

POLICY

BEHAVIOUR

We pride ourselves at this practice, on our positive impact on those around us, whether they are patients, co-workers or visitors to the business. Our Behaviour Policy details the foundational thinking from which all of our decisions and actions are made.

GOODWILL TO ALL (INTENTION)

We want those around us to be successful.

We are supportive and enthusiastic of each individual's projects, commitments and hobbies.

When a co-worker is working on a particular project, we ask what we can do to support them. When we are responsible for any actions asked of us by a co-worker, we tackle it enthusiastically and efficiently.

We are interested and caring of co-worker's personal highs and lows, offering them our time to listen.

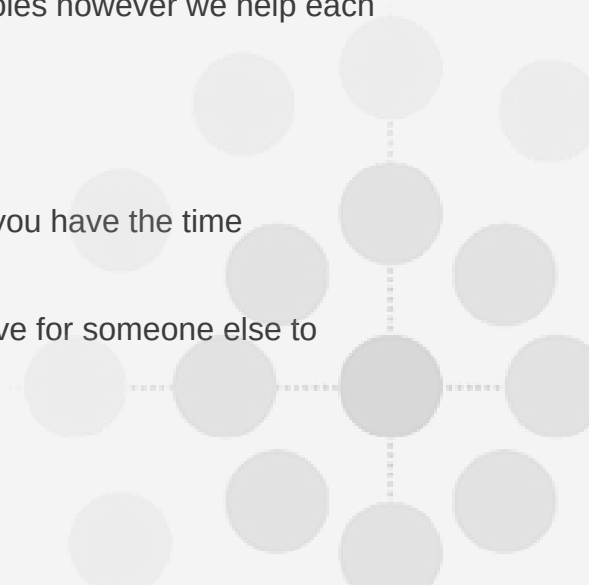
We approach all involved with this business with respect, friendliness and helpfulness.

TEAMWORK

Synergy is the essence of our teamwork. That is, we know that our collective effectiveness when working together is far greater than our individual impact. We do everything as a team at this practice. We do have our list of responsibilities for our roles however we help each other out wherever possible.

Examples of this are:

- Helping a nurse set up/break down her surgery if you find you have the time
- Assist in steri
- Tidying and cleaning areas that you notice, rather than leave for someone else to manage



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- Offering tea/coffee to others when you are getting one for yourself
- Asking what you can do for co-workers who are working through their lunch (such as get them some food). Just the offering is powerful so ask whenever you can!
- Sharing early finish days around so everyone gets a chance for a bit of time for themselves
- Sharing the annoying chores, such as mopping and cleaning the toilet, so it is not always dumped on the same person

NO BLAME

We understand that there is no value in discussions about who is to blame for any issues that arise. Anything that requires change or modification within the running of the business is best discussed and supported as a group. Finger-pointing results in ill-feeling, embarrassment, insecurity and shutting down. On the other hand, moving forward with powerful direction, seeking positive results is inspiring and it is the only path to an engaged, dynamic team.

ADDRESSING CONCERNS

Whenever there is a concern within the team or in relation to the provision of patient care, we have a 4 step process:

1. Assess the issue and decide whether the impact of the problem warrants the possible drawbacks of bringing it to open forum. That is, is the 'issue' an actual problem that requires a solution? Or is it a personal preference of how you would like to work? Also keep in mind that if stating the issue requires questioning or criticising another co-worker, this process has the potential to cause upset within a normally harmonious team. Is managing the issue worth the potential drawback?
2. Pose the perceived issue and your thoughts on a solution to a superior within the practice. Often is the case where you do not have all the influencing information yourself and discussing with a superior can provide a broader perspective.
3. Come to an agreement with your superior of how is the issue best handled. Should it come from the leadership group? Should it be modifying one staff member's behaviour or will the whole team benefit from a group discussion?
4. Support whatever change or modification that is implemented through your personal enthusiasm and commitment.