

## Front Line Clinical Staff – Behaviour Framework

caring for and about  
**you** is our  
top priority

### *Striving for excellence*

- + Gives each service user their undivided attention; makes individuals feel special
- + Balances the need to take time with service users with working quickly and efficiently
- + Communicates with colleagues; ensures they are fully briefed when meeting service users
- + Anticipates, then provides service users with what they need to know
- + Focuses on the desired outcome for the service user from the outset

### *Tailoring Care*

- + Adapts the way they work around service users rather than following a rigid routine
- + Keeps an open mind with each service user; revisits their symptoms and condition
- + Observes subtle signs; knows when something isn't right and responds promptly
- + Seeks to understand the life the service user leads and what's important to them
- + Displays interest in their service user's history and adapts the care they provide accordingly

committed  
to providing good quality,  
safe services

### *Maximising value*

- + Balances care whilst taking financial considerations into account
- + Avoids unnecessary expenditure; considers the impact of decisions on the budget
- + Minimises time spent on unnecessary activities, focuses on what really matters
- + Forthcoming with ideas, suggestions and solutions for improving things
- + Gets involved with new initiatives; contributes to moving things forward

### *Delivering success*

- + Meets deadlines ensuring people get what they need when they need it
- + Positive and optimistic during difficult times; encourages others to do the same
- + Quick to adapt their pace and work rate around the demands they face
- + Distinguishes between key priorities and other less important activities

working together  
with **you** to develop  
innovative solutions

### *Working across boundaries*

- + Works with others to empower service users to adapt to new ways of living
- + Gets to know their colleagues; finds how to best work with and support them
- + Builds relationships and works collaboratively with people outside the organisation
- + Talks passionately about their role, their team and the wider organisation
- + Finds ways to make service users journeys smoother, safer and easier

### *Inspiring others*

- + Values the differences in profession, temperament and background of colleagues
- + Prepares thoroughly for their appraisal; focused on achieving their objectives
- + Challenges others when they see them doing something wrong or making a mistake
- + Supports others to develop their capability; provides feedback and encouragement