Examples of what employers would like/ don't want to see in employees

This resource shows how values might look in practice in the workplace. It can be used by employers to develop a leaflet that shows social care workers the meaning of values and how to implement them into 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.

Dignity and respect	
What employers would like to see	**What employers don't want to see**
You spend time listening to people to get to know them and their needs	You ignore people and do not make time to welcome them or 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 do not respect people's right to make their own decisions. You believe you know what they need better than they do
You help people to retain their dignity and respect their privacy when delivering personal care to them	You do not respect people's dignity and privacy, shouting across rooms and leaving doors open when delivering personal care
You communicate with people in a clear, open and straight forward way using appropriate language	You use jargon when communicating with people, and talk to people in a patronising, childlike or inappropriate way
You are sensitive to the needs and concerns of families and carers	You are not aware of or interested in the needs and concerns of families and carers

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Learning and reflection

What employers would like to see	What employers don't want to see
You reflect on the work that you do and the impact that you have on the people you support	You do not take time to reflect on work that you have done or the impact that you have had on others
You accept and reflect on any feedback you are given about your work and learn from the feedback.	You are dismissive and defensive about feedback and do not consider how to use the feedback to change the way in which you work
You are honest and transparent and are not afraid to admit when you have made a mistake	You blame others when things go wrong in work and do not admit when you make mistakes
You know your own limits and can identify when you need help and support and are feeling stressed by your work	You do not 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	What employers don't want to see
You offer people a range of realistic options and choices about the support available to them	You do not provide people with any choice or you give people false expectations about the choices and options that are available to them
You are committed to working as part of a team and support others in the team	You prefer to work on your own and do not work with or support others in the team
You understand and respect that other people have different priorities and needs	You do not respect or understand other's needs and priorities and are not flexible in the way in which you work with them
You involve other professionals and external agencies when you need additional advice or support	You do not 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	**What employers don't want to see**
You give people your full attention and help people when they need it most	You do not 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 warm, kind, reliable, empathetic and compassionate towards the people you support	You are intimidating, patronising, unreliable and you lack compassion towards those you support
You are flexible and react calmly to whatever goes on in the day making changes as necessary	You are reactive and firefight, panicking and losing control when things change in the day
You follow agreed procedures and standards in your work and ensure you provide a safe and effective service to others	You ignore procedures and standards and cut corners. You do not take responsibility for ensuring the service you provide is high quality and safe.
You identify when the support being provided to others is not safe or good quality and use organisational processes to raise your concerns	You are not prepared to challenge others or to raise your concerns when the support provided to others is poor quality or unsafe