

## Positive Behaviours vs Negative Behaviours

### Positive Behaviours

Challenges decisions based on patients /customer needs.  
Recognises and rewards excellence.  
Celebrates Success.  
Diagnoses and tackles poor performance.

Is Truthful.  
Has open approach.  
Lets people say 'no', otherwise 'yes' is meaningless.  
Respects confidentiality of information consistently.  
Checks potential probity issues.  
Accepts responsibility and accountability.  
Gives credit where credit is due.  
Challenges micro management.  
Gives clear, concise, timely explanations – no surprises.  
Ensures information is organised to show good/poor performance  
Promotes spirit of co operation and interdependency.  
Seeks first to understand.  
Encourages meaningful dialogue at the earliest opportunity.  
Develops shared vision.  
Is flexible.  
Builds 'self belief and 'can-do' attitude.  
Gives freedom to make decisions within authority.  
Instils trust.  
Values everyone as individuals.  
Uses inclusive language.

Understands and values cultural differences.  
Shows willingness to change and learn from mistakes.  
Encourages appropriate behaviour

Challenges decisions based on patients /customer needs.

### Negative Behaviours

Makes/supports decisions without patients/clients needs at the centre.  
Rewards poor practice.  
Rewards or punishes poor performance  
Rewards or takes a punitive approach to poor performance.  
Is deceptive/dishonest/manipulative.  
Hides and encrypts information.  
'Yes-men' abound.

Gossips confidential information.

Flaunts/ignores potential probity issues.  
'Passes the buck'.  
Takes credit for others work.  
Promotes dependency culture.  
Withholds or is late with information – lots of surprises.  
Information about performance is poorly organised/ ignored.  
Suspicious – promotes independency.

Seeks first to be understood.  
Clique led decision-making.

Keeps others in the dark.  
Rigid – imposes change.  
Destroys confidence.  
Control, control, control.

Manipulative – other agenda.  
Views everyone as 'the same'.  
Uses discriminatory and/or exclusive language.  
Does not seek to understand or value cultural differences.  
Knows-it-all.

Does not challenge inappropriate behaviour  
Makes/supports decisions without patients/clients needs at the centre.

*For reviewing purpose, please note that gridlines shown as when hidden document is not as easy to follow.*