

MAE EIN
GWERTHOEDD
YN EIN HELPU
NI I FOD AR
EIN GORAU

##CTMareingorau

RYDYN NI'N
GWRANDO,
YN DYSGU
AC YN GWELLA



WE LISTEN,
LEARN AND
IMPROVE

RYDYN NI'N
TRIN PAWB
A PHARCH



WE TREAT
EVERYONE
WITH RESPECT

RYDYN NI I GYD
YN CYDWEITHIO
FEL UN TÎM



WE ALL WORK
TOGETHER
AS ONE TEAM

OUR VALUES
HELP US BE AT
OUR BEST

#CTMatourbest

VALUES CAFE

INSIGHTS FROM OUR FIRST ROUND OF CTMUHB
VALUES CAFES (HOSTED 26 MARCH 2021)

VALUES CAFES: 3 X 1 HOUR SESSIONS FRIDAY 26TH MARCH 2021

- We held 3 x values cafes via MS Teams
- Publicised via internal comms and social media channels
- Individuals could book their preferred slot 9.30am, 1pm or 3.30pm
- 20 spaces per café
- Hosted by OD team
- Informal spaces where colleagues could talk openly about our values and behaviours
- 21 colleagues participated in the cafes

PROMOTIONAL GRAPHIC



Values Cafe



**GIG
CYMRU
NHS
WALES**

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

**An opportunity to come and discuss,
share learning and celebrate successes.**

Friday 26th March

20 spaces per session available, on a first
come, first served basis.

Three sessions:
9.30 am - 10.30 am
1.00 pm - 2.00 pm
3.30 pm - 4.30 pm

To book your place, email:
CTM.Atourbest@wales.nhs.uk



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REASONS FOR ATTENDING VALUES CAFE

- To see how we can embed the values
- To get to know them better to help promote them
- To have a values conversation
- To see how the values can help
- To understand the values better to promote within my team and to underpin an upcoming change programme
- To pick up the values and make them localised and to help with my coaching
- To fully understand them and to take back to the estates team
- I have a significant interest in wellbeing and the values play a key part
- To feel part of it and have an awareness of what is going on
- Our values are the opposite of my current experience day to day – I want things to change
- Do these behaviours really happen? I have suffered indirect institutional racism
- I hear values mentioned and the behaviours are a clear way of defining how we want people to behave

MAIN THEMES: CAFÉ 1

- Everyone knew the values
- Covid has provided a togetherness we can build on
- Now is the time to re-adjust
- Only seen values on water bottles, social media, electronic only
- People tired, look after their wellbeing
- Values help us be purposeful – our culture
- People revert to type when tired, values helpful reminder
- Values are about walking the talk – manager's must role model
- Wellbeing initiatives everywhere during covid, but people didn't get chance to go - values need to be different
- Everyone needs to be referencing the values, signposting, living them in practice, recognising them
- Values need to feature in everything we do, language, policies, values evangelists

MAIN THEMES: CAFÉ 2

- People asked what we meant by 'know the values' just recognise the words or deeply know them?
- Felt values on MS Teams but not in sites. M&C doing great job of bringing to life. Mentioned in weekly catch-ups, challenged on how have you lived the values, mentioned regularly in meetings
- Not heard much about values since co-creation workshops other than launch event. Seemed to die out other than on e-mail signatures
- Heard very little on values implementation other than SharePoint, banners
- Was expecting policy direction, direction of system, tools
- Our values are about being a good listener and taking that time for one another – translating values into everyday behaviours – making space for people
- I think our values are general good manners in general life and living
- Our values are nothing new – about acting decently

MAIN THEMES: CAFÉ 2 (CONTINUED)

- We have a long way to go to create the culture – everyone needs to take responsibility
- It's about being servant hearted and going the extra mile for one another – working together
- I believe the values are nothing new and everyone in CTM is living them
- It's about what and how we do things here
- We need to define our behaviours more
- It's all about our identity
- Physically making time to talk about values and encouraging the behaviours
- Hearts and minds – making time for this

MAIN THEMES: CAFÉ 3

- The colour of uniform directly reflects experience you have here
- We direct our V&B to patients but not one another
- For some it is part of their make-up, but not for others
- We need to support people to change behaviours
- Support other teams to make the values their best – more protection, more impact
- We need to see people not skin colour
- People need consequences for poor behaviour
- Do one kind thing today – promote
- When people experience stress, pressure, hopelessness, they revert to type
- Be aware of the person next to you, what is their experience like?