

3. Brand Behaviours & Code of Conduct

Leader behaviours

Team behaviours

At the beginning of the year record what your strengths are and what attributes you need to develop in relation to the relevant brand behaviours.

How will you ensure compliance against your professional code of conduct?

Record your discussion here

Record how have you performed against the brand behaviours and professional Code of Conduct over the year here

4. Other CPD/Development

Record what CPD/Development you need and how you are going to achieve it here

Record how you have performed against your CPD/development plan here

5. Career Aspirations

Record what your career aspirations are in the short & long term here

6. Support Required

Record what support you require from your manager here
(Frequency of meeting, format of meetings, notes, etc.)

Leading the Nuffield Health way

I'm Enterprising

- I think outside the box to create an environment that encourages continual improvement and outstanding performance
- I keep things simple, commercial and drive out unnecessary bureaucracy
- I encourage colleagues to make their own decisions and learn from their mistakes
- I can spot and coach the talent I need to deliver results

I'm Passionate

- I am a champion of Nuffield Health's vision both with my team and my customers
- I relentlessly push myself and others to be better
- I create an environment that inspires great customer service

I'm Independent

- I am self motivated and creative in the way I inspire and develop my teams
- I coach my team on what success is and recognise and reward them when they achieve this
- I communicate clearly and regularly with my team members and colleagues

I'm Caring

- I am respectful towards my customers and colleagues
- I lead with wellbeing in mind creating a positive climate where colleagues are listened to, can offer opinions and get direct feedback



The Nuffield Health way

Team Behaviours

I'm Enterprising

- I create new ways of inspiring and engaging customers & colleagues.
- I keep things simple and ensure I deliver all my duties on time and to the highest standards
- I demonstrate initiative - seeking opportunities to make improvements

I'm Passionate

- I am a champion of Nuffield Health's vision, our role as a charity and our approach to wellbeing
- I relentlessly push myself to develop my skills, build my knowledge and improve my performance
- I consistently deliver great customer service

I'm Independent

- I am self motivated and always positive.
- I always 'do the right thing' and put my customers first
- I communicate positively and confidently with all customers and colleagues

I'm Caring

- I am respectful towards my customers and colleagues
- I build rapport with every customer, am responsive to their needs and treat everyone as an individual.
- I demonstrate empathy and always put myself in my customers' shoes.

Performance Ratings

Top Performer	OUTSTANDING OVERALL performance in all areas relative to peers, making a significant impact to Nuffield Health. Individual has gone way above what is required in everything they do.
Strong Performer	A STRONG OVERALL performance by an individual relative to peers who makes a valuable contribution to Nuffield Health. The individual has delivered everything that is required of them to a high standard, outperforming in some areas.
Good Performer	An overall performance by the individual which is GOOD relative to peers. They have done everything that is expected of them and made considerable efforts to achieve what is required.
Under/Inconsistent Performer	UNACCEPTABLE overall performance relative to peers, struggling to perform in current role and there are significant gaps in their ability to achieve satisfactory performance at this level. Performance can be inconsistent.