

Aligning our vision and culture

The behaviours impact upon:

- Everyone's behaviours
- Management capability
- Performance management / appraisal
- Recruitment & selection (identifying people that share our values)
- Wording of policies and procedures
- The 'customer journey'

Start with values that describe how we treat:

- Customers / service users
 - Other stakeholders
 - Each other
- AND
- How our managers treat their people

Identify behaviours that demonstrate how each value heading is lived. Taken together these will sum up:

"How we do things round here"

These behaviours will define **our culture** and deliver our vision.

Values and supporting behaviours should underpin the culture as lived by people throughout the organisation.