Our Blueprint Behaviours
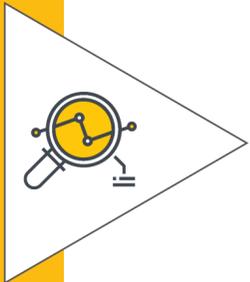
Behaviour	How I can display this...	How people leaders can display this...	What to avoid
WHAT'S MY EVIDENCE **This is about:** ▸ Curiosity ▸ Critical thinking ▸ Having quality data/evidence	▸ Develop understanding of our business, customers and competitors ▸ Use examples and evidence to make informed decisions ▸ Share expertise & information with others ▸ Input and manage data carefully	▸ Coach my team(s) to make data-led decisions ▸ Improve team processes to enhance the data we manage	▸ Focusing on task, ignoring the bigger picture ▸ Not sharing knowledge with others ▸ Ignoring customer feedback & data ▸ Relying 100% on data, omitting experience and intuition ▸ Providing inaccurate or overly complex data
MAKE THE CALL **This is about:** ▸ Ownership ▸ Accountability ▸ Prioritisation ▸ Effective delegation	▸ Take personal ownership for my tasks ▸ Prioritise what's important ▸ Seek clarity around priorities ▸ Make timely decisions that drive results	▸ Delegate and give accountability to my team(s) ▸ Make key decisions that support task delivery ▸ Be clear on priorities and deadlines ▸ Support my team when changes or conflicting priorities arise ▸ Resolve decisions locally, escalating only where necessary	▸ Walking past issues without helping to solve them ▸ Looking upwards for decision making ▸ Not delegating or setting unrealistic deadlines ▸ Seeking perfection over progress ▸ Saying yes to all requests at the cost of delivery ▸ Making decisions without the authority to
CARE ABOUT THE RESULT **This is about:** ▸ Customer-centricity ▸ Simplification ▸ Sustainability ▸ Resilience	▸ Deliver good customer and colleague outcomes ▸ Consider the impacts of decisions on others ▸ Simplify the way we do things ▸ Act with sustainability in mind ▸ Build resilience to deal with challenges ▸ Learn from and share my mistakes	▸ Support my team(s) through change ▸ Encourage innovation to simplify the way we work ▸ Make it easy for people to ask for help and learn from mistakes	▸ Sticking to ways of working that don't meet customer or colleague needs ▸ Working in a silo or excluding others ▸ Judging others for making a mistake or not moving on from past mistakes
LISTEN HARD, TALK STRAIGHT **This is about:** ▸ Communication ▸ Collaboration	▸ Listen to others' perspectives and ask questions ▸ Say what needs to be said, with empathy ▸ Speak up when I need to ▸ Collaborate in and across teams	▸ Communicate in an engaging and inspirational way ▸ Encouraging 2-way communication ▸ Recognise the impact I have on my people ▸ Create an environment in which my team(s) can achieve their best ▸ Share feedback on performance to improve outcomes	▸ Being disruptive to the conversation ▸ Focusing on own agenda at the expense of others ▸ Failing to address issues directly or escalating unnecessarily