

1. Understands and aligns with CareFlight's Goals

An employee who understands and aligns with CareFlight's goals will:

1. Be passionate about working for CareFlight and the work CareFlight does.
2. Be willing to do more than just their specific job role.
3. Take responsibility for a problem and see it through to resolution.
4. Talk positively about their work and progress on tasks and projects.
5. Be loyal and speak positively about CareFlight externally.
6. Presents a positive impression of CareFlight by their actions and words.
7. Understands the bigger picture of CareFlight's goals as an organisation and see how their role fits into the bigger organisational picture.

2. Collaborates & Respects

An employee who collaborates and respects:

1. Enjoys working cooperatively with others and recognises the need for collaboration and shared success.
2. Treats people fairly and shows respects for their skills.
3. Participates in collaborative discussions; is prepared to listen and accept ideas.
4. Trusts others to make a decision based on their professional expertise.
5. Doesn't take themselves too seriously and keeps their own achievements in proportion.
6. Works well within their immediate team, as well as across the organisation and with external bodies.
7. Encourages others to approach them by responding positively.
8. Shows empathy towards others.

3. Communicates Actively

An employee who communicates actively:

1. Speaks with a confident tone of voice that engages others in listening to them.
2. Asks questions to gather information, clarifies any misunderstanding or misinterpretation.
3. Encourages participation by inviting others to ask them questions.
4. Listens well to others.
5. Adapts their communication style and content to their audience.
6. Produces written communications that are well structured, succinct and convey key messages.

4. Self-improvement

An employee who seeks to improve themselves will:

1. Review their own performance to identify strengths and areas to improve.
2. Be willing to receive feedback on their performance.
3. Be prepared to talk about what they didn't do well and could do better and admit mistakes openly.
4. Be willing to ask questions or how to do something.
5. Accept and welcomes the need to keep 'current' on their knowledge, skills and fitness.
6. Be willing to put in the time and effort needed to gain new knowledge and skills.

5. Operates Professionally and with Confidence

An employee who conducts themselves professionally will:

1. Operate consistently within CareFlight's standard operating procedures and policies.
2. Keeps their commitments.
3. Publicly supports management decisions, initiatives and policies.