

BEING

HUMBER

YOUR QUICK GUIDE TO LIVING OUR VALUES AND BEHAVIOURS

“
Wherever you
work you are
contributing to
improving
patient care.
”

“
It's simply
about treating people
how you want to be
treated.
”

At our Trust we have a set of unique qualities that make us a Humberbelievable team. This attitude and approach was described to us as simply, 'Being Humber'.



BEING HUMBER

BEING HUMBER IS...

FRIENDLY AND WELCOMING

- Build effective working relationships
- Put others at ease
- Be inclusive

BEING RESPECTFUL

- Treat others as they wish to be treated
- Use appropriate language
- Cultural awareness

OPEN AND HONEST

- Take responsibility
- Be honest when things go wrong
- Keep promises

BEING PROFESSIONAL

- Take pride in your job
- Welcome feedback
- Maintain and review your knowledge & skills
- Protect confidentiality and privacy

PUTTING PATIENTS FIRST

- Care is provided at the right time, by the right people in the right way
- Involve patients in decisions
- Care with compassion and empathy

VALUING EVERYONE

- Celebrate success
- Acknowledge and encourage new ideas
- Provide constructive feedback

COMMUNICATE EFFECTIVELY

- Encourage everyone to have a voice
- Show empathy and understanding
- Listen actively

“ It can be as simple as wearing the right clothes to work and always making sure I am doing the best job I can do. ”

“ We all have a voice and it's important that we feel heard. ”

“ I don't always get it right but what's important is that I acknowledge that, say sorry and invite feedback. ”

“ In our team we are confident to challenge one another in a positive way. This helps us improve and develop. ”

BEING HUMBER IS NOT...

BEING UNFRIENDLY

- Ignoring others
- Isolate or exclude

DISRESPECTFUL OR UNKIND

- Bullying
- Harassment
- Discriminating

BEING DISHONEST

- Blaming others
- Letting people down
- Misrepresenting yourself

BEING UNPROFESSIONAL

- Criticising others
- Resistant to change
- Not maintaining professional boundaries

PATIENTS ARE NOT PRIORITISED

- Apathy
- Poor communication
- Not including patients in decisions

UNAPPRECIATIVE OR INDIFFERENT

- Patronising or indifferent
- Lack of praise or thanks
- Discouraging ideas

INEFFECTIVE COMMUNICATION

- Keeping others out of the loop
- Not using plain English
- Interrupting or being dismissive

By recognising outstanding examples of 'Being Humber' in action whilst at the same time acknowledging where we can improve and develop, we can continue to work together to make our Trust an enjoyable and rewarding place to work.

For most of us, most of the time 'Being Humber' is simply who we are. A Behavioural Framework that was only used for an appraisal or performance management just wouldn't work. It's important to us that this is a thread that runs through life at our Trust, becoming a part of our day to day working lives.

It's natural that at times, when we are busy or affected by our something in or outside of work, that the standards that we set ourselves can slip. You may also see or experience a behaviour that doesn't feel right and you want to address it.

Saying thank you and showing your gratitude is such a simple but powerful thing that we can all do

It's just a friendly place to work. Everyone made it so easy for me to settle in.

BEING
HUMBER

Download the
full guide here

