</td>
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<td>• Always display a compassionate and professional approach to clinical practice and challenge when others fail to</td>
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<td>• Demonstrate a ‘can do’ attitude</td>
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<td>• Work with others to make the systems work for patients</td>
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You promote a positive and energetic culture
**Organisational Leadership Responsibilities**

**Effective Open Communication**
- Share information regarding strategic intent, organisational priorities and business decisions
- Offer opportunities for constructive dialogue
- Provide regular, written evaluation and feedback

**Excellence and Safety in all we do**
- Recruit and retain the best staff
- Create opportunities to participate in and support research and development
- Support and facilitate learning
- Provide information and tools necessary to improve practice

**Challenge but support**
- Manage and lead with integrity and accountability
- Lead organisational change

**Expect Respect & Dignity**
- Recognise and value contributions of all staff
- Create an environment that supports and recognises effective team working
- Support career development and job satisfaction

**Local Healthcare that Inspires Confidence**
- Acknowledge contributions to patient care and the organisation

**Your Responsibilities**

**Effective Open Communication**
- Communicate information in clear timely manner
- Request information, resources needed to provide care and service consistent with organisational objectives

**Excellence and Safety in all we do**
- Complies with professional and organisational standards
- Encourage patient involvement in all we do
- Work to deliver a seamless service
- Participate in and support team decisions
- Focus on the efficient use of resources

**Challenge but support**
- Provide and accept personal and professional feedback (including constructive criticism)
- Demonstrate the highest levels of ethical and professional conduct including the duty of candour

**Expect Respect & Dignity**
- Incorporate clinical and non-clinical staff including managers in team working
- Behave in a manner consistent with team goals
- Participate in and support learning

**Local Healthcare that Inspires Confidence**
- Implement accepted standards of care and services
- Encourage patient involvement in all we do
- Achieve and maintain optimal patient access
Next steps

• A further review of the behavioural framework to get closer alignment with new COMPACT

• Introduction of the Talent wheel into appraisal process

• Analysis
Lessons learnt

• Not perfect - always be dissenters/critics
• No quick fix - must be in for long haul
• Must keep reviewing and adapting

THANKYOU