

# Our Leadership Way



The Heart, Head and Hands of Leadership  
Compassionate, Curious, Collaborative

Heart

## We are Compassionate

We are inclusive, promote equality and diversity and challenge discrimination.

We are kind and treat people with compassion, courtesy and respect.

Hands

## We are Collaborative

We collaborate, forming effective partnerships to achieve our common goals.

We celebrate success and support our people to be the best they can be.

Head

## We are Curious

We aim for the highest standards and seek to continually improve harnessing our ingenuity.

We can be trusted to do what we promise.



Heart

# We are Compassionate



## **We are inclusive, promote equality and diversity, and challenge discrimination**

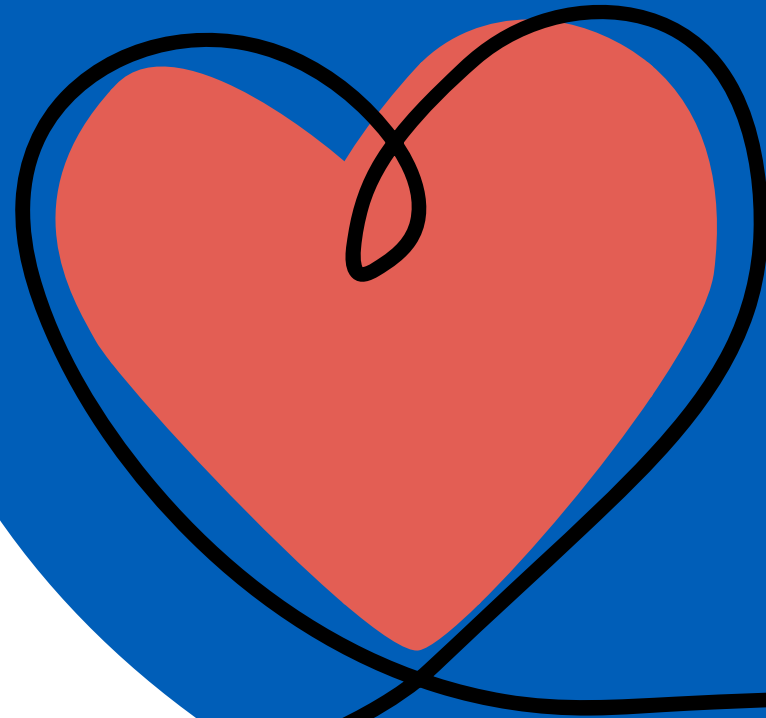
- We learn from the lived experience of the people around us and work to promote equality, diversity and inclusion so everyone feels they belong in the NHS and within a broader family of caring communities.
- We celebrate diversity and respect everyone's experience.
- We lead by example, enabling the voices of those affected by discrimination to be heard.
- We speak up when we see behaviours that aren't inclusive or don't promote diversity and equality.
- We support our staff when they courageously speak up about poor behaviour they have witnessed or experienced.
- We actively seek feedback to inform how to improve things and move forward.
- We seek diverse views when making decisions because we understand how important they are for securing the best possible outcomes for patients, service users, residents and staff.

## We are kind and treat people with compassion, courtesy and respect

- We treat everyone as they would wish to be treated, whoever they are and whatever they do.
- We never underestimate the physical and emotional impact that work in the NHS, health and care can have and offer support to those who need it.
- We don't forget the little things like saying 'please' and 'thank you'.
- We create psychologically safe environments that enable open, honest and fearless conversations.
- We are easy to talk to because we listen and act.
- We work to ensure our patients, service users, residents and staff do not experience intimidation, abuse or bullying.
- We accept responsibility for our behaviours and strive to take steps to improve.
- We take actions to improve the health and wellbeing of our teams.

Heart

# We are Compassionate

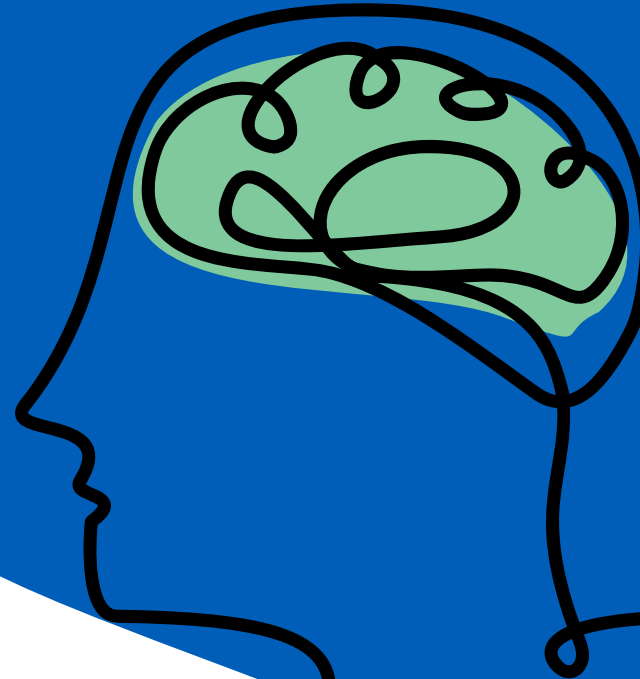


## We aim for the highest standards and seek to continually improve harnessing our ingenuity

- We constantly aim to deliver high-quality care and experiences to patients, service users, residents and staff.
- We are not afraid to try new things. We encourage creative thinking and champion the innovation that leads to continuous improvement and new solutions.
- We empower our staff to make improvements to the way care is delivered and the way services are run.

Head

# We are Curious



Head

# We are Curious



## We can be trusted to do what we promise

- We aim always to deliver what we promise. We acknowledge when we cannot and communicate what we will do in a clear, engaging and transparent way.
- We are visible as leaders. We engage with staff and listen to each other, our patients, service users, residents and staff.
- We communicate clearly to prevent misunderstanding, taking time to check that people know what is being asked of them, as well as appreciating what they ask of us.
- We acknowledge when things have gone wrong and act in a way that creates a fair and just culture.

## We collaborate, forming effective partnerships to achieve our common goals

- We all act and behave in ways that promote collaboration.
- We foster strong teamwork and take care to understand what matters to patients, service users, residents and staff.
- We are clear on our responsibilities and contributions and make the best use of the expertise we and our partners bring.
- We are optimistic and ambitious and are not afraid to step out of our comfort zone when working with others.
- We value open, respectful, thoughtful debate with our partners. When our partners' priorities differ from ours, we negotiate in a respectful way, focusing on our shared goal of promoting wellbeing and providing high quality care that improves population health.
- We are consistent in the way we communicate our views, being respectful and honest to all who we are talking to.

Hands

## We are Collaborative



Hands

# We are Collaborative



## **We celebrate success and support our people to be the best they can be**

- We take time to celebrate successes and achievements.
- We acknowledge the effort and contribution of the people we work with.
- We support people to develop their skills and progress in their careers so they can help the NHS, health and care partners deliver high quality care and improve population health outcomes.
- We help people to achieve their goals and work with them to identify opportunities for development where it is needed.
- We proactively address identified disparities in recruitment and progression.