

# Our Behavioural Framework



• EDINBURGH •  
THE CITY OF EDINBURGH COUNCIL

## Creating a great place to work together for the people of Edinburgh

We're proud to work together for the people of Edinburgh – making a positive difference to the city and the lives of our residents and communities every single day. But this can only happen through the hard work and commitment of our colleagues, who are the most valuable part of our organisation.

A strong and positive organisational culture can shape the way we work together, how we approach

our challenges and how we relate to others. We want our workplace to be open, positive, inclusive, and safe. One that supports and empowers everyone to be their best self and do their best work. One that celebrates the benefits of our diversity and within which every colleague feels trusted, valued and recognised for their contribution. An organisation founded on Our Behaviours of Respect, Integrity and Flexibility.



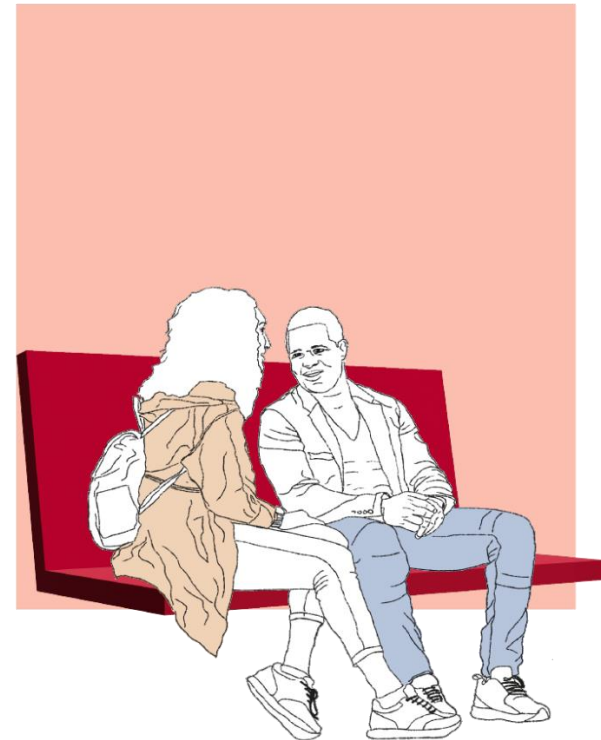
# Respect

We're inclusive, we promote equality, we treat people with fairness, understanding and kindness and we consider others in our decisions and actions

## Why respect?

Everyone has the right to be treated with dignity, fairness and respect. Our colleagues have said how important they think it is for everyone to be respectful, kind and inclusive at work.

When we're respected and show respect in return, we help create a workplace in which everyone feels valued, we work together more effectively, and we better deliver on our service commitments and business plan priorities.



## When we show respect, we...

Listen to opinions, react positively to appropriate requests and work through disagreements calmly and politely to find solutions

Treat others fairly, understand that everyone is equal and see the benefit of learning from others

Get to know and understand others, build good relationships and recognise the contribution that everyone brings

Look out for others and are ready and available to help when needed

Show compassion and kindness and think about the impact of our body language, words and actions upon others

Take care to make others feel comfortable and included and give them a chance to be heard

Understand that everyone matters, show patience and are open and honest

Work together, are helpful and gain the trust and support of others

## Leaders also ...

Lead with fairness, take a person-centred approach and encourage a team mindset

Recognise and promote the understanding of people's differences, strengths and value

Create an inclusive environment where everyone can contribute, be heard and is supported to be their best selves

Provide regular constructive feedback and show appreciation for efforts and achievements

# Integrity

We're open and honest, we take responsibility, we build trust and we pull together to do what's right for our residents, colleagues and city.

## Why integrity?

Showing integrity is about doing the right thing. Our colleagues have said they want our organisation to be more open and honest, for people to take responsibility even when things go wrong and to avoid placing blame. They want to be heard, feel safe at work and have more involvement in decision making.

Integrity also means working hard for our residents and city in a way that's ethical. When we show integrity, we help create a happier, more trusting workplace and our residents will have confidence in our services.



## When we show integrity, we...

Behave ethically, bring our best each day and set a positive example for everyone

Help others learn, share information at the right time and work positively together

Accept that mistakes happen, avoid blame and work with others to resolve and learn from them

Speak up and act with courage when faced with challenging situations affecting ourselves or others

Are willing to create the right outcomes for our residents, colleagues and city

Take responsibility for individual actions, follow through with commitments and trust others to do the same

Seek relevant support and guidance when a situation is unclear or could negatively impact on people or the organisation

Take decisions and actions that will help create a greener, more sustainable, fairer and prosperous city

## Leaders also ...

Promote a sense of ownership, choice, trust and collaboration for everyone

Encourage ideas and opinions in a collaborative way and actively represent the interests of all

Create opportunities to build collective strength and skill and nurture individual talents positively and professionally

Promote an ethical, wellbeing focused and eco-friendly working environment where we address and learn from concerns

# Flexibility

We're open minded, we keep it simple, we adapt to provide great service and find better ways of doing things, and we embrace opportunities for shared working and learning.

## Why flexibility?

Our colleagues have said it's challenging and frustrating trying to get things done. They want to get on with their jobs without unnecessary obstacles and want their ideas to be heard. They also want to be empowered to make decisions and improvements themselves.

Our priorities are ambitious, and we continue to live and work in challenging times. This means that to succeed together, we need to learn to flex and adapt. When we're flexible and offer flexibility to others, we can also improve job satisfaction, services and relationships.



## When we show flexibility, we...

Look for improvement, are open to feedback and are willing and determined to try different ways of working

Recognise that different opinions are important and consider a range of ideas from everyone that reflect current circumstances

Accept that change happens all the time and it can help us learn, grow and improve

Give time to help others and understand the value our support can give

Look for positive ways to make change work and view it as a useful opportunity

Find straightforward, effective and sustainable ways to get things done

Work together with different colleagues to help everyone achieve their goals

Make the effort to listen to and connect with others

## Leaders also ...

Drive change, work sustainably and plan for the future

Lead through challenging situations and coach and support others to deal with conflicting demands

Demonstrate and encourage a flexible mindset and empower others to lead and deliver successfully

Create the right environment for others and help to remove barriers so great results can be achieved