

What do employers look for in employees?

This resource illustrates what values and behaviours might look in practice in the workplace. It can be used as a basis for you to develop a staff behaviours leaflet to show your staff what behaviours you expect of them and how they can demonstrate each of your values in their work.

The examples below have been developed from the Example values and behaviours framework for adult social care.

If you already have an organisational values and behaviours framework, you can use this as a basis to develop something tailored to your organisation.

Some neurodivergent individuals may have challenges understanding the below values and/or behaviours and how they can demonstrate these.

They may benefit from being given explicit examples of how other people demonstrate these values and/or behaviours in adult social care, which may make it easier for them to see how they have demonstrated the value and/or behaviour in other settings such as at their home when caring for a relative, rather than constructing the meaning for themselves.



Dignity and respect

What employers would like to see

You spend time listening to people to get to know them and their needs.

You respect people's right to make their own choices and decisions about how they want to be supported.

You help people to retain their dignity and respect their privacy when delivering personal care to them.

You communicate with people in a clear, open and straight forward way using appropriate language.

You are sensitive to the needs and concerns of families and carers.

What employers don't want to see

You ignore people and don't make time to welcome them or to get to know them and their needs.

You don't respect people's right to make their own decisions. You believe you know what they need better than they do.

You don't respect people's dignity and privacy, shouting across rooms and leaving doors open when delivering personal care.

You use jargon when communicating with people, and talk to people in a patronising, childlike or inappropriate way.

You are not aware of or interested in the needs and concerns of families and carers.

Learning and reflection

What employers would like to see

You reflect on the work that you do and the impact that you have on the people you support.

You accept and reflect on any feedback you are given about your work and learn from the feedback.

You are honest and transparent and are not afraid to admit when you have made a mistake.

You know your own limits and can identify when you need help and support and are feeling stressed by your work.

What employers don't want to see

You don't take time to reflect on work that you have done or the impact that you have had on others.

You are dismissive and defensive about feedback and don't consider how to use the feedback to change the way in which you work.

You blame others when things go wrong in work and don't admit when you make mistakes.

You don't know your own limits and are not willing to ask for support and help when you need it.

Working together

What employers would like to see

You offer people a range of realistic options and choices about the support available to them.

You are committed to working as part of a team and support others in the team.

You understand and respect that other people have different priorities and needs.

You involve other professionals and external agencies when you need additional advice or support.

What employers don't want to see

You don't provide people with any choice or you give people false expectations about the choices and options that are available to them.

You prefer to work on your own and don't work with or support others in the team.

You don't respect or understand other's needs and priorities and are not flexible in the way in which you work with them.

You don't share information with or involve and ask for support from other professionals or agencies.

Commitment to quality and support

What employers would like to see

You give people your full attention and help people when they need it most.

You are warm, kind, reliable, empathetic, and compassionate towards the people you support.

You are flexible and react calmly to whatever goes on in the day making changes as necessary.

You follow agreed procedures and standards in your work and ensure you provide a safe and effective service to others.

What employers don't want to see

You don't give people your full attention or put them at the heart of what you do – you read the paper or use your phone instead of focussing on them.

You are intimidating, patronising, unreliable and you lack compassion towards those you support.

You are reactive and firefight, panicking and losing control when things change in the day.

You ignore procedures and standards and cut corners. You don't take responsibility