EXCELLENCE
Every patient. Every time.

Standards of Behaviour CHIME Team (Proposed Final) – September 2013

Agreed acceptable behaviours within CHIME Team				
	Collaboration	**Openness**	**Respect**	**Empowerment**
Above the line behaviours	Working together to achieve our team service goals - establishing and recognising our priorities Having a team approach to sharing relevant information expertise and knowledge; helping out; supporting others Contributing in discussion forums Being proactive – establish immediacy of issues and plan a time to discuss and work through Recognising that we are in a state of change - our collaborative efforts need to work within that Valuing everyone's input and efforts - celebrating achievements, saying thank you Validating colleagues to the user base – trusting their skills and capabilities Taking responsibility for assigned tasks and following through	Giving honest direct feedback – speaking up early on – creating opportunities for discussion Actively listening to others when they are raising issues; acknowledge their concerns Acknowledging one's mistakes / limitations - apologise graciously if wrong Asking for help if required Looking for opportunities to receive feedback and self-reflection for improvement Transparency - explaining the reasons and context behind decisions Sharing relevant information constructively and positively Meeting identified deadlines and/or renegotiating them Acknowledging limitations of the program	Valuing each other's knowledge, skills, ideas, expertise, contributions and differences Being welcoming and approachable to each other Displaying professional behaviour and common courtesies e.g. personal greetings, advising of whereabouts/workload, listening, observing meeting etiquette Ensuring your actions match your words – modelling our Standards; maintaining integrity; developing self-awareness of impact of action Acknowledging contributions – it's ok to ask for clarification Adhering to agreed business rules written by the team Addressing conflict in a way that protects other's dignity and safety Completing agreed tasks on time and to required standard	Promoting a service that is client-centred and professional Promoting information / knowledge to clients to help themselves – educate clients in program's use Being involved in quality projects Identifying customer needs and possible improvements through welcoming new ideas and two-way feedback Continually looking at ways to innovate and improve services - having a proactive approach Delegating and providing appropriate support as needed Keeping up to date with own professional practice; sharing new resources and ideas with others Being guided to embrace change and challenges – acknowledging that team and users are all change agents

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Agreed un<u>acceptable</u> behaviours within CHIME Team			

	Collaboration	**Openness**	**Respect**	**Empowerment**
Below the line behaviours	Working in silos - not sharing relevant information or knowledge with colleagues Staying in the background – not proactively offering help; not completing what needs to be done Leaving or accepting 'that's the way it's always been done' Dismissing / unwelcome requests for help Taking ownership of issues that are not ours – not trusting others Not valuing individuals and their contributions Taking credit for other's work at their expense Taking a pessimistic approach that hinders others	Not maintaining honesty and integrity in the workplace Not speaking up / avoiding the issue so it becomes a bigger problem Not providing feedback or follow through Not affording the opportunity for people to vent Blaming others and being critical Not asking for help if needed Not considering feedback from others / taking constructive feedback as a personal slight (rather than about the issue) Having a closed mind / attitude – believing you are always right Being reluctant to accept fault or change	Not appreciating other's views, knowledge, skills, expertise Disrespectful rude communication Not actively listening to other's genuine concerns or needs Hiding from work; denying it's my job Complaining without providing constructive feedback Missing agreed timelines on time sensitive matters; off-loading your tasks onto others Acting on assumptions in an abrupt judgemental way Being dismissive; being too busy Not maintaining confidentiality	Being inconsistent in our advice to clients Not using professional judgement in your dealings with clients – not building rapport with customers Excluding and preventing others from contributing to projects Not supporting others to attend relevant continuing education / development opportunities Not seeking to improve services or embrace change - dwelling on past issues Undermining others when they are publicly acknowledged or recognised

Discussion about the unacceptable behaviour should take place ASAP privately after identification in a respectful manner.
Discussion needs to occur on the shift that the behaviour happens.