Wiltshire Council behaviour principles guidance document

The Council's behaviour principles:

- set out minimum standards of behaviour for employees;
- provide guidelines to help maintain and improve standards;
- protect the reputation of both employees and the council.

These seven behaviour principles are not exhaustive and do not replace the general requirements of the law, common sense and good conduct.

Behaviour principle	What it looks like?	What it doesn't look like
Honesty and integrity	- You follow the code of conduct at all times and publicly role model the principles in a positive way. - You are trustworthy and reliable. - You appropriately challenge assumptions and unhelpful behaviour.	- You treat property in a way that is likely to cause damage or allow others to do so. - You knowingly use the council's resources unlawfully, inappropriately or for you own personal gain.
Accountability and selflessness	- You uphold the law and, on all occasions, act in accordance with the trust that the public is entitled to place in you. - You act selflessly and in terms of the public interest at all times - Everything you do is to achieve the vision of the council and to benefit the customer. - You inform others when you are aware of potential issues and acknowledge when you make a mistake. - You plan your own time and workload to meet your objectives. - You balance competing priorities to meet standards and expectations.	- You knowingly break the law. - You are influenced in making decisions that are not in the public interest - You manage your time poorly and do not deliver what is expected of you. - You ignore problems, don't use your initiative and hide behind your job description rather than taking ownership. - You behave in a way that might put others at risk.

Openness	• You are transparent about your actions and those of the authority and are prepared to give reasons for those actions. • You communicate relevant information regularly and effectively. • You stand by difficult decisions and openly acknowledge errors.	• You fail to keep customers and colleagues informed. • You fail to share information with your manager. • You dismiss alternative ideas and discourage colleagues from suggesting new ways of doing things. • You ignore negative feedback seeing it as a personal attack rather than a way to develop yourself or your performance.
Objectivity and respect	• You act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias. • You promote equality by not discriminating unlawfully against any person, and by treating people with respect. • You are compassionate, caring and empathetic to both colleagues and customers. • You recognise good performance and take time to thank and praise others.	• You close down others by being judgemental, interrupting or talking-over them. • You are disrespectful, insensitive or unhelpful to customers or colleagues and your manner causes upset to others. • You allow disrespectful or discriminatory behaviour to take place. • You make little or no effort to understand things from your customer or colleague's point of view.
Leadership	• You live the council's values, lead by example in demonstrating behaviours, and inspire others. • You encourage innovation by engaging and seeking ideas from others and embrace change in a positive and supportive way. • You challenge and confront poor performance in a timely manner and publicly role model expected conduct. • You are an engaging leader supporting your team to deliver the councils vision whilst recognising talent and good performance and developing your team.	• You are self-interested and fail to acknowledge colleague and customer perspectives. • You use emotional instability as a management tool. • You adopt a command-and-control approach. • You refuse to share information to maintain an advantage over others. • You resist positive change and stifle innovation within your team.

	• You resolve conflicts and disagreements quickly and professionally. • You see failure and problems as an opportunity to learn and develop.	
Working together	• You share skills and knowledge and encourage and support others. • You work together with colleagues and customers and take the time to build effective and rational working relationships. • You work well with people who have different ideas, perspectives and backgrounds. • You listen to and involve colleagues and external customers and respond positively to suggestions before making decisions. • You encourage working together for the benefit of customers.	• You show little sign of co-operating within your team or working in partnership. • You don't ask others for opinions or ideas. • You purposely put-up barriers to stop working differently or discourage change from happening.
Doing your best	• You work to the best of your ability at all times and try your best even in times of change or adversity. • You are punctual and friendly and demonstrate a positive professional attitude. • You promote and drive continuous improvement by asking 'How could we do this better?'.	• You are unwilling to be exposed to change or uncertainty and stick to outdated methods. • You do not deliver what is expected of you. • You show a lack of concern in the quality of your work. • You display a negative attitude towards colleagues and customers. • You don't listen to, research or question information for a better understanding. • You do not accept colleagues as internal customers.