

Our Cultural Framework

	Honesty, Openness and Trust	Always wanting to get better	Wellbeing of our Communities	Treating each other with respect
Exceptional	<ul style="list-style-type: none"> Identifies opportunities between cross functional team working Actively seeks out constructive feedback from others Talks openly about personal strengths and limitations 	<ul style="list-style-type: none"> Recognises and celebrates success Always promotes a culture of continuous learning and improvement Strives to exceed expectations 	<ul style="list-style-type: none"> Goes beyond role requirements to engage with different community stakeholders, Emergency Services and other partner agencies Drive excellent relationships with other Emergency Services and partner agencies 	<ul style="list-style-type: none"> Makes everyone feel valued Takes time to learn about individuals and what motivates them Prioritises their people over process Appreciates there are at least two perspectives to every debate
Expected	<ul style="list-style-type: none"> Sharing information responsibly (right time, right place) Always provides praise and recognition where deserved Provides clear and relevant communication Displays integrity at all times Displays moral courage, especially in difficult situations Firstly asks “why” not “who” when mistakes are made 	<ul style="list-style-type: none"> Can do, will do attitude always Actively provides, accepts and responds to constructive feedback Develop and share best practice Supportive of self and others personal development and progression Confirms understanding of organisation and personal objectives Displays pride in the Service 	<ul style="list-style-type: none"> Displays a sense of duty to the community Makes time for community involvement Explore innovative ways to include and involve all Polite, respectful and approachable Promotes a positive and professional image of SFRS Develop an understanding of the challenges facing other Emergency Services 	<ul style="list-style-type: none"> Challenges inappropriate behaviour, language or actions Being approachable to all staff Always listens and responds to others Promotes a culture of fairness and respect to all regardless of who they are or their background
Inappropriate	<ul style="list-style-type: none"> Promising what cannot be delivered Avoiding difficult conversations Allowing hidden agendas Looking to blame others 	<ul style="list-style-type: none"> Obstructive towards progress Not learning from mistakes Lack of enthusiasm and motivation to improve Inappropriately doing things for the sake of it 	<ul style="list-style-type: none"> Fails to understand the diversity of our communities Disregards local issues and needs Fails to communicate with all elements of our communities 	<ul style="list-style-type: none"> Exhibits aggressive, overpowering or bullying behaviour Fails to recognise and respect others values and beliefs Challenges inappropriately Exhibits rude or dismissive behaviour Applies preconceptions or stereotyping inappropriately