**Awards for Excellence**

*Recognising values/behaviours*

The Awards for Excellence scheme has been extended to include values/behaviour frameworks. If departments have these frameworks, they can award recurrent or non-recurrent increments to reward staff’s exceptional demonstration of these values through examples of their behaviours. The frameworks need to be communicated on launching the scheme so managers and individuals can provide examples of work against the values and behaviours being recognised.

Departments should follow a consultation process within their department before introducing a framework. The following are therefore provided as examples only. For each value, an example definition is provided, followed by behaviours which might demonstrate that value.

**Professionalism**

Working together with colleagues throughout and outside the University to provide a highly competent level of support, owning any problems, resolving issues in a timely and appropriate way. Being accountable for any advice given or any actions taken, to deliver what was promised.

* Giving timely and tailored advice to resolve a significant issue
* Responding effectively to requests for advice or information
* Being accountable for queries and involving appropriate colleagues in developing the response
* Being helpful and polite, listening to requests made and trying and follow them through, even if they are not tasks that would fall within your normal remit
* Maintaining good relationships and keeping ‘customers’ satisfied

**Consultation**

Listening to stakeholders. Engaging with others in meetings, surveys, or focus/user groups and responding to their views. Consult with colleagues on the impact of new plans or policies.

* Effectively gathering and collating the views of others to improve a project/solution to a problem
* Working in an open and reflective culture when communicating with stakeholders
* Sharing ideas, supporting and collaborating with colleagues whenever you can
* In communication with different staff groups, adapting the material to ensure they understand it well

**Respect**

Being helpful and polite, treating each other with dignity and in a positive manner. Embracing differences and not judging the ways that others approach their role. Trusting colleagues, fostering an inclusive environment, and showing appreciation of others. Valuing each other’s strengths and the ways they contribute to the overall success of the University.

* Acting with integrity towards colleagues and being respectful of the rights of others
* Earning respect of others through your own attitude and responsiveness
* Maintaining positive, respectful and inclusive working relationships with colleagues
* Fostering an inclusive culture which promotes equality and values diversity

**Innovation**

Being flexible and realising that there are different creative and effective approaches to specific situations. Challenging constructively and aiming for more than is expected. Striving for continuous improvement, development and growth. Being courageous and establishing change for the better.

* Exploring a range of options to resolve an issue or to effect a change
* Taking calculated risks to raise/save money
* Reviewing how we work and how we can work better
* Raising the bar through coaching others

**Cooperation and Wellbeing**

Being approachable and valuing good communication when things are going well and on occasions when you feel swamped. Considering colleagues’ needs and managing activity within teams to ensure fair workloads. Providing the right work/life balance for team members. Working cooperatively to alleviate stress and maintain good relationships in the team**.**

* Working cooperatively with team members to meet deadlines and avoid angst
* Planning projects that ensure a fair workload for team members
* Attempt to understand what colleagues need to achieve and help them to use new processes or equipment to make their work more efficient
* Support your colleagues and be sensitive to their needs. Do not be judgmental and encourage them to feel positive and creative at work