

## Core Behaviours

Exercising good judgment

Modeling professional behaviour

Focused on results

Adaptable to change, flexible and open minded

Courage and responsibility

Continuous personal improvement

**Exercising good judgment** Uses rigorous logic and honest analysis to solve problems, makes well-reasoned, evidence based decisions, does not make hasty assumptions, considers the implications of decisions and actions, is always aware of effect of his/her actions on the Authority's reputation.

**Modelling professional behaviour** Delivers on promises, acts with integrity at all times, looks for ways to improve internal and external relationships, makes timely decisions, ensures own area of expertise and knowledge is up to date and provides a service that adds value to the Authority and stakeholders.

**Focused on results** Measures own progress against goals and objectives, balances analysis with action, , manages time effectively, doesn't get diverted by trivia, is focused on the bottom line to deliver value, delivers results in a timely manner to internal and external customers.

**Adaptable to change, flexible and open minded** Adjusts flexibly to each situation; reads situations and approaches each one with an open mind. Engages with others to ensure cooperative relations. Takes a systems-based approach.

**Courage and responsibility** Engages others in a constructive manner, does not indulge in hearsay and gossip, delivers information to the person who can do the most about it, uses appropriate language that does not demean others, understands what is really happening and does not assume he/she knows what the customer, colleague or team wants. Builds trust with internal and external customers. Shows respect to others even when opinions differ, looks for a win/win.

**Continuous personal improvement** Picks up on the need to change personal and interpersonal behaviours quickly; seeks and accepts feedback; admits mistakes and shortcomings; is open to suggestions; seeks out and accepts formal and informal professional development opportunities.