

BEHAVIOUR AND CIVILITY CHARTER



The Newcastle upon Tyne Hospitals
NHS Foundation Trust



How we treat each other matters - feeling supported, valued and heard helps us to deliver better care and services.

This charter has been developed to help shape a more inclusive workplace, where everyone feels safe and where we treat each other with kindness and respect.

Making the charter real involves a commitment from everyone at all levels to:

- Listen and act when things go wrong.
- Take ownership for the things we need to change.
- Learn from our mistakes.
- Be transparent about actions taken, wherever we can.

Our promise to each other

Be Kind



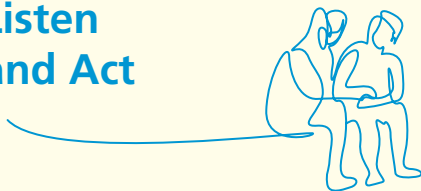
- We prioritise kindness and compassion.
- We treat each other with respect.
- We are aware of the effect of stressful and pressurised situations on how we behave and take steps to manage this.
- We role-model empathy, compassion, care and kindness in everyday routines.
- We are person-centred and take a flexible approach to problem solving.
- We recognise we can all be good and bad role models and how we behave can impact others.

Speak Up / Speak Out



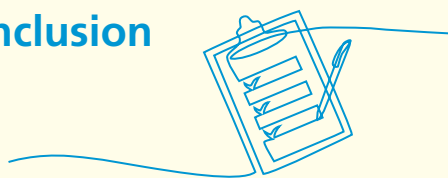
- We speak up when we see behaviours that make us or others feel uncomfortable.
- We constructively challenge behaviour or language that doesn't feel or sound right.
- We use reporting mechanisms to help us learn how to do better.
- We normalise talking about behaviour and welcome feedback. Only by acknowledging when something is not right can we fix it.
- We understand and reflect on the impact of our own behaviours on others and their behaviours.

Listen and Act



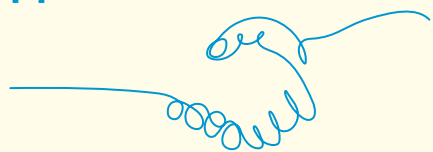
- We actively listen to different perspectives, taking the time to really understand before jumping to solutions.
- We are open to new ideas and ways of thinking and working.
- We ensure everyone's voice is heard and their contribution valued.
- We encourage suggestions for improvement, co-producing solutions to problems with others.
- We recognise others may need different support for their voice to be heard.

Promote Inclusion



- We become allies and promote the voices of those around us who are not heard as often.
- We actively promote inclusivity and involve others in decision making.
- We recognise how our own experiences and beliefs play into decision-making and think about how this can affect others.
- We support each other by demonstrating flexibility and fairness to ensure people can be their best.
- We value everyone for the different contributions they bring.
- We look to learn from each other.

Support



- We look after one another and do what we can to help others have a good day.
- We recognise that change and innovation are more likely to succeed when everyone is given an opportunity to contribute.
- We empower and trust others to do their job.
- We are compassionate and help others when they need it.
- We show patience when things are tough.

Recognition



- We take the time to say thank you.
- We value the contribution others make.
- We give others the tools they need to do their role in a way that works for them - this looks different for everyone.
- We acknowledge what we each bring to our work often under challenging circumstances.
- We give people the autonomy to make a difference.
- We celebrate success.

Please note this charter does not replace our policies and procedures and any issues of concern about behaviours and inappropriate behaviours should be dealt with via our policies.

Potts Print (UK), Oct 2024

This item has been Carbon Balanced by Potts Print (UK) and World Land Trust.