



Great People

Defining our values and behaviours



POSITIVE

I maintain a “can do” attitude and a smile

- Create an encouraging and optimistic environment and bring others with me
- Approach others in a pleasant, happy and upbeat manner
- Maintain enthusiasm in difficult times
- Demonstrate a commitment to my own service and to the Council
- Demonstrate an “I care” attitude



SUPPORTIVE

I create an environment where the people I work with feel valued and respected

- Understand the Council’s priorities and work towards a common goal
- Work across boundaries to develop relationships, share information and keep others informed
- Listen to the views of others, allowing the best way forward to be found
- Communicate in a courteous and respectful manner
- Behave in ways that promote the fair and equal treatment of all



FLEXIBLE

I can deal confidently with change and accept new and different ideas and approaches

- Accept that change is an integral part of working at Reigate & Banstead
- Demonstrate an open mind to new ideas and proposals
- Display a willingness to do things differently
- View change as an opportunity for improving and developing
- Adopt a flexible approach to meet the team’s requirements



INNOVATIVE

I work to develop new ideas and workable solutions

- Question currently accepted ways of doing things
- Share and implement good ideas, learning from others both internally and externally
- Suggest and try out new approaches
- Challenge the status quo in a constructive way