

CTM Values and Behaviours

OUR VALUES
HELP US BE AT
OUR BEST



WE LISTEN,
LEARN AND
IMPROVE



WE TREAT
EVERYONE
WITH RESPECT



WE ALL WORK
TOGETHER
AS ONE TEAM

Co-creation & Launch

4,070

responses from Culture
& Values Staff Survey,
October 2019

215

responses from Culture
& Values Patient Survey,
October 2019

402

attendees at Culture &
Values Staff Workshops,
November 2019

18

attendees at Culture &
Values Patient Workshops,
November 2019

145

attendees at Culture & Values
Co-creation Workshops,
February 2020

150

responses from Culture &
Values Draft Values Survey,
March 2020

1,414

responses from Culture &
Values Shape your Workplace
Survey, June 2020

6,414

pieces of feedback were
collated to help shape our
values and behaviours

2500+

attendees at
CTM Values launch day,
20 October 2020

LISTEN

LEARN

IMPROVE

RESPECT

TEAMWORK

BE OUR BEST



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

CTM Engagement & Listening

29

attendees at values cafes,
March – April 2021

"I noticed a real shift in behaviours in the department when the values launched – people more mindful of demonstrating values and behaviours"

60

attendees at values
listening session,
October 2021

"Values should go beyond words, our values should be experienced."

110

attendees at values
listening session,
April 2022

"Challenging inappropriate behaviours is key to our values being truly lived."

Workshops

77

senior leaders
interviewed as part of
values based leadership
& culture workshops

105

attendees at Guided
values discussions

1,263

attendees at Values Based
Team Workshops

"The values workshop has given us a platform for honest discussion around our priorities...the team are feeling stretched at the moment and the values are playing a large role in support"

Values based induction

Values based **nurse** induction

Values based **overseas nurse** induction

Values based **student nurse** induction

Values based **HCSW** induction

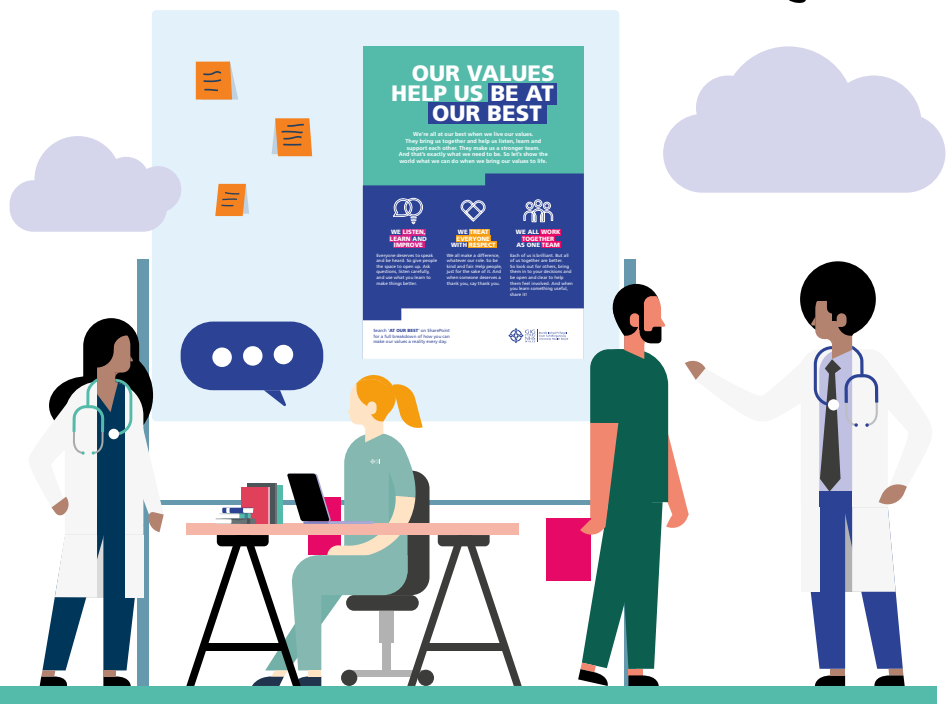
Values based **graduate manager** induction

Coming soon

Values based **junior doctor** induction

Attendees
to date

240



CTM Organisational Processes



Development of
values based PDR



Values based
organisational policies



Introduction of values
based recruitment



Values based
decision making

Our Values in Action Week (18-22 October 2021)

Monday 18 October

CEO launch of Our Values in Action Week

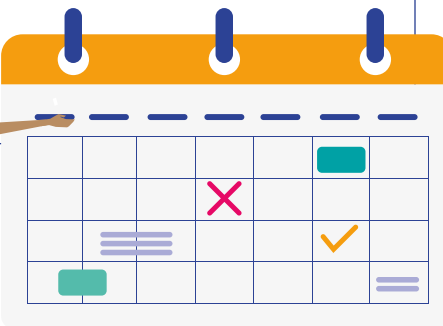
"It's a really important part of our development as an organisation that we have these values embedded across our teams and to make sure we understand if there are barriers to you being able to really get these embedded"

Paul Mears, Chief Executive

Tuesday 19 October

Listening to Learn and Improve

60 attendees
at listening session



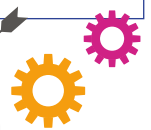
Wednesday 20 October

Listen and Learn Day

How to Create Psychological
Safety in your Team

How Teams Work
Effectively Together

How to Challenge
Inappropriate Behaviours



Thursday 21 October

Recognising our values in action

We heard from colleagues across CTM about their personal values experiences, through a unique collection of videos, podcasts and recognition examples.

Friday 22 October

Learning and Improving from Everything we've Heard

Staff were invited to join a discussion to reflect on the week and consider what else we could do to see our values in action.

Find out more

Visit our values hub at

Values & Behaviours (sharepoint.com)

for everything you need and to find out more email

CTM.atourbest@wales.nhs.uk



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