

Sharing expertise

Training | & Development  
*learning*

*knowing the expert*

Trust through evidence

Confidence - in the right answer

EXPERT  
1/4

## Sharing Expertise

- with colleagues after events/ workshops
- Publishing process / procedures
- team meetings to ~~off~~ share best practice

- mentoring

- giving training

(EXPERT)

2/4

# Training & Development

- putting self & others forward for opportunities
- create opportunity to apply the training
- take ownership of own development

(EXPERT)

3/4

Trust through evidence

- give evidence to/with answer
- confidence in the right answer.

(EXPERT)  
4/4

confidence  
showing you  
& do it  
non-judgmental

# Being able to stand up & challenge

everyone to speak  
not dismiss  
only to collaborate  
over your ideas  
sometimes

# Listen & collaborate

freedom of speech!  
open - talk about  
support each other  
challenge each other

# Embrace change



colleagues

Virtuous





- RESPECT | SUPPORT EACH OTHER

ATTENTIVE, LISTENING, EMPATHY, OPPORTUNITY TO SPEAK OPINIONS, BE AWARE OF DIFFERENT PEOPLES NEEDS,

- NETWORKING + BUILDING RELATIONSHIPS

COFFEE WITH COLLEAGUES, ATTEND EVENTS, MEET NEW PEOPLE, TEAM BUILDING EXERCISES, WHERE DO I FIT IN, HOW CAN I CONTRIBUTE ?

- OWNERSHIP - THIS IS WHAT WE CAN DO

FOLLOWING A TASK THROUGH, DON'T PASS THE BUCK  
EXPECTATIONS CLEARLY DEFINED

- OPEN-NESS TO CHANGE | CHALLENGING IDEAS

BIGGER PICTURE, IMPACT, LISTENING TO OTHERS ACTIVELY,  
HELPING OTHERS, ONGOING TRAINING,  
DRIVING THE CHANGE, ACTIVELY PARTICIPATING

• Thinking Outside box ✓✓✓

Break through wall ✓

Sharing ideas & best practice ✓

\* Don't be afraid to try new things ✓

Collaborate & understand o. peoples  
objectives & work together ✓

Challenge process & procedure

Is there a better way to do this ✓

All <sup>in</sup> people @ any level, be way to develop

Suggest projects during ann review

Understand Role in bigger picture

\* Secondment - try new roles

• Listen well to all perspectives

Find thinking new improve

Become Expert

How find out about change

\* Willing to accept change

① Shared 'One-Stop Shop'  
for all policies / best practices

② Celebrating the GOOD &  
improve on the BAD.  
↳ Present a 'balanced view'

③ Consistent application  
of policies & procedures  
↳ NO VARYING RATES



## OWNERSHIP listening

1. Taking ownership of <sup>a</sup> ~~the~~ problem and making sure it is dealt with by the right area.
2. Dealing with queries to conclusion to ensure a seamless service.  
~~to~~
3. Treating everyone as if they were a customer including managers & colleagues.
4. Actively listen to ~~fully listen~~ understand the needs + requirements of the customer.  
with <sup>↑</sup> empathy
5. Getting feedback to improve future performance + take on board what has been said.