**PILKINGTON FAMILY TRUST – CORE VALUES**

|  |  |  |
| --- | --- | --- |
| I Do ... | **BE**  **POSITIVE** | I Don’t ...... |
| * Give my best every day and display a passion for what I do * Believe in the Trust and be an ambassador for it * Support my colleagues and value everyone’s contribution * Act in an open, honest and friendly manner * Focus my effort on bringing benefit to our beneficiaries * Take responsibility for my own engagement and development * Recognise a job well done and celebrate other people’s achievements | **...take pride**  **in all that**  **you do....taje** | * Speak about the Trust in a negative way * Lack energy and drive in helping move the Trust forward * Forget the beneficiaries in anything I do * Encourage or join in with pessimism * Limit my opportunities to learn and grow * Respond badly to feedback and constructive criticism * Give up after a problem or set back |

|  |  |  |
| --- | --- | --- |
| I Do ... | **BE ACCOUNTABLE** | I Don’t ...... |
| * Take ownership for what I do and deliver an excellent service * My best for beneficiaries and never promise what I cannot deliver * Work with all colleagues to achieve the best outcomes * Always ensure that Trust money is spent in the most efficient manner * Ask for help and support from others when I need it * Manage my reactions and think about how my behaviours affect others * Make the effort to find out information for myself | **...be**  **responsible for making things bettertaje** | * Over promise and under deliver * Blame others and overlook solutions * Take undeserved credit * Underestimate how important clear and regular communication is * Let a bad day impact on my performance * Ignore the impact that my behaviour has on others * Forget to say thank you to others for their contribution |

|  |  |  |
| --- | --- | --- |
| I Do ... | **BE**  **SINCERE** | I Don’t ...... |
| * Have an open mind and I am prepared to have a different conversation * Start from a blank page and look for possibilities and better ways of doing things * Look for ways to improve existing procedures * Embrace new technologies and methods of working * Work with others to find the best solutions * Value alternative views | **... be**  **open to doing things differently**  **WE ARE**  **PILKINGTON FAMILY TRUST** | * Carry on doing what I always do without challenging existing norms where appropriate * Automatically reject new ideas * Think all existing procedures are already the best * Ignore new ways of working * Forget to take the time to listen to the opinion of others * Exclude the contribution of colleagues * Make assumptions about people |