



## *Our Values*

**Collaboration**

**Openness**

**Respect**

**Empowerment**

**Information Booklet**



# CORE at Concord

## *Introduction*

### **“CORE at Concord it’s my responsibility”**

At CRGH we strive to demonstrate our CORE values in all that we do.

This booklet outlines CRGH’s CORE values and the way we demonstrate them in our workplace, with our patients, their families and each other.

### **Definition of ‘team’**

At CRGH our team is..

- Our colleagues
- Patients
- Families
- Carers
- and community partners

# Collaboration

## *What it means to us*

“Collaboration is working together towards excellence in all that we do valuing everyone’s contributions to our service”.

### *Above the line behaviours*

#### ***I demonstrate collaboration when I...***

- Involve patients, families and carers in a positive consultative partnership working as one team.
- Actively include all members of the team in decision making
- Work as part of a team
- Communicate promptly, clearly and appropriately
- Listen with an open mind
- Am approachable and helpful
- Embrace people with diverse backgrounds, perspectives and idea
- Acknowledge and credit others’ success
- Share relevant information, resources and knowledge

### *Below the line behaviours*

#### ***I do not demonstrate collaboration when I...***

- Disregard constructive opinions or perspectives of the team
- Do not share or withhold information needed by others
- Exclude myself or others
- Am inflexible and exclude people or ideas when I am making decisions
- Put myself before team and patients
- Do not seek opportunities to help and support the team

# Openness

## *What it means to us*

“Working together to transparently communicate, what we do and who we are.”

### *Above the line behaviours*

#### ***I demonstrate openness when I...***

- Am transparent about my decisions, and actions
- Encourage others to speak up without fear of criticism
- Explain my intentions, actions and purpose ensuring communication is transparent
- Contextualize information to build understanding
- Interact with positive intent
- Assume positive intent from others
- Hold myself accountable through ownership of my actions and decisions

### *Below the line behaviours*

#### ***I do not demonstrate openness when I...***

- Use jargon to intimidate or mislead
- Interrupt people, and take over conversations
- Fail to include patients and/or their families and carers in care decisions
- Only do what is minimally required
- Do not look for resolutions to challenges and blame others

# Respect

## *What it means to us*

“Acknowledging and embracing our diversity, differences, strengths and weaknesses”.

### *Above the line behaviours*

#### ***I demonstrate respect when I...***

- Treat others equally, courteously and professionally
- Communicate with empathy and sensitivity
- Acknowledge different viewpoints
- Listen to others, giving them time and support to explain their perspective
- Value the talent and skills of all
- Act professionally and with integrity

### *Below the line behaviours*

#### ***I do not demonstrate respect when I...***

- Am dismissive and rude
- Fail to appreciate or thank others
- Make false promises
- Do not take or give feedback at the appropriate time
- Show little or no respect for different professional goals and working styles

# Empowerment

## *What it means to us*

“We empower ourselves and others when we make informed decisions and hold ourselves accountable and responsible for all that we do and say.”

### *Above the line behaviours*

#### ***I demonstrate empowerment when I...***

- Take the initiative and speak up
- Provide opportunities, knowledge and support to the team
- Encourage a safe and supportive working environment
- Clearly explain to the team available resources, options and limitations
- Build trust and confidence
- Support others taking the initiative to do what is right and act with integrity
- Build and share support networks and resources
- Am accountable for all my actions and promote a safe environment

### *Below the line behaviours*

#### ***I do not demonstrate empowerment when I...***

- Make negative and biased assumptions
- Humiliate or embarrass others
- Penalise mistakes that are opportunities for learning
- Am closed to change and new practices with prejudice
- Withhold and/or dismiss information that supports the common goal
- Take no responsibility and accountability for my actions

