



Level 3

To do this effectively each of us needs to:

- Promote **equality and diversity**
- **Value others and celebrate success**

BEHAVIOURS

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

- We treat people with dignity and respect – we're all equal – we're all people
- We act and speak in a way which is positive, motivating and encouraging
- Thank you goes a long way – we appreciate each other
- We notice, recognise and celebrate good work
- We value everyone but call out poor performance when we see it

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

- Plenty negative feedback but not so much positive
- Deliberately putting someone else down
- The more you do, the less thanks
- Being spoken to like a child
- Getting defensive
- Using jargon

KNOWLEDGE

Equality and diversity

I understand

- The importance of raising awareness of equality and diversity issues and campaigns

SKILLS

Equality and diversity

I show I can

- Lead on the principles of equality, diversity and inclusiveness
- Assess impact on equality and human rights of all work-related activity
- Develop positive action strategies to address diversity gaps

Valuing others and celebrating success

I understand

- Techniques for motivating and encouraging teams or groups of staff
- Principles of intrinsic and extrinsic motivation

Valuing others and celebrating success

I show I can

- Demonstrate how the work of Services is valued
- Promote success stories