

Introduction

Our values

Respect

Inclusivity

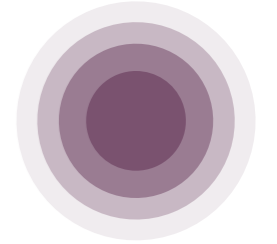
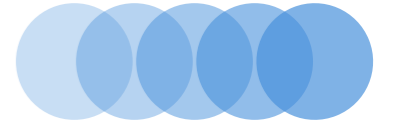
Professionalism

Responsibility

Embedding our values
and behaviours

Our values and behaviours

Working together to build an
inclusive and respectful workplace



Introduction

Our values

Respect

Inclusivity

Professionalism

Responsibility

Embedding our values
and behaviours

The House of Lords Administration has four values; respect, inclusivity, professionalism and responsibility.

Our behaviours sit alongside our values, translating them into day-to-day actions and demonstrating how we bring our values to life. They outline what we can expect from each other at work and ensure we all play our part in building an inclusive and respectful workplace culture.

The values and behaviours are applicable to everyone who works for the House of Lords. As colleagues and representatives of the Administration, everything we do and say counts. Our behaviours build on the [Parliamentary Behaviour Code](#) and support our [strategy](#).

Under each value, there are six behaviour statements that apply to all colleagues. There are an additional set of behaviours for leaders (HL7 and above) who have line management responsibility. These are also for aspiring leaders to work towards.

Introduction

Our values

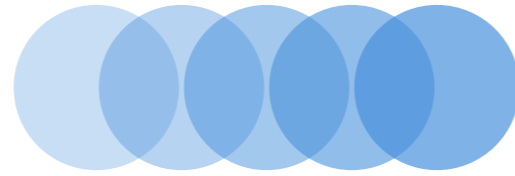
Respect

Inclusivity

Professionalism

Responsibility

Embedding our values
and behaviours



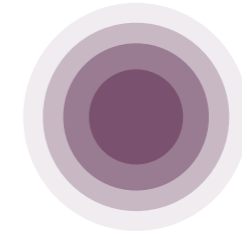
Respect

We treat people with respect and expect to be treated with respect.



Professionalism

We aim for and value a high level of skills and expertise. We act with integrity, impartiality and openness, putting public service first.



Inclusivity

We embrace and value difference and diversity – whether from a person's race, gender, other characteristics, background or experience.



Responsibility

We take ownership of our work and actions. We hold each other to account, take appropriate risks and continue learning.

Introduction

Our values

Respect

Inclusivity

Professionalism

Responsibility

Embedding our values
and behaviours

Respect

All colleagues

- We build trust and demonstrate integrity, doing what we say we will do.
- We are respectful, considerate and polite to others regardless of their grade, position or background.
- We are authentic and open in the way we communicate, we listen to others, showing that we respect and value their input.
- We have the courage to challenge others and speak up if we, or our colleagues, are not treated with respect.
- We understand how our behaviour can be interpreted and consider the impact we have on others.
- We show empathy and compassion, supporting others even when the pressure is on.

Leaders

- We develop and maintain positive and productive relationships with our team and others.
- We give others the space, support and authority to deliver.
- We tackle situations head-on before they escalate, surfacing tensions. We don't shy away from difficult conversations.
- We encourage team members to take managed risks and learn from mistakes, we 'have their back' when things don't go according to plan.
- We encourage innovation and reward initiative, building an environment where people can experiment.
- We are self-aware and understand how our behaviour and emotions impact on others.

When respect is not shown

- Being insensitive or unhelpful; using a tone or manner that is upsetting to others.
- Making little or no effort to understand things from other people's point of view.
- Noticing someone being spoken to or treated badly and walking away without doing something about it.
- Closing-down others by being judgemental, interrupting or talking-over them.
- Communicating in an overly complex or non-transparent way.
- Not seeking or considering the expertise of others, believing you have all the answers.

Introduction

Our values

Respect

Inclusivity

Professionalism

Responsibility

Embedding our values and behaviours

Inclusivity

All colleagues

- We listen, observe and learn from others, striving to understand different ideas, perspectives and experiences.
- We appropriately challenge assumptions, unconscious bias and unhelpful behaviours.
- We adapt well to change and are open to new ideas. We speak up when we see a better way.
- We share skills and knowledge, and support others to stretch, develop and try new things.
- We try hard to address misunderstandings and differences of opinion, doing our best to resolve disagreements.
- We seek opportunities to collaborate with others across and beyond Parliament, building networks to find solutions and get things done.

Leaders

- We champion inclusion and diversity recognising the value it brings, challenging non-inclusive practices and behaviours.
- We proactively seek and integrate a diverse range of people and perspectives, building a diverse team.
- We advocate for the team and support colleagues to challenge unacceptable behaviour.
- We create a supportive environment so people can thrive. We nurture talent and invest in the development of others.
- We grow a strong network of contacts, seeking opportunities to collaborate across stakeholder groups.
- We look within and beyond Parliament to widen perspective and impact, proactively seeking external viewpoints.

When inclusivity is not shown

- Dismissing alternative ideas and discouraging colleagues from suggesting or trying new ways of doing things.
- Showing no interest in challenging non-inclusive practices or addressing unconscious bias.
- Not seeking out ideas and perspectives that are different from your own.
- Purposefully putting up barriers to working differently, discouraging change from happening.
- Showing little sign of co-operating within your team or working in partnership.
- Excluding others from activities they could benefit from being involved in.

Professionalism

Introduction

Our values

Respect

Inclusivity

Professionalism

Responsibility

Embedding our values and behaviours

All colleagues

- We promote and uphold professional standards, taking pride in our own work, the work of our colleagues and the work of the House.
- We provide a high-quality impartial service to members and other stakeholders, regardless of political considerations.
- We are punctual, trustworthy and reliable.
- We are friendly and helpful to others, demonstrating a positive attitude.
- We continuously learn and are reflective and honest about our own contribution, seeking opportunities to develop our skills.
- We manage our reactions to situations professionally and calmly.

Leaders

- We invite and trust the professional expertise of others.
- We demonstrate receptiveness to being challenged and respond openly and non-defensively.
- We consider our personal impact and communicate in a straightforward and truthful way.
- We give clear and honest feedback to help teams succeed, addressing any performance concerns fairly and promptly.
- We set an inspiring vision, communicating the purpose and direction of the Administration with clarity and enthusiasm.
- We celebrate successes and openly discuss mistakes and what can be learnt from them.

When professionalism is not shown

- Showing a lack of concern in the quality of your work.
- Not meeting the requirements of your role or engaging with support provided.
- Displaying a negative attitude towards colleagues, members and other stakeholders.
- Focusing on problems and not the solutions.
- Consistently blocking or demonstrating an inflexible approach to change.
- Creating bureaucracy and causing frustration to colleagues and other stakeholders.

Introduction

Our values

Respect

Inclusivity

Professionalism

Responsibility

Embedding our values
and behaviours

Responsibility

All colleagues

- We take personal responsibility for delivering agreed actions and maintaining a high standard of work.
- We acknowledge our mistakes and take responsibility for addressing them, learning from what hasn't worked.
- We encourage an appropriate level of risk-taking, to improve ways of working and create positive change.
- We balance competing priorities to meet standards and expectations.
- We plan and organise our workload to meet our objectives.
- We take ownership of our development needs, ensuring we continue to learn.

Leaders

- We make courageous and timely decisions to maintain pace and progress.
- We hold ourselves and others to account to deliver successful outcomes.
- We dedicate time to exploring the future, flexibly adjusting priorities as situations change.
- We demonstrate strategic awareness, creating links from the small and tactical up to the big picture.
- We confidently explain the rationale for decisions, involving others in decisions that affect them.
- We effectively translate strategic goals into individual objectives creating clarity around expectations and performance.

When responsibility is not shown

- Not taking ownership of your actions or being mindful of how your actions are affecting others.
- Ignoring problems, failing to use initiative or being deliberately unhelpful.
- Demonstrating an unwillingness to take reasonable risks to do things differently.
- Behaving in a way that might put others at risk.
- Not following or maintaining formal processes and procedures.
- Demonstrating a lack of openness to feedback or challenge.

Introduction

Our values

Respect

Inclusivity

Professionalism

Responsibility

**Embedding our
values and behaviours**

Embedding our values and behaviours

We will work together to embed the behaviours into our everyday processes to ensure we consistently focus on not only 'what' we are doing, but 'how' we are doing it.

The behaviours will be integrated into our approach to performance management, recruitment and selection, recognition schemes and development programmes, replacing our current competences.

Placing our values and behaviours front and centre in how we do things will help us build a culture where we are all able to thrive.

