

# PERFORM for Wirral – Our Values

Everyone contributes to our values by demonstrating the following behaviours:

	As an Employee-:	As an Aspiring or Current Manager -:	As an Aspiring or Current Strategic Leader-:
<b>P</b> People first	<ul style="list-style-type: none"> <li>• I listen and am responsive to customers</li> <li>• I am proactive, and get it right first time</li> <li>• I am an ambassador for Wirral and make sure customers are at the heart of what I do</li> </ul>	<ul style="list-style-type: none"> <li>• I develop relationships that help me get things done</li> <li>• I seek contributions from others to add value for our customers</li> <li>• I tailor services to meet customers needs</li> </ul>	<ul style="list-style-type: none"> <li>• I forge strategic alliances &amp; partnerships for our stakeholders</li> <li>• I anticipate the impact of decisions on stakeholders</li> <li>• I am visible &amp; accessible</li> </ul>
<b>E</b> Efficient and effective	<ul style="list-style-type: none"> <li>• I know what I am accountable for and take ownership for my work</li> <li>• I make best use of time</li> <li>• I deliver outcomes with pace and energy and to agreed standards</li> </ul>	<ul style="list-style-type: none"> <li>• I learn from my mistakes and help others to do the same</li> <li>• I identify improved ways of working</li> <li>• I make best use of the skills &amp; resources around me</li> </ul>	<ul style="list-style-type: none"> <li>• I focus on strategic outcomes &amp; plan effectively</li> <li>• I deliver strategic outcomes with pace and energy, on time and within budget</li> <li>• I am influential and make things happen</li> </ul>
<b>R</b> Responsive to change	<ul style="list-style-type: none"> <li>• I understand the need to change</li> <li>• I engage with change</li> <li>• I take the initiative</li> </ul>	<ul style="list-style-type: none"> <li>• I translate &amp; communicate vision clearly &amp; positively</li> <li>• I set clear expectations and challenge resistance</li> <li>• I support my team through change</li> </ul>	<ul style="list-style-type: none"> <li>• I look around to see big picture &amp; anticipate change</li> <li>• I communicate &amp; enable change</li> <li>• I inspire and motivate people around the vision for change</li> </ul>
<b>F</b> Flexible	<ul style="list-style-type: none"> <li>• I take pride in what I do</li> <li>• I am flexible &amp; responsive, with a can do attitude</li> <li>• I am resilient &amp; keep going when the going gets tough</li> </ul>	<ul style="list-style-type: none"> <li>• I motivate others</li> <li>• I know what I am accountable for and make sure others do too</li> <li>• I reorganise resources to meet changing needs</li> </ul>	<ul style="list-style-type: none"> <li>• I appropriately manage risks with innovation and creativity</li> <li>• I challenge &amp; drive improvements</li> <li>• I act as a strategic leader across the whole organisation</li> </ul>
<b>O</b> Open, honest and transparent	<ul style="list-style-type: none"> <li>• I am open &amp; honest</li> <li>• I ask for &amp; offer feedback</li> <li>• I maintain confidentiality &amp; integrity</li> </ul>	<ul style="list-style-type: none"> <li>• I understand organisational boundaries &amp; act within them</li> <li>• I make sure people understand &amp; can contribute</li> <li>• I understand the impact my behaviour has on others</li> </ul>	<ul style="list-style-type: none"> <li>• I make transparent decisions</li> <li>• I demonstrate political awareness, sensitivity &amp; tact</li> <li>• I recognise achievement &amp; performance and celebrate results</li> </ul>
<b>R</b> Respectful of others	<ul style="list-style-type: none"> <li>• I respect other people, their values and beliefs</li> <li>• I take responsibility for my actions and behaviours</li> <li>• I challenge poor, damaging customs, practice and behaviours</li> </ul>	<ul style="list-style-type: none"> <li>• I identify individual needs and potential</li> <li>• I challenge negative behaviours</li> <li>• I role model positive behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• I am inclusive</li> <li>• I role model exemplar behaviour</li> <li>• I value and act upon challenge</li> </ul>
<b>M</b> Maximise Potential	<ul style="list-style-type: none"> <li>• I look for new opportunities</li> <li>• I undertake appropriate learning and development</li> <li>• I support others in their learning</li> </ul>	<ul style="list-style-type: none"> <li>• I create &amp; offer appropriate opportunities for development</li> <li>• I coach and mentor others</li> <li>• I develop myself</li> </ul>	<ul style="list-style-type: none"> <li>• I recognise potential in others &amp; develop it innovatively</li> <li>• I learn from mistakes &amp; challenges to drive service improvements</li> <li>• I welcome and give challenge to learn &amp; share</li> </ul>