How do our values influence our behaviour?
Outcomes

By the end of this session you will:

• Identify the LCFT values and understand which attitudes and behaviours support our values

• Understand how our attitudes influence our behaviour and what impact we make in the workplace
Values and attitudes

Discuss in your group:

• What are values, where do they originate?

• What are your values?

• How do values influence our attitudes?

• How do our attitudes influence our behaviour?
What’s your attitude?

“It’s not (only) what you do it’s the way that you do it”

• What you personally deliver is important
• How you do it
• Impact on others
Lily Pond

- Behaviour - what others see
- Attitudes - towards the world
- Values - based on our beliefs
- Beliefs - Deeply Held
The Iceberg Effect

- **What** (Hard)
- **How** (Soft)
Organisational Values

- Reaffirm purpose of Organisation
- Inform Standards of behaviour for the organisation
- Strong org values increase staff engagement – improve patient experience
- Personal values aligned to Org values – best fit
NHS Values

1. Respect & dignity
2. Commitment to quality of care
3. Compassion
4. Improving lives
5. Working together for patients
6. Everyone counts
Our Values

Lancashire Care’s values have been created in partnership with staff and the Council of Governors
LCFT Values

- Integrity
- Respect
- Excellence
- Accountability
- Compassion
- Teamwork
‘........all the staff at every level have been polite, knowledgeable and friendly and I think you have a great team’