

# The Future Directions Way...

Working Together and  
Professional Behaviours



## OUR VALUES

Put people first – Be transparent – Go the extra mile – Be creative – Be adaptable

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### Working Together and Professional Behaviours



Dear Colleagues,

It's been a little over a two years since Future Directions CIC first introduced Our Values in 2015. These 2 years have been a time of change for our company and Social Care. We have faced, and will continue to face the challenges, yet as I look through this booklet, I'm proud of how our values positively influence our achievements and continue to guide the support we provide to people. Our values remain the very foundation upon which we will build and grow both our support and business.

This Team Working edition of the Future Directions Way reiterates those enduring values, and also updates them to develop our ways of working. For example, in this edition you'll see how our values influence developing a culture of team working and professional behaviour. I ask that you take the time to thoroughly review this edition of the Future Directions Way, and reflect on how each of us can 'live out' our values in every way.

A handwritten signature in blue ink that reads "P. Braynion".

Paula Braynion  
**Managing Director**

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### Introduction

This document outlines the Values and Behaviours which inform how Future Directions does business throughout all our services and locations and makes a real difference to people's lives. This document provides a simple reference point to show what is expected from ALL employees at ALL times in regards to team working and professionalism.

The objective is to ensure that our values define the way we all think, work and act as Future Directions employees, resulting in the provision of quality, person-centred services to every individual that we support.

Our ability to succeed depends on the integrity, skill, imagination and teamwork of every Future Directions CIC employee. To this end we strive to create an environment of mutual respect, encouragement, support and teamwork. A workplace where every employee takes personal responsibility for living out our values and applying them in every circumstance with their colleagues.

### All staff need to be aware that:

- Future Directions take the Values and Behaviours and points set out in this document very seriously.
- It is everyone's responsibility to be aware of and understand this document.
- Anyone who is unsure of what course of action to take should check local policy and procedure or discuss with a manager.
- The Values and Behaviours within this document will form a basis for annual appraisals, supervisions and team meetings.
- Any failure to act in accordance with the Values and Behaviours or breach this document may result in disciplinary action, up to and including dismissal.

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## Team Working Behaviours and Standards

In reviewing the performance of us all, we need to consider how we have demonstrated the Values and Behaviours outlined in this document, as well as how we perform against our other objectives.

The Values and Behaviours apply to all employees in all areas of the business, at all times and in everything that we do. We ask that everyone makes a personal commitment to live the values and work to the following standards and behaviours.



### Put people first

Behaviour: Listen and Hear

#### Love to see

Motivates others by making colleagues feel their views are welcomed and valued.

Positively challenges negativity and is a role model for effective team working and collaboration.

#### Expect to see

Listens to colleagues, expresses an interest in what they have to say and engages and positively builds on their points of view.

Build's positive working individual and team relationships, recognising and working with colleagues strengths.

#### Don't want to see

Fails to listen or try to understand others views – talks over people and doesn't allow them to express their opinion or is negative about opinions other than their own.

Gossips and is negative about colleagues, supporting a negative culture.

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## Be Transparent

Behaviour: Explain and Involve

### Love to see

Goes out of their way to keep colleagues informed.

Ensure everyone has a voice.

### Expect to see

Uses clear language and checks understanding.

Explains what is happening & why and what is going to happen.

Is honest and open in all circumstances.

Adjusts communication style depending on who they talking with.

### Don't want to see

Makes little effort to explain; fails to adjust language to audience and situation.

Creates anxiety or confusion.

## Go the extra mile

Behaviour: Work in Partnership

### Love to see

Inspires their team to achieve more together than could be achieved alone.

Explore and actively look for or create meaningful opportunities to work in partnership with others.

### Expect to see

Puts the team above personal interest, demonstrates commitment to shared objectives.

Collaborates positively with colleagues; and contributes honestly & respectfully to discussions.

Builds relationships and partnership working with colleagues.

### Don't want to see

Puts own needs before others.

Fails to share information.

Expects others to adapt to accommodate them inappropriately.

Puts up barriers to effective team working and treats colleagues disrespectfully.

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## Be Creative

Behaviour: Delivering Best Outcomes

### Love to see

Motivates colleagues to follow best practice.

Safely finds better ways to deliver services.

Influences team around them to make people supported and colleague positive outcomes a priority.

### Expect to see

Promotes & uses recognised best practice to ensure consistent, predictable, physical and emotional outcomes.

Ensures people supported and colleague outcomes are prioritised in their day to day work.

### Don't want to see

Tolerates or engages in practice that is not consistent with policy and procedure and FD ways of working.

Sometimes prioritises personal agenda ahead of activities that would most benefit the person supported.



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## Be Adaptable

Behaviour: Reassuringly Professional

### Love to see

Is a role model for upholding the reputation of the entire Future Directions team in everything they say and do.

Instils confidence in colleagues and people supported with a consistently positive attitude.

### Expect to see

Personally acts in a manner that upholds the company as a place in which people supported and staff can have confidence.

Remains calm and in control under pressure.

Engages with colleagues and people supported to proactively identify and resolve concerns.

### Don't want to see

Is unaware of the impact of their words and actions on colleagues.

Criticises colleagues.

Passes on personal stress to others.

Does not pay attention to people supported or colleagues.



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As these team working behaviours are a new development for the Future Directions Way you may want to think about the following questions, or where appropriate use these questions as the basis for a discussion with your team members.

## Values for Working Together

- What do the values for working together mean for me/us?
- Are any of the values particularly challenging for me/us?
- How might we apply the values in our day-to-day work?
- How will we ensure that new team members understand and apply the values?
- What will we do if colleagues do not live out the values?

## Professional Behaviours

- Am I clear about what is expected of me to help achieve results?
- Do I work with others to achieve my objectives?
- Am I a role model for the values?
- How am I using feedback to develop my work?
- How can I improve the way I do things?
- What learning and development am I engaged in?

**This document outlines the responsibilities of all staff and the standards of behaviour your colleagues can expect in the workplace.**

**As an employee delivering support and working in a team it is your responsibility to understand this document and support the company values.**

**Working together, we can embed these values and standards of behaviour into our daily practice.**

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