



Level 1

To do this effectively each of us needs to:

- Play an active part in **transformation, change and improvement** – being comfortable with change and focusing on improvement
- Play our part in **digital transformation** by being comfortable with technology, looking for ways technology can help us deliver better services and acting on sound evidence and information
- **Adopt a commissioning approach** by taking responsibility for making sure public money is spent wisely on what is going to deliver the best outcomes for Aberdeen

BEHAVIOURS

What this looks like when we're at our best ...

- We look at the evidence – then focus on making things better
- We encourage new thinking and build on each other's ideas
- Every interaction counts – we leave things better than we found them
- We embrace the new – we are creative and find ways to make things better
- We are positive and 'can-do'
- We *are* the organisation – we promote the good things we do

What this looks like when we're at our worst...

- Not willing to do things differently or move with the times
- Ignoring issues
- Being careless with council resources
- Having a negative attitude
- Dumping work on others
- Receiving and accepting poor standards of work
- Talking the organisation down

KNOWLEDGE

Transformation, change and improvement

I understand

- How I, and others, may respond to change and how I might offer support
- What impacts on my personal resilience
- My responsibility to seek opportunities to improve and change

SKILLS

Transformation, change and improvement

I show I can

- Support others to put in place changes that affect them
- Discuss concerns in a positive and constructive manner
- Contribute ideas on changing the way things are done, for the benefit of customers and colleagues
- Highlight where a process can be made more efficient
- Listen and be open to other's ideas about how things might be done differently
- Remain flexible when different approaches and methods are required to achieve team outcomes
- Be open to learning new skills to develop myself and the services I deliver

- Be willing to test new ideas which will improve outcomes for customers

Digital transformation

I understand

- How technology can be used to improve outcomes for customers and reduce costs
- The importance of digital safety and how to protect myself and others online
- The implications of storing and sharing information digitally

Digital transformation

I show I can

- Use the technology required in my role and embrace new digital technology and digital solutions
- Adopt the range of smarter, mobile and flexible working options available
- Protect myself and others online
- Store information digitally or online where possible

Adopting a commissioning approach

I understand

- The Council's duty to demonstrate best value

Adopting a commissioning approach

I show I can

- Treat Council money and resources with respect and always seek best value
- Challenge how money is spent