

All employees



Bold

Serves as the voice of their customer. Monitors customer satisfaction and takes action to address issues.

Explores, seeks feedback and takes actions to deliver quality products.

Determined

Delivers sustainable services to meet the needs of our customers and communities.

Courageous and resilient; maintains energy, confidence and focus in the face of difficulty.

Caring

Shares, requests, and acts on candid, caring feedback to improve their performance and build trust.

Contributes to team efforts; collaborates well with others to meet shared objectives.

Open-minded

Seeks and values views that are different from their own.

Thinks critically about their and others' work, actively questioning and listening in order to understand.

Managers



Bold

Identifies customer needs; develops team to be responsive to customer demands.

Pushes boundaries by trying out new approaches, often and iteratively.

Determined

Generates local improvement projects to encourage community engagement.

Addresses difficult issues, doing what needs to be done.

Caring

Requests candid, caring feedback from others and provides high-quality feedback to leaders, peers, and teams.

Works with leaders or peers to address and resolve shared issues.

Open-minded

Acts immediately against insensitivity to individual differences; encourages differing views.

Questions team to fully understand, listens respectfully, and exhibits critical thinking.

Directors



Bold

Uses customer perspective to drive organisation priorities.

Requires the organisation to generate and test new, bold ideas – often and iteratively.

Determined

Nurtures strong partnerships within our communities.

Role models courage and resilience; addresses the difficult issues.

Caring

Regularly shares and requests feedback, actively listening to improve.

Encourages collaboration; removes barriers to teamwork.

Open-minded

Creates an environment where individual and cultural differences are understood and respected.

Asks questions to gather information necessary to drive results.