

What do employers look for in employees?

This resource illustrates what values and behaviours might look in practice in the workplace. It can be used as a basis for you to develop a staff behaviours leaflet to show your staff what behaviours you expect of them and how they can demonstrate each of your values in their work.

The examples below have been developed from the Example values and behaviours framework for adult social care.

Dignity and respect

What employers would like to see

You spend time listening to people to get to know them and their needs.

You respect people's right to make their own choices and decisions about how they want to be supported.

You help people to retain their dignity and respect their privacy when delivering personal care to them.

You communicate with people in a clear, open and straight forward way using appropriate language.

You are sensitive to the needs and concerns of families and carers.

What employers don't want to see

You ignore people and don't make time to welcome them or to get to know them and their needs.

You don't respect people's right to make their own decisions. You believe you know what they need better than they do.

You don't respect people's dignity and privacy, shouting across rooms and leaving doors open when delivering personal care.

You use jargon when communicating with people, and talk to people in a patronising, childlike or inappropriate way.

You are not aware of or interested in the needs and concerns of families and carers.

Learning and reflection

What employers would like to see

You reflect on the work that you do and the impact that you have on the people you support.

You accept and reflect on any feedback you are given about your work and learn from the feedback.

You are honest and transparent and are not afraid to admit when you have made a mistake.

You know your own limits and can identify when you need help and support and are feeling stressed by your work.

What employers don't want to see

You don't take time to reflect on work that you have done or the impact that you have had on others.

You are dismissive and defensive about feedback and don't consider how to use the feedback to change the way in which you work.

You blame others when things go wrong in work and don't admit when you make mistakes.

You don't know your own limits and are not willing to ask for support and help when you need it.

