



LIVING OUR VALUES

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“It’s not hard to
make decisions when
you know what your
values are”

Roy Disney



- MISSION

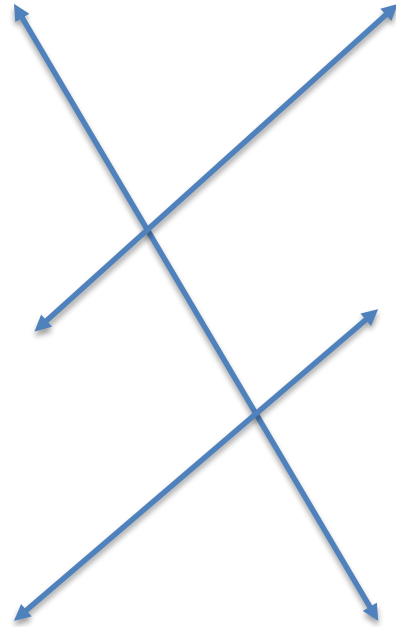
- VISION

- VALUES

- WHERE

- HOW

- WHAT





The Value of Values

Operating principles that guide an organisation's internal conduct as well as its relationship with the external world



The Value of Values

Values are the things we believe are important in the way we live and work.

They can determine our standards of behaviour



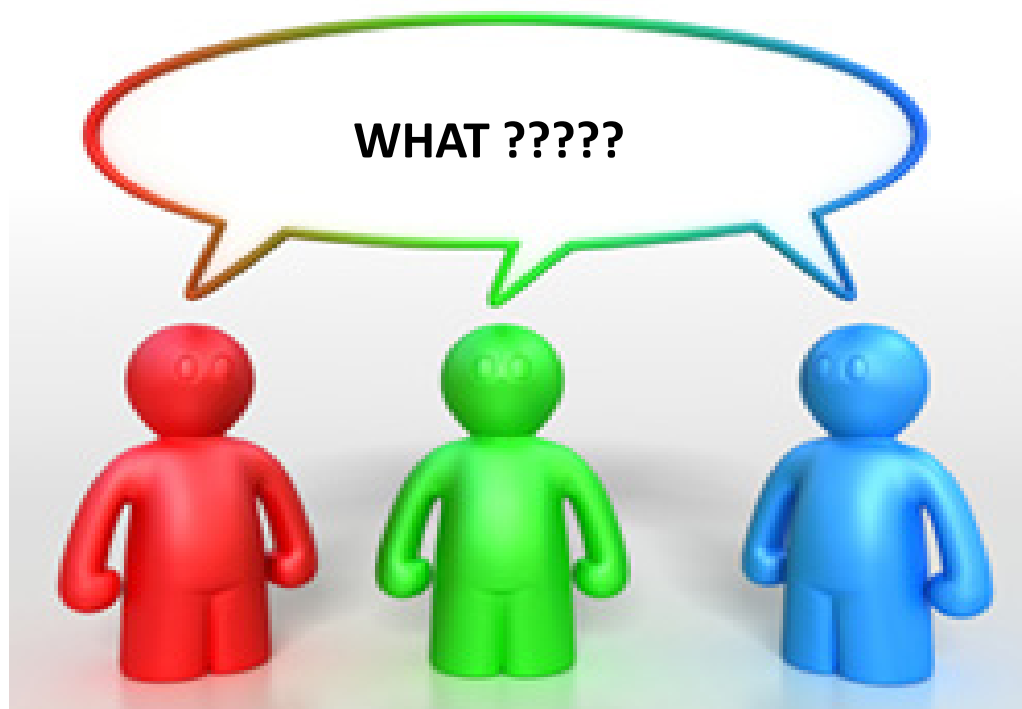


CORE VALUES

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Whose Values Are These.....?

- Focus on the user and all else will follow
- It's best to do one thing really, really well
- Democracy on the web works
- You can make money without doing evil
- There's always more information out there
- The need for information crosses all borders
- You can be serious without a suit
- Great just isn't good enough
- Google



And These.....?

.....to protect individuals wherever justice, fairness, freedom and truth are denied.

Amnesty International

- Unique worth of every person
- Work with hope
- Encourage children to reach their full potential
- Exercising responsible stewardship

Barnardo's



Vision, Objectives and how it all works together

What DSC is trying to achieve

Vision

An independent voluntary sector at the heart of social change

The reason for DSC existence and core purpose, our long term vision.



P A C E

Promote the value of a vibrant and diverse independent voluntary sector

An independent DSC, financially robust in a self generated revenue

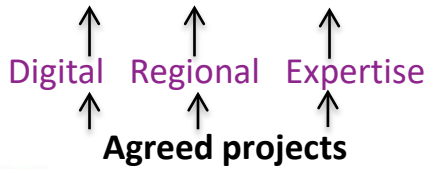
Connect, givers, influencers and social change makers

Equip voluntary organisations with high quality services and products that support them.

These are the outcomes that DSC wants to achieve that would indicate the vision has been reached

Strategic Objectives

REACH MORE PEOPLE



This is how DSC will achieve the strategic objectives

How we work and behave as a group of people

Values

Values support DSC vision, work and are the core beliefs that inform the organisations behaviour and activities.

V O I C E



Visionary Open Inspiring Committed Excellent

Each department has a list of behaviours against each value.

Details Standards Care

These are the expectation, of the quality of work.

DSC LEARNING AND DEVELOPMENT TEAM

YOU

ROCK

Visionary

Seeing the bigger picture, looking to the future, looking for possibilities

Put charities first – remind ourselves and others of the vision

Remind ourselves and others of DSC vision. Asking – how does this help you/us/them to help others in written and spoken communication

Within sales and customer support look for reach opportunities

Annette and Evangeline to attend L & D PALS meeting, monthly

“The difference between a dreamer and a visionary is that a dreamer has his eyes closed and a visionary has his eyes open”

Dr Martin Luther King Jr

Alexandra and Evangeline to attend at least 4 events per year

Twitter – once a week – Annette, Cathy and Mike

Twitter – twice a month – Alexandra and Evangeline

Staying informed – monthly reading. Training Journal, 3rd Sector, Charity Times



Thank you

you rock



Open

Listening, Exploring, Mindful

Going up to a course, to say hi and check on associate trainers.

Be open to developing relationships: say good morning, invite a colleague to coffee/lunch, include others

Once a month, whoever in the team is available, go to lunch together

Use team meetings for shared feedback – one thing I could do differently, one thing I appreciate about you, one thing I'd like from you

BE OPEN TO new thoughts, to new people, to new principles, to new ideas, to new experiences.
"NEW" MAKES US GROW!

Rossana Condoleo

Keep diary up to date and clear- to reflect workload and meetings

Know where your team members are – check diaries before calling or e-mailing

Use yes and or not yes but, when problem solving/idea sharing

New ideas – How could we make that happen? Could we merge ideas here? What would make that work? How can we overcome the sticking points?

MINDS ARE LIKE PARACHUTES



ROCK

Inspiring:

Helping others to see a bigger picture and engage with initiatives

Focus on solutions and future not blame and past

Sharing relevant information with each other considering timing and necessity

Bring and share one example of positive customer feedback from Inhouse or events to team meetings

Share feedback with Associates, through e-news, and LT, through monthly report

Make sure we commend and thank colleagues for help, achievements etc.

We judge ourselves by our intentions. And others by their actions.

Stephen Covey

Look for opportunities to offer more than was requested

Share other DSC product and service information with customers and associates

(L&D) Provide customers with mini case study examples of how other organisations have benefitted from our services and products – anecdotal, story

Tell customers and associates what is great about DSC and it's people

The greatness of a man is not in how much wealth he acquires, but in his integrity and his ability to affect those around him positively

Bob Marley



YOU SO TOTALLY



ROCK!

Committed

To our visimissioBs, DSC values, behaviours, customers and the sector

Values conversation/activity at monthly team meeting and in 121's

Stay committed to your decisions, but stay flexible in your approach.

Use outlook to notify of out of office, absence, unavailable

Meet deadlines – commit to the deadline, avoiding necessity to explain delays

Tony Robbins

Follow procedures and use systems provided (e.g. HR)

Attend at least 2 DSC courses or events each year

I AM COMMITTED TO BEING A BETTER PERSON TODAY THAN I WAS YESTERDAY. BETTER THOUGHTS.. BETTER DECISIONS.. BETTER ACTIONS.

Follow up – actions from meetings, shared problems, requests made

Be informed and adhere to policies, standards, code of conduct etc.

Be on time and prepared – be at least 5 mins early for everything and ready to start. Whether for a meeting, arriving for work or attendance at an event.



**YOU
ROCK!**

**YOU
RULE!**



Excellent:

Details, standards and care in everything

Respond to colleague e-mails – remind “by when”, consider who needs the reply

Respond to team e-mails within 48 hours

Provide others with clear deadlines and expectations

Own complaints that come your way – act, ask for help, follow up

Acknowledge the workload and achievements of colleagues and other teams

Excellence is never an accident it is always the result of high intention, sincere effort and intelligent execution. It represents the wise choice of many alternatives – **choice, not chance, determines your destiny.**

Aristotle

Use checklists to monitor and improve detail, standards and care

Ask others to proof read lengthy written work you may have lost sight of

Focus on facts and be mindful of personal opinions and unconscious biases

Share a personal goal that we would like to achieve in the next year. A goal that will push you beyond your boundaries. Review at quarterly meetings

Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort.

Paul J. Meyer



DSC TRAINING SERVICES TEAM

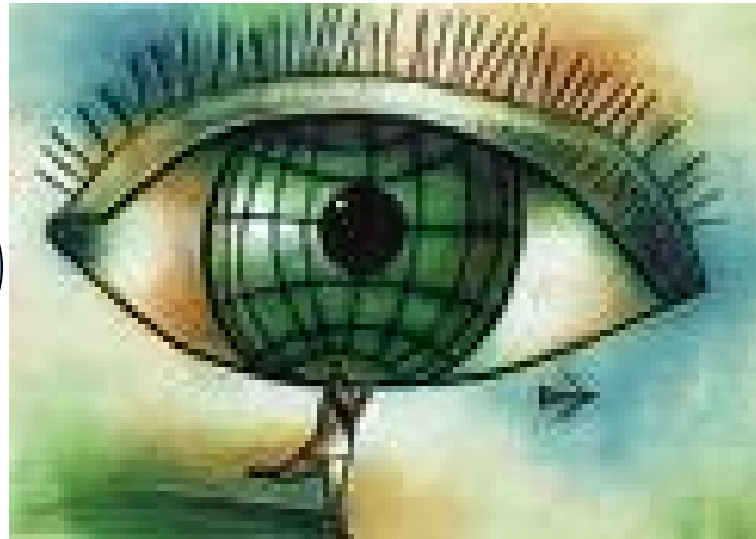
Remind ourselves and each other of the BIG DSC picture

Leaders are visionaries with a poorly developed sense of fear and no concept of the odds against them.

Robert Jarvik

Use available technology to the best of its capacity

Feel the fear and do it anyway – run the risk



Bring knowledge:
3 Golden Nuggets to Staff Brief

VISIONARY

Be active in developing new products and services

As a team – review strategic input and progress

Keep other departments
informed about our
activities –

FACE TO FACE

There is no end to the adventures
that we can have if only we seek them
with our eyes open.

Jawaharal Nehru

Be honest about
mistakes and
open to
feedback

Be open to new
ideas - wherever
they come from



Publicly acknowledge
our SWOTS – within
and outside the team

OPEN

Harness change –
and support those
who struggle with it

SHOUT – when we need
help or support, a
shoulder or and ear

Support each others
development and
growth in role and team



Celebrate Together
3 successes
3 Thank you's
3 Golden Nuggets

Seek opportunities
to learn from each
other

Apply creativity and
innovation in
delivering training

The ultimate measure of a man is not where he
stands in moments of comfort, but where he
stands at times of challenge and controversy
Martin Luther King

INSPIRING

Be proactive in
organising buddying
and 1-1 support
meetings

Create and use our
value cards to support,
thank and praise each
other

Encourage and challenge
each other to help other
departments

Every job is a self-portrait of the person
who did it.
Autograph your work with excellence.

Each week read 3rd
Sector and other
relevant journals



Smile. Say Hello. Good
Morning. Goodbye.

To colleagues and
customers

Manage own
knowledge gaining and
skills development

COMMITTED

Read DSC briefings,
bulletins e-news,
catalogues and flyers



Go the extra mile –
at least, ask – is
there anything else?

Talk up DSC –
to each other, to other
departments,
to customers and a
associates

The mark of a true professional is
giving more than you get.
Robert Kirby

Peak performance
standards –
Phone response, in
group, out of office,
house style

Take opportunity to talk
to customers, trainers,
visitors and associates



Be on time,
appropriately dressed,
badged up and cheerful

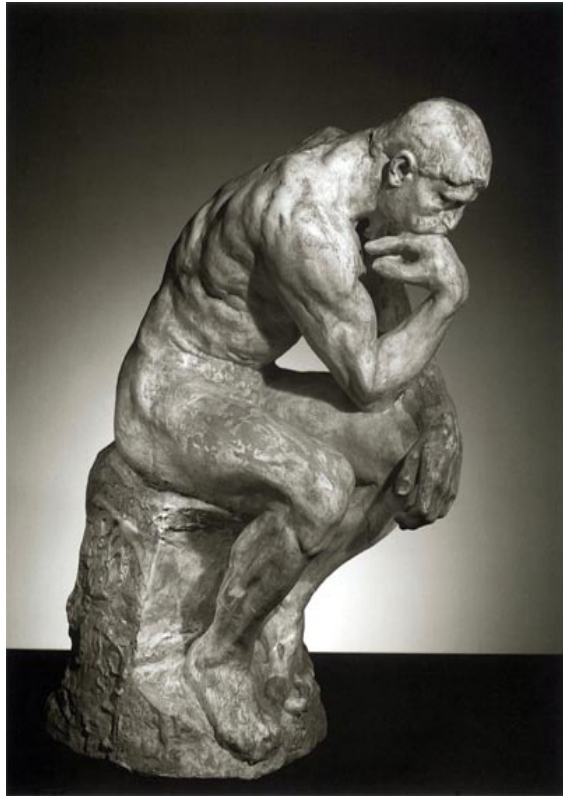
Do the 'dirty' jobs – pick
up litter, change the loo
role, water bottle, copy
paper

Extremely Professional

Talk well of
colleagues, their
roles and their
achievements

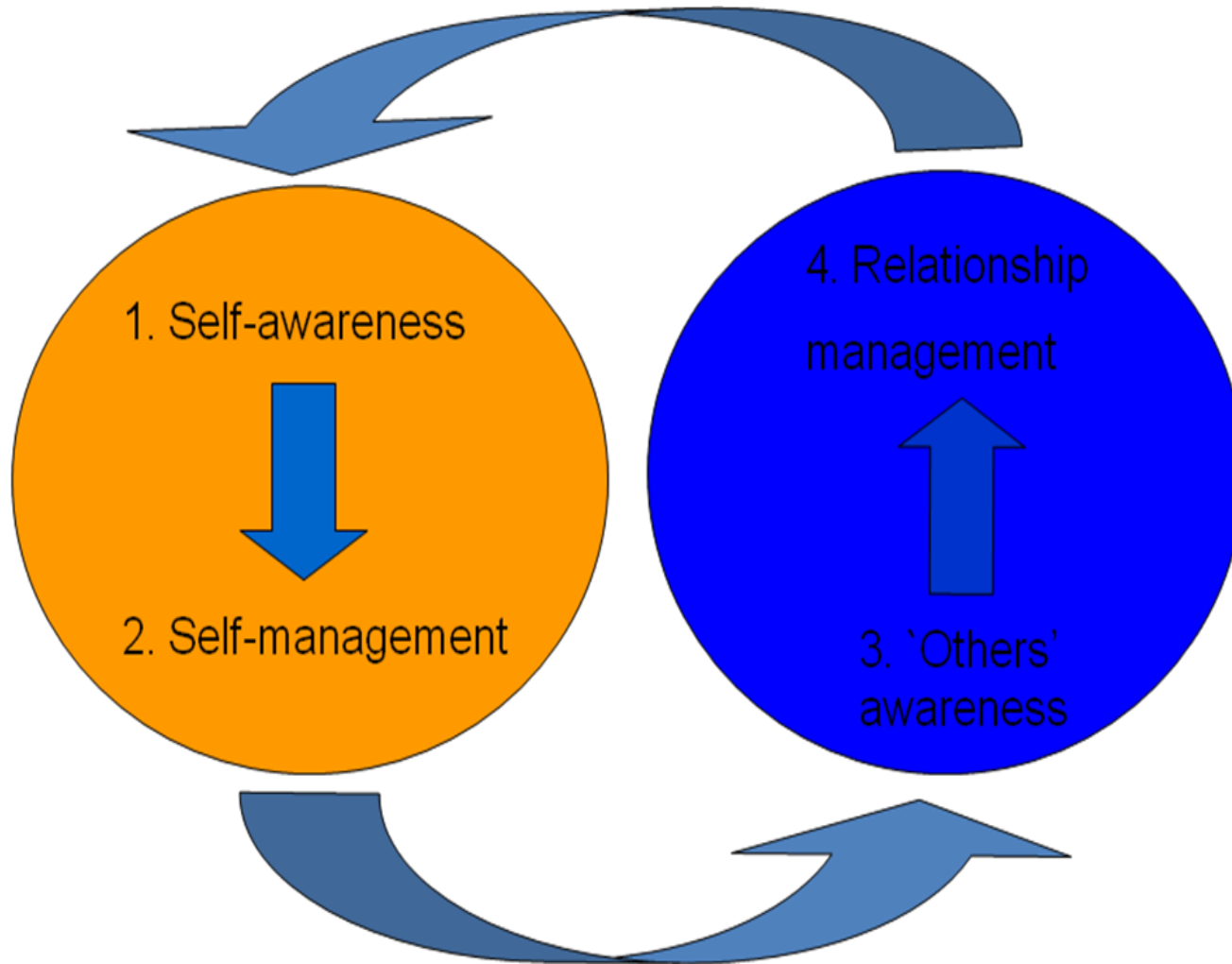


A thought someone shared with me



“Isn’t it funny how we judge others by their behaviour, but we judge ourselves by our motives”

Emotional Intelligence (EQ)





Emotional Intelligence is.....

The capacity to be aware of, **control** and express one's emotions appropriately and clearly in a way that helps you to handle interpersonal relationships judiciously, empathetically and harmoniously



Intrapersonal Intelligence

‘The key to self-knowledge, access to one’s own feelings and the ability to discriminate among them and draw upon them to guide behaviour.’

Howard Gardner. Author of The Shattered Mind



Interpersonal Intelligence

‘Capacities to discern and respond appropriately to moods, temperaments, motivations and the desires of other people.’

Howard Gardner. Author of The Shattered Mind



OVER TO YOU

Thank You

Eileen Browne

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Directory of Social Change

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