

Inspiring shared purpose

Essential : Staying true to NHS principles and values

Do I act as a role model for belief in and commitment to the service?

Do I focus on how what I do contributes to and affects patient care or other service users?

Do I enable colleagues to see the wider meaning in what they do?

Leading with Care

Essential: Caring for the Team

Do I notice negative or unsettling emotions in the team and act to put the situation right?

Do my actions demonstrate that the health and wellbeing of my team are important to me?

Do I carry out genuine acts of kindness for my team?

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Evaluating Information

Essential: Gathering Data

Do I collect feedback from service users?

Do I collect and record the essential data for my area of work accurately and on time?

Am I regularly thinking about ways to do my job more effectively?

Can I see patterns that help me to do things better, more efficiently or with less waste?

Connecting our Service

Essential : Recognising how my area of work relates to other parts of the system

Do I understand the formal structure of my area of work and how it fits with other teams?

Do I keep up to date with changes in the system to maintain efficiency?

Do I hand over effectively to others and take responsibility for continuity of service provision?

<u>Sharing the vision</u> Essential : Communicating to create credibility and trust Am I visible and available to my team? Do I communicate honestly, appropriately and at the right time with people at all levels? Am I helping other people appreciate how their work contributes to the aims of the team and the organisation? Do I break things down and explain clearly?	<u>Engaging the team</u> Essential : Involving the team Do I recognise and actively appreciate each person’s unique perspectives and experience? Do I listen attentively to my team and value their suggestions? Do I ask for contributions from my team to raise their engagement?
<u>Holding to account</u> Essential: Setting clear expectations Do I take personal responsibility for my own performance? Do I specify and prioritise what is expected of individuals and the team? Do I make tasks meaningful and link them to organisational goals? Do I make sure individual and team goals are SMART?	<div><u>Influencing for results</u> Proficient: Adapting my approach to connect with diverse groups Do I adapt my communication to the needs and concerns of different groups? Do I use stories, symbols and other memorable approaches to increase my impact? Do I check that others have understood me? Do I create formal and informal two-way communication channels so I can be more persuasive?</div> <div><u>Developing capability</u> Essential: Providing opportunities for people development Do I often look for opportunities to develop myself and learn things outside my comfort zone? Do I understand the importance and impact of people development? Do I build people development into my planning for my team?</div>