

# What are our Values?

**Value 1: 'We believe in honesty, integrity and promote transparency with the people we collaborate with'**

We will always work with customers, and our staff, in ways that are transparent and open. We will always be honest with our customers, both in how we work together with them and how we support them.

**Value 2: 'Person-centredness and inclusive ways of working are at the heart of what we do'**

We work together with our customers, and our staff, in an inclusive way, and put the needs of customers; their staff **and** the people who use *their* services, first. In practice, this means that we recognise, welcome and value the individual experience, expertise and contributions that each party makes in identifying what is needed and the most appropriate way to proceed. We believe that stronger; more trusting and effective relationships are created and sustained by working together in this way.

**Value 3: 'We work with our customers, and our staff in ways that respect their values, experience, skills and aspirations, and we recognise their individual significance as people who are working to make a difference for others'**

We treat customers, and our workforce, as **people first and foremost**. Everything that we advocate, advise or teach always acknowledges and promotes people as individuals, with their dignity and respect at the heart. We consider this as being equally important and applicable to the work that we do directly with people in a consultancy or teaching situation.

**Value 4: 'We work with our customers in creative ways to find whole-person and whole-systems solutions to meet their professional obligations, and people's needs'**

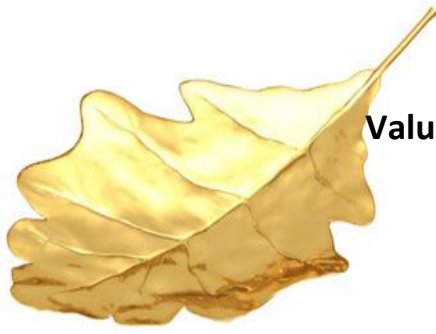
Through applying a robust diagnostic process that is inclusive and based upon need and nothing more, we help organisations own what they *need* and find whole-systems solutions to the challenges they face in what they *do* day-to-day.

our **values** match  
our actions

and

our **actions** match  
our words





**Value 5:**

**‘We value ambition in ourselves and in others in attaining high-quality outcomes for people. We set ourselves high standards in relation to what we do; we promote excellence through our trainers and support staff, and in the conception and ongoing development of our products and services’**

We see excellence as a necessary and achievable position in all that we do. Nevertheless, we know that the excellence and the quality improvement pathway is a continuous and never-ending cycle. We train *in* excellence and equally believe that our training and other services *are* excellent. We believe that a process of external accreditation helps us to demonstrate our quality standards and excellence in practice.



**Value 6:**

**‘We believe that what we do is right for people and integrity is our primary objective when making decisions about who we work with, why and how’**

We will work with customers in ways that fit with current public expectations. However, we will never compromise our professionalism in teaching and advising what we believe is right, and safeguards and promotes the rights of people.

