

# BHA VALUES AND BEHAVIOURS

## Brilliant Basics

### What do we mean by this

- Doing what you say you'll do
- Communicating well
- Person-centred approach
- Accountable
- Takes ownership

### Example Behaviours

- Shows understanding of customers' needs
- Clearly demonstrates 'know your people' or 'know your customers'
- Keeps customers and colleagues informed
- Get it right first time attitude
- Sees tasks through to completion



### What do we mean by this

- Willingness to participate and learn
- Supports the learning and wellbeing of others
- Provides learning and development opportunities
- Displays passion and drive

### Example Behaviours

- Completes 1 to 1 and sends ahead of meeting
- Completes and contributes to own Development Plan
- Mentors/supports/becomes an expert
- Can give and receive feedback constructively
- Keen to learn and help others learn



## Learn & Grow

## Embrace Change

### What do we mean by this

- Actively supporting and embedding change
- Open and adaptable
- Seeks out continuous improvement and best practice
- Displays resilience

### Example Behaviours

- Embraces a new tasks or responsibility
- Actively provides continuous improvements and new ideas
- Researches and stays up to date with best practice
- Displays resilience and supports others to be resilient



### What do we mean by this

- Collaborates internally and externally
- Helpful and kind
- Respectful, inclusive, and non-judgemental
- Self-aware
- Challenges constructively

### Example Behaviours

- Supports and helps colleagues
- Understands how your behaviour and delivery impacts others
- Works collaboratively across teams and shares the load
- Understands your colleagues' and the wider business priorities and delivers accordingly
- Displays positive mental attitude
- Feeds back to peers where something could be improved



## Inspire Together

**bha**  
Berwickshire Housing