

# Leading

I work through problems and issues with my team to find effective solutions

I seek and use feedback from our colleagues to improve myself and the team



I actively engage in all performance discussions to set clear objectives

I make decisions appropriate to my role that benefit the organisation

I define and lead change and continuous improvement

# Influence

## and Empowerment



I work with colleagues towards positive outcomes whether inside or outside the NHSCFA

I develop myself and others to be our best

I act and represent the NHSCFA in a positive, professional and ethical way at all times

I base all decisions on appropriate evidence and check accuracy before I act

I actively support change as beneficial to individuals and the organisation

# Fairness

I take into account diverse views to create better outcomes

I treat information with the utmost discretion and confidentiality



I comply with all legislation, guidance and policies

I am sensitive and appropriate towards all colleagues

I challenge inappropriate behaviours or language

# Expertise

I share ideas to develop best practice for the benefit of all

If something is not clear or understood, I ask for clarification



I know the NHSCFA Strategy and Business Plans and my part in delivering it

I learn from my own and others' experience and mistakes

I am up to date about current issues and developments within my role, including CPD and professional standards

# LIFE

As part of our new Values and Behaviour Framework (LIFE), our four principles of good practice underpin everything we do.



**1. Leading**



**2. Influence and Empowerment**



**3. Fairness**



**4. Expertise**