



Values and behaviours to succeed at work

 **BARCLAYS** | LifeSkills



Module overview

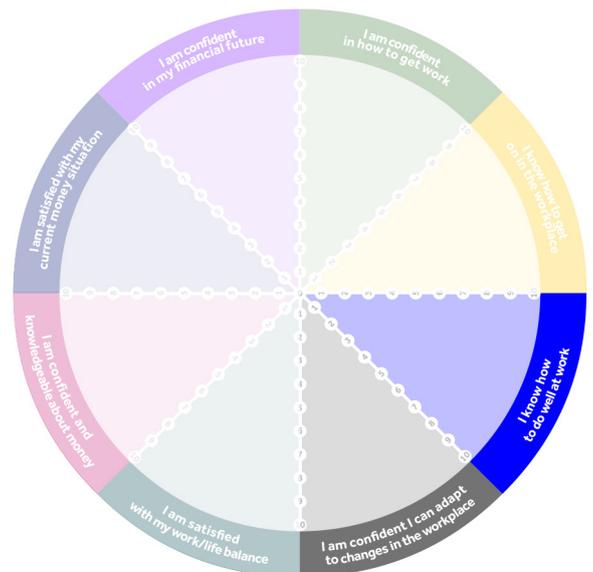
This module will explore values, culture and behaviours in the workplace. Learners will become aware of the importance of values to employers, values they need to develop to succeed in the workplace and the importance of aligning these with their behaviour.

| Time | Key learning outcomes | Which will lead to |
|---------|---|---|
| 35 mins | By the end of the module, learners will be able to: <ul style="list-style-type: none"> Identify the most common values in the workplace Understand the importance of culture, behaviour and values in business Reflect and gain insight into the values they have Identify the values they would like to develop Feel they can be themselves whilst remaining professional | <ul style="list-style-type: none"> Better understanding of the impact values and culture can have on employees and businesses Increased confidence in their skills and attitudes Improved professionalism and career management skills |

Important

Introduce the activity and theme and remind your learner of the coaching-based approach. Agree the desired outcome of the session with your learner.

Throughout the activity, we have included **'do now'**, **'do soon'** and **'do later'** actions which may help your learner to think about the next steps they could take. Alternatively, you could use the **'do now'**, **'do soon'** and **'do later'** headings to help your learner come up with their own actions.



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Introduction

| Time | Educator guidance | Expected outcome |
|------------|--|--|
| 🕒 2-3 mins | <p>Refer back to your learner’s LifeSkills wheel and discuss how they scored themselves in relation to this module.</p> <p>Discuss what they need to know/do to be able to increase how they rate their satisfaction with this area.</p> | <ul style="list-style-type: none"> Learners are reminded of where they are now and what they need to do to reach a higher satisfaction score in this area |

Core activity one

Understanding culture, values and behaviours

| Time | Educator guidance | Expected outcome |
|-------------|--|--|
| 🕒 8-10 mins | <p>Explain to your learner that this module will cover culture, values and behaviours:</p> <ul style="list-style-type: none"> What they are Why they are important What they mean to companies and employees <p>Using the Organisation values handout, explain to your learner that most organisations have their own set of values which act as principles and guidelines for how an organisation expects their employees to interact and behave with colleagues, partners and customers.</p> <p>Many organisations will consider how a potential employee fits with its values when receiving job applications and whilst interviewing, so it’s important to know what your values are and those of the organisation you want to work for.</p> <p>Check with your learner their understanding of the following common values (definitions for those they’re unsure of can be found on the Organisation values handout): collaboration, perseverance, curiosity, accountability, respect, courage, legacy, excellence, integrity, and empathy.</p> <p>Ask your learner to think of their favourite brand. Ask them for ideas of what the values of this brand might be. Then ask your learner to look at the list of common organisation values on the Organisation values handout and choose three values that are most relevant to the brand.</p> | <ul style="list-style-type: none"> Learners will understand why organisation values are important, and be able to list some of them Learners will understand what organisation values are in relation to a brand they know |

Core activity one

Understanding culture, values and behaviours (cont'd)

| Time | Educator guidance | Expected outcome |
|------|--|--|
| | <p>Then ask your learner:</p> <p>How would employees behave in a way that reflects these values?</p> <p>What values do you think this brand is looking for in an employee?</p> <p>Where would they advertise their organisation values? For example on a job description or on their website.</p> | <ul style="list-style-type: none"> Learners will understand why organisation values are important, and be able to list some of them Learners will understand what organisation values are in relation to a brand they know |

Core activity two

Identifying personal values

| Time | Educator guidance | Expected outcome |
|--|---|--|
|  10-12 mins | <p>Explain that personal values are a set of beliefs, held by an individual, which are shaped by how we experience the world, and can influence our behaviour.</p> <p>Emphasise to your learner that people will vary in the amount that they demonstrate any given value. One person in a team might demonstrate high levels of 'collaboration' whilst another may bring high levels of 'empathy'.</p> <p>Explain to your learner that you will now be doing a Personal values quiz. This will present them with ten workplace scenarios that link to ten values, which reflect those which companies most frequently look for in their employees. The quiz can be found on the accompanying slides.</p> <p>Explain that identifying your values can help when choosing what type of job and/or organisation you would like to work for – or where you feel you might 'fit in'.</p> <p>Complete the quiz with your learner using the Personal values quiz scoresheet for you to record their answers. Score each answer as the following against the blank value box per question:</p> | <ul style="list-style-type: none"> Learners will discover what their personal values are, know what values they want to develop and start thinking about the values their ideal employer may have |

Core activity two

Identifying personal values (cont'd)

| Time | Educator guidance | Expected outcome |
|------|--|------------------|
| | <ul style="list-style-type: none"> • Never = 0 • Unlikely = 1 • Maybe = 2 • Probably = 3 • Definitely = 4 <p>Explore the results of the quiz with your learner, and give them a chance to reflect by asking:</p> <div style="background-color: #e0f2e0; padding: 10px;"> <p>Do you think these values represent you?</p> <p>What other values do you think you have?</p> <p>What values would you like to develop?</p> <p>How might you demonstrate these values in your work and personal life?</p> <p>How could you promote the values that are important to you?</p> <p>What values would your ideal employer have?</p> </div> | |

Core activity three

How to display positive values and behaviours in the workplace

| Time | Educator guidance | Expected outcome |
|--|---|--|
| <p> 8-10 mins</p> | <p>To illustrate how values and behaviours can be linked, help your learner to explore how their values relate to behaviour from an employer’s point of view and how we demonstrate those values day to day.</p> <p>Explain that the Demonstrating values tool allows you to explore one value (an example of ‘respect’ is provided), looking at the qualities and behaviours associated with it. Encourage your learner to complete the tool using a relevant value to them. It could be one they are good at, or one they want to demonstrate more based on their quiz results.</p> <p>If you feel it would be beneficial to talk through the Demonstrating values example, look at how an individual would behave with respect – discussing positive behaviour and, if relevant, what the consequences might be of not demonstrating these values.</p> <p>Talk through the scenario in the Demonstrating values example:</p> <p>You arrive at work ready for a busy day, and check in with the organisation’s social media posts. You notice some negative feedback about the newest food range. Usually, the overnight team would have replied to this, but for some reason, nobody has responded yet. The overnight team say they didn’t see it. You want to understand how this was missed.</p> <p>Ask your learner:</p> <div style="background-color: #e0f2f1; padding: 10px; margin: 10px 0;"> <p>How would you speak to the team with respect?</p> <p>What would the outcome be?</p> <p>What might the outcomes be of behaving in a negative way?</p> </div> <p>This can include discussion around the importance of body language, eye contact, listening, and how we can speak with respect. If appropriate, you can refer learners to the communication skills module.</p> | <ul style="list-style-type: none"> Learners will know the link between values and behaviours in the workplace and build awareness of what behaviours are desirable in the workplace |

Wrap up

| Time | Educator guidance | Expected outcome |
|---|--|---|
| <p> 5-7 mins</p> | <p>Sum up the session by explaining that personal or core values are a set of principles or ideals that guide your behaviour. Understanding these can help you find employment across a wide range of businesses, big or small, that share your values and work towards similar goals. Behaviours are driven by an organisation’s values.</p> <p>Do now: Identify three things you could do to help identify and strengthen your values</p> <p>Do soon: With more and more employers starting to consider values as part of the recruitment process, it’s really useful to do your research before you apply so you understand the values they want their employees to have. Look for the ways they carry out their business and how they talk about themselves on the website, and find independent reviews and news articles on them. Also see how they use the values in their job adverts</p> <p>Do later: Think of all the ways in which you can showcase your values – CV, social media profile, interviews, your actions at work. Think of two ways in which you can build upon and demonstrate your values, for example taking part in social action</p> <p>Discuss the module with your learner and ask them if they feel they have any gaps in their knowledge about the values and behaviours needed to succeed at work. Address any concerns that they have.</p> <p>Revert your learner back to their LifeSkills wheel and check if they are closer to achieving their desired score.</p> | <ul style="list-style-type: none"> Learners will be able to identify an action or next step to move forward in this area Learners should feel more confident in discussing gaps in their knowledge when it comes to values and behaviours which will help them succeed, and have a plan to address this |

Optional extension

| Time | Educator guidance | Expected outcome |
|--|---|---|
| <p> 10 mins</p> | <p>Ask your learner to research an organisation they'd like to work for, big or small.</p> <p>Ask them to imagine they are preparing for an interview at this organisation, and support them to think about the key evidence they need to provide.</p> <p>Ask them to consider:</p> <div style="background-color: #e0f2f1; padding: 10px;"> <p>How will you find out what values are important to an employer?</p> <p>How do you think you could demonstrate your skills and values to an employer?</p> <p>How might you be asked about your values and skills when in an interview?</p> <p>How would you like an employer to perceive you?</p> <p>Is this different from friends, colleagues?</p> </div> | <ul style="list-style-type: none"> Learners will have the opportunity to research an organisation they'd like to work for, identify an organisation's values and consider how they could demonstrate their values to an employer |

Values and behaviours to succeed at work

Organisation values

| Integrity | Accountability | Respect | Excellence | Legacy |
|--|---|---|--|--|
| <p>I can identify what is important to me and reflect on how I can bring this into my work. I am willing to challenge things and speak up for what I believe in in a fair and balanced way</p> | <p>I hold myself responsible for the quality of my work, but am also prepared to flag mistakes and identify improvements for next time</p> | <p>I seek different views and opinions, as well as putting forward shared ideas, to look for ways we can all make improvements at work</p> | <p>I aim to put quality into everything I do, and understand that to continually get better results I can learn from the great work done by others around me</p> | <p>I want to produce work that makes a difference and has a lasting impact, which benefits both my colleagues, the organisation, and the wider community</p> |
| Perseverance | Courage | Collaboration | Curiosity | Empathy |
| <p>When things aren't going to plan, I look for alternative solutions to an issue and set clear goals, without getting frustrated or giving up</p> | <p>I speak up for my ideas and am willing to take on a new challenge. I respond positively and can adapt when things aren't going to plan</p> | <p>I try to look beyond the colleagues in my immediate team and take time to talk to other people in the organisation, as we are working towards a common goal. Sharing knowledge, experience and ideas will benefit everyone</p> | <p>I like investigating the reasons behind things and what I can do to improve. I keep on top of changing and new innovations and always want to learn more</p> | <p>I am able to put my own thoughts to one side and actively listen to colleagues. This means I can understand their needs and support them in a way that suits them. People I work with feel valued and supported</p> |

Values and behaviours to succeed at work

Personal values quiz scoresheet

| Scenario | Score 0-4 (0 being never and 4 being definitely) | | | | | | | | | | |
|--------------------|--|--------------|-----------|----------------|---------|---------|--------|------------|-----------|---------|--|
| 09.00 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 09.45 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 10.30 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 11.30 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 14.15 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 14.30 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 15.00 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 15.45 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 16.30 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| 16.45 | | | | | | | | | | | |
| 1 | | | | | | | | | | | |
| 2 | | | | | | | | | | | |
| 3 | | | | | | | | | | | |
| Total score | | | | | | | | | | | |
| | Collaboration | Perseverance | Curiosity | Accountability | Respect | Courage | Legacy | Excellence | Integrity | Empathy | |

Based on your scores for each of the values above, order them from highest to lowest.

Values and behaviours to succeed at work

Demonstrating values: example



The scenario

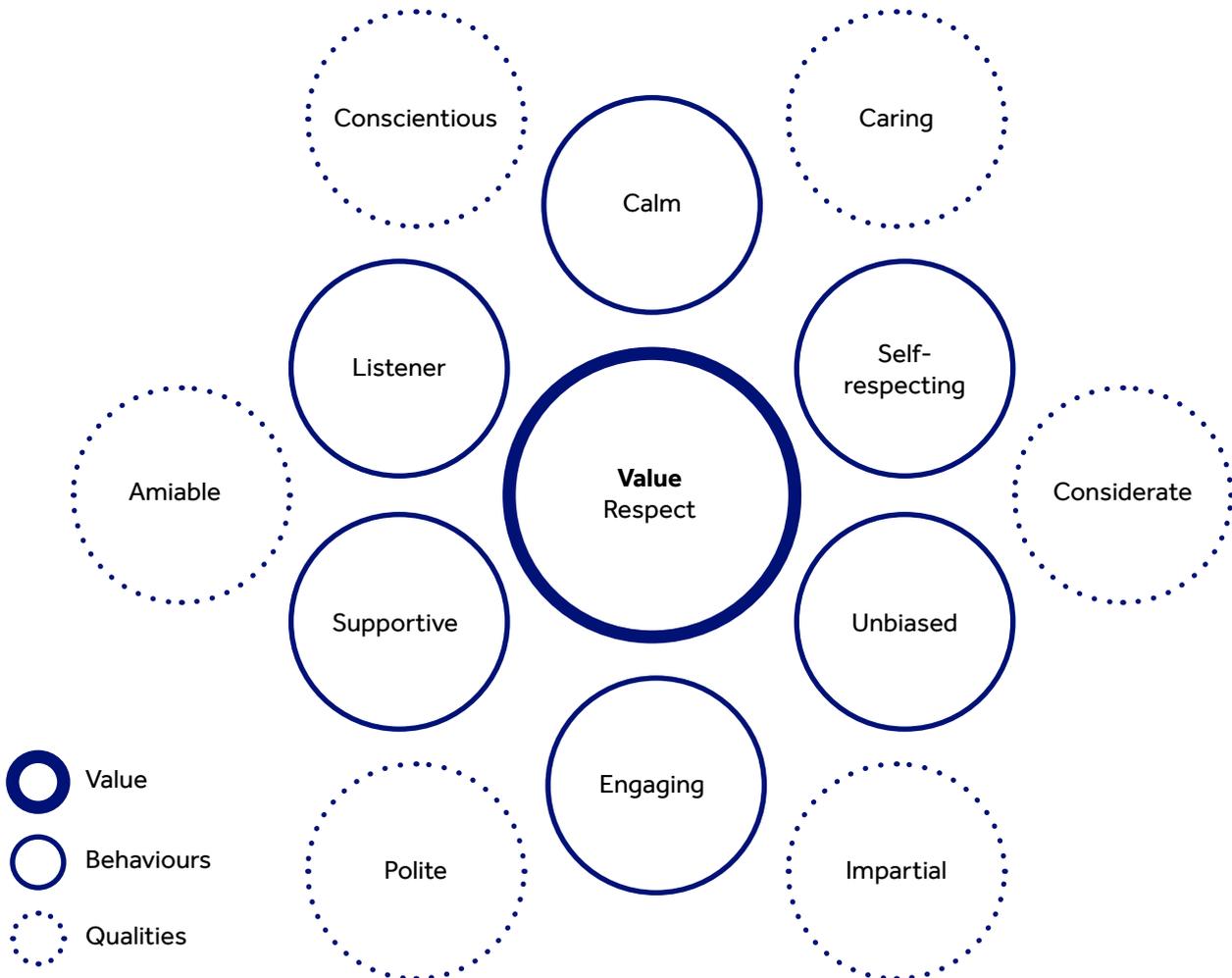
You arrive at work ready for a busy day and check in with the organisation's social media posts. You notice some negative feedback about the newest food range. Usually, the overnight team would have replied to this, but for some reason, nobody has responded yet. The overnight team say they didn't see it. You want to understand how this was missed.

How would you speak to the team with respect?

What might the outcomes be if you don't demonstrate this value to your full ability?

Fill in the shapes with qualities and behaviours you think are associated with the value 'respect'.

You may wish to use some example words from the Qualities and behaviours list, or use your own.



Values and behaviours to succeed at work

Demonstrating values tool

The scenario

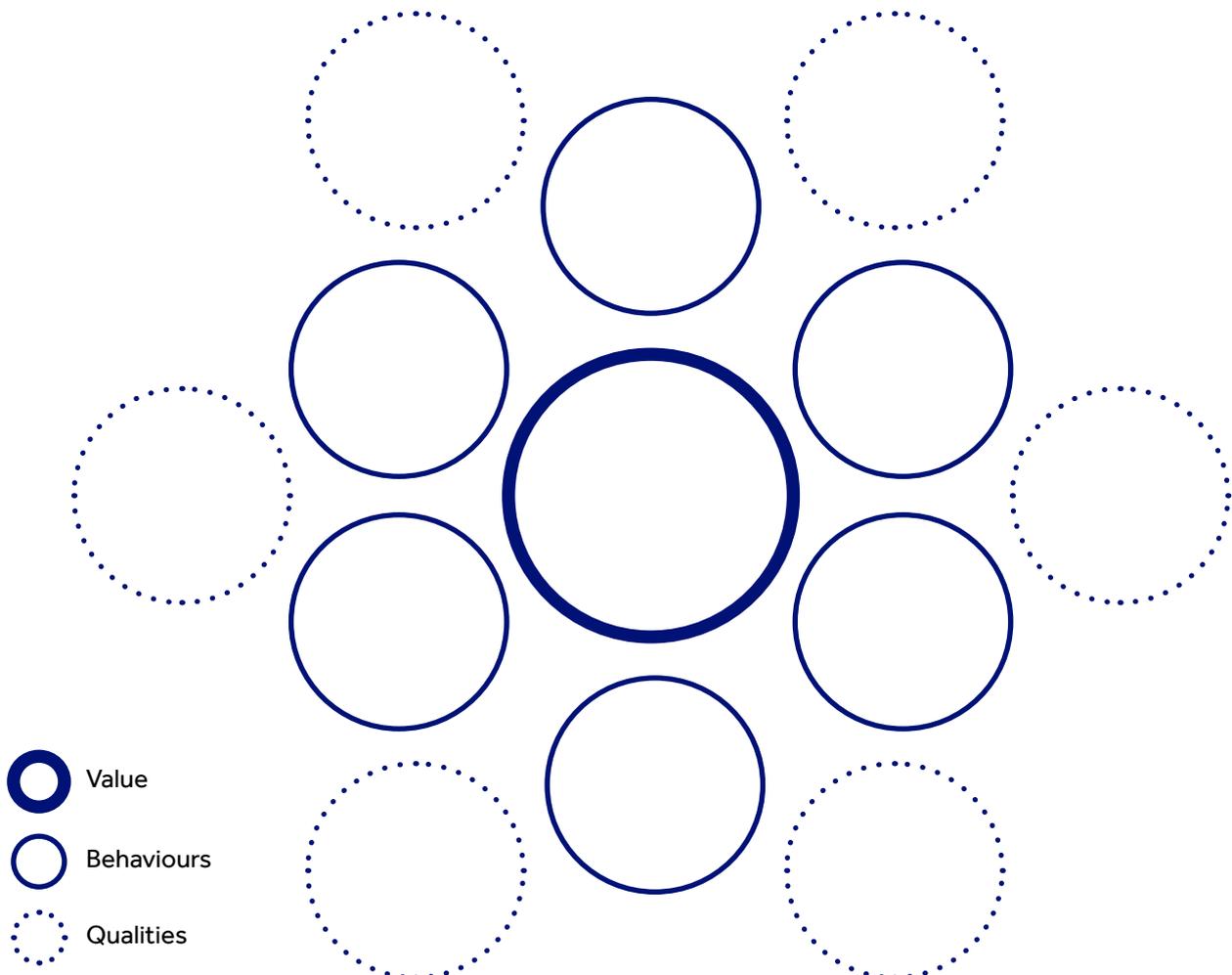
Think of an imaginary scenario that might challenge you at work or home where you'd like to demonstrate a value of your choice. Describe the situation:

How would you interact with colleagues/others to show this value?

What might the outcomes be if you don't demonstrate this value to your full ability?

Fill in the circles with qualities and behaviours you think are associated with your chosen value.

You may wish to use some example words from the Qualities and behaviours list, or use your own.



Values and behaviours to succeed at work

Qualities and behaviours list

| Values | Qualities | Behaviours |
|----------------|------------------|--|
| Collaboration | Authentic | Active: always busy with something |
| | Visionary | Logical: using clear and sound reasoning |
| Perseverance | Unbiased | Organised: dealing with one's affairs efficiently |
| | Trustworthy | Thorough: wants everything to be done right and with attention to detail |
| Curiosity | Supportive | Patient: bearing with delay or challenge without complaint |
| | Reliable | Caring: desires to help people |
| Accountability | Optimistic | Compassionate: feels or shows sympathy or concern for others |
| | Motivating | Considerate: thinks of others |
| Respect | Listener | Faithful: being loyal |
| | Humble | Impartial: treats all persons equally; fair and just |
| Courage | Inspiring | Polite: exhibiting good manners |
| | Aiming high | Sincere: being totally honest |
| Legacy | Fearless | Amiable: displays a friendly or pleasant manner |
| | Engaging | Assertive: confident and forceful |
| Excellence | Decisive | Authoritative: commanding and self-confident; someone who is likely to be respected or obeyed |
| | Character-driven | Charismatic: shows a compelling charm that inspires devotion in others |
| Integrity | Innovative | Enthusiastic: showing intense excitement, interest, or approval |
| | Self-respecting | Persuasive: able to convince others to do or believe something |
| Empathy | Calm | Social: fond of making conversation with others |
| | Resilient | Responsible: answerable for something within your control |
| | Proactive | Observant: good at noticing and perceiving things |
| | Analytical | Confident: showing a strong believe in yourself |