

London TravelWatch – Values & behaviours

Independent - we are firmly on the side of the consumer and will not bow to outside pressure

<i>Effective behaviours</i>	<i>Ineffective behaviours</i>
<ul style="list-style-type: none"> Behaves objectively Acts in the interests of the consumer not provider Questions constructively Prepared to express opinions Takes responsibility for personal development Keeps abreast of internal and external issues 	<ul style="list-style-type: none"> Develops overfriendly or un-businesslike relationships Bows to inappropriate outside pressure Forgets that the interests of users are paramount Does not question or express opinions when has doubts Overly concerned about getting things wrong Lacks discernable interest in self-development

Authoritative – our work will be evidence-based, rigorous and respected

<i>Effective behaviours</i>	<i>Ineffective behaviours</i>
<ul style="list-style-type: none"> Work is evidence based Conducts analysis to identify issues Generates a range of possible solutions Takes responsibility for ensuring accuracy of information given or received Presents information clearly, accurately and concisely Can justify actions or statements 	<ul style="list-style-type: none"> Accepts information without probing Asks irrelevant questions. Accepts half formulated ideas or sloppy research as the basis for strategy Fails to establish what the business needs Adopts the easiest solution Gives misleading, inaccurate or unproven information

Open – we will share information and accept new ideas

<i>Effective behaviours</i>	<i>Ineffective behaviours</i>
<ul style="list-style-type: none"> Express opinions and raises issues with confidence Welcomes and gives constructive feedback Acts with integrity, honesty and openness Openly positive to new ideas and suggestions Accepts responsibility for, and learns from, mistakes Communicates openly and clearly in line with organisational values and behaviours Actively shares information 	<ul style="list-style-type: none"> Hides failure Acts in a defensive manner Does not address performance issues; accepts mediocrity Ignores problems (in the hope they will go away) Avoids giving bad news or saying 'no' Allows sociability to compromise professionalism and responsibility

Collaborative – we will work with stakeholders

<i>Effective behaviours</i>	<i>Ineffective behaviours</i>
<ul style="list-style-type: none"> Consults others for views and to seek assistance and support Actively shares knowledge and expertise Shows respect and support for others Fosters effective relationships Shares applicable and timely updates Takes responsibility for actions 	<ul style="list-style-type: none"> Abdicates responsibility Fails to delegate appropriately Fails to seek advice; oversteps authority level Makes little effort to build relationships with key stakeholders Does not engage Keeps information to self Bears grudges

Inclusive – we will represent all transport users in our area

<i>Effective behaviours</i>	<i>Ineffective behaviours</i>
<ul style="list-style-type: none"> Recognises that people have different needs and do not all start from a level playing field Shows an interest in others' work Approachable Communicates in a courteous and professional manner Includes everybody who needs to be included Demonstrates consideration for a diverse audience Actively listens to other's opinions Respects different views, values, and opinions 	<ul style="list-style-type: none"> Does not respect diversity, treats everyone the same Criticises people obliquely Ignores people Insensitive to the effects of own behaviours Inaccurately blames particular groups for problems Automatically stereotypes Clannish Uses bullying or threatening language or tactics