

One25 Core Behaviours Framework

One25's Core Behaviours Framework has been developed to outline examples of the behaviours required to ensure that we work effectively, succeed in our roles, and help One25 achieve its strategic goals. It has been informed by One25's values and seeks to embed these values into the daily work and activities of One25 employees and volunteers.

One25's core values:

- Compassion – we care
- Justice – we fight for change
- Learning – we grow together

These values reflect the way that we work with and for the women, each other, partners and within society and its systems.

This framework seeks to outline and embed effective behaviours and ways of working which will serve to embed these core values. The listed behaviours are not exhaustive, and values may be demonstrated differently according to an individual's role.

The Core Behaviours Framework will be used in a variety of processes including recruitment, induction, probation reviews, appraisals and personal development.

One25 expects that all employees and volunteers will be able to demonstrate effective behaviour when performing their duties and fulfilling their role. It is also expected that employees and volunteers will not display unacceptable behaviours; these may be addressed as a performance or conduct concern if identified.

Compassion - we care

This value reflects our commitment to showing care and understanding in our actions and approach with others.

Effective behaviour

- Treats others with empathy, kindness and respect, equally valuing all staff, volunteer, trustee and service user contributions to the organisation.
- Builds and maintains considerate, co-operative and compassionate relationships that are based on integrity.
- Establishes an environment where individuals feel their opinions and ideas are welcome and listened to.
- Listens actively, attentively and without judgement to understand and genuinely consider the experiences, needs and perspectives of others.
- Creates an inclusive and respectful environment where everyone feels valued regardless of their background, identity or beliefs.
- Recognises when someone (including oneself) needs support and provides (or asks for) help.
- Offers praise, encouragement and thanks for the achievements, contributions, attitudes and efforts of others.
- Provides feedback constructively and sensitively, with a focus on growth and improvement rather than criticism.
- Willingness to be flexible in response to factors including the needs of others and of the organisation.
- Solves problems with empathy and understanding, focusing on finding mutually beneficial solutions.

Unacceptable behaviour

- Demonstrates a lack of respect for the contributions of others.
- Displays a lack of awareness about the consequences of own behaviour.
- Shows impatience to others or dismisses or belittles people's feelings or emotions.
- Does not consider, or ignores, the stresses, pressures and difficulties of others.
- Fosters negativity or a blame culture by criticising or assuming bad intent.
- Unwilling or resistant to helping others.
- Shows bias, excludes or discriminates against an individual or group.

Justice - we fight for change

This value reflects our passion around social justice, fairness, reducing stigma and judgement.

Effective Behaviour

- Understands One25's vision, mission, aims and strategic goals and this is evidenced through fulfilment of responsibilities and communication both internally and externally.
- Shows passion, enthusiasm and commitment to progressing One25's strategic goals.
- Strives for excellence and develops knowledge and practice to ensure best practice and the best possible outcomes for One25 and its service users.
- Treats others with respect and dignity.
- Promotes diversity and inclusion by respecting and valuing differences among us, and creating an environment where everyone feels welcomed and included.
- Considers the needs of others and strives to promote equal opportunity and equitable, unbiased treatment of others through their work.
- Advocates for others by protecting the rights and dignity of others.
- Takes appropriate action when witnessing inequality, discrimination, harassment and injustice.
- Builds trust and confidence by being transparent and acting with integrity.
- Accepts responsibility for the decisions and actions that they are accountable for.
- Ensures others have the opportunity to be consulted on matters which impact them, as much as is reasonably possible.
- Focuses on repairing harm when handling conflicts and disputes, impartially and objectively.

Unacceptable Behaviour

- Lacks awareness of One25's vision, mission and aims.
- Does not fulfil responsibilities, takes short cuts or acts in a way that could disrupt the objectives of an activity or compromise the organisation's reputation.
- Acts or makes decisions based on favouritism, bias, prejudice or as a means of retaliation.
- Uses derogatory, judgemental or stigmatising language and ideas about others.
- Tolerates discrimination.

Learning - we grow together

This value reflects our commitment to constantly learning and sharing what we learn to influence and improve systems.

Effective behaviour

- Encourages increased learning, reflection, curiosity and the sharing of experience to improve performance.
- Proactively shares personal and organisational knowledge, skills, insights and experience.
- Actively seeks out new information, perspectives and feedback.
- Is open and receptive to feedback, using it as a tool for growth and improvement, and an opportunity for reflection.
- Embraces new opportunities, allowing oneself to explore, learn, innovate and step outside one's comfort zone.
- Able to reflect on and recognise performance, activities and behaviours with a focus on capturing and sharing learning from actions.
- Committed to building understanding and finding solutions through questioning, exploring and listening.
- Adopts an approach that focuses on solutions and possibilities, rather than limitations.
- Strives for the highest possible standards in all activities and drives continuous improvement.
- Measures the value of activities through evidence, evaluation and feedback.
- Maximises external opportunities for One25 to collaborate, share learning and influence and improve systems.

Unacceptable Behaviour

- Ignores or is uninterested in own development and that of others.
- Unwillingness or failure to share information, embrace new opportunities, implement learning or adapt to change.
- Does not consider or see the value of consultation or learning from others.
- Unwilling to receive and reflect on feedback.
- Focuses on blame and limitations rather than finding a solution.
- Does not communicate effectively, resulting in misunderstandings and confusion.