

I am resilient because I
am able to cope under pressure
show reliability and resilience in difficult circumstances
remain calm and confident
respond logically and decisively in difficult situations

I have respect for diversity by
understanding other people's point of view
taking others' views into account.
being tactful and diplomatic in dealing with people
treating people with dignity and respect (at all times)
no matter what their background, status,
circumstances or appearance

I am a problem solver because I can
see problems before they get too big
look at difficulties from different points of view
tackle things myself rather than leaving it to someone else
learn from my own mistakes
try out new solutions

I am an effective communicator because I can
speak clearly and accurately
talk easily to strangers
listen carefully
persuade others of my point of view
follow written instructions
ask the right questions
explain things effectively
reach agreement by negotiating or bargaining

I am a good team worker because I can
get on well with all sorts of people
share information
relate to other people's ideas
show loyalty
trust others
be flexible and be prepared to compromise
deliver what I promise
always support team mates by doing my fair share

I show initiative all the time because I'm
able to see what needs doing without being told
willing to take on new things
good at making decisions
good at getting started

I'm adaptable because I
am open to new ideas
I try different ways of doing things
am quick to learn new things
am able to deal with new things
am open to organisational change

My organisational skills mean I'm
able to plan work so that the most important things get done first
able to get things done on time
good at doing more than one thing at a time
good at planning how things should be done
able to co-ordinate people and resources
able to follow procedures

I take personal responsibility because I
accept ownership of my actions
sort out issues or problems that arise
am focused on achieving results to required standards
continue to develop skills and knowledge.

I am Community and customer focused because I
provide a high level of service to customers
maintains contact with customers
work out what they need and responds to them
am aware of issues of diversity
understands and am sensitive to cultural and racial differences

