

The Frances Bardsley Academy for Girls

The Way We Do Things

This is how we make sure we value those in our community.

Listen First	•	Talk Straight	•	Demonstrate Respect	•
Right Wrongs	•	Show Loyalty	•	Deliver Results	•
Get Better	•	Confront Reality	•	Clarify Expectations	•
		Practise Accountability			

Listen First

- Listen before we speak. Understand. Diagnose. Listen with our ears-and our eyes and heart. Not assume we know what matters most to others. Not presume we have all the answers-or all the questions
- Try to understand if there are underlying issues.

Talk Straight

- Be honest. Tell the truth with sensitivity. Be genuine. Be clear. Let people know where we stand. Use simple language. Call things what they are. Demonstrate integrity. Don't manipulate people or distort facts. Don't spin the truth. Don't leave false impressions.

Demonstrate Respect

- Treat everyone with respect. Show kindness in the little things. Behave in ways that demonstrate caring and concern. Don't break promises.
- Take nothing for granted and recognise the contributions made by everyone
- Think about specific things we can do to show others we care about them. Call people. Write thank you notes. Give acknowledgement. Send e-mails of concern. Try to do something each day to put a smile on someone's face

Right Wrongs

- Try to make things right when we are wrong. Apologise quickly. Make restitution where possible. Demonstrate personal humility. Not cover things up.

Show Loyalty

- Go out of our way to give glory freely
- Talk about people as though they are present
- Always be constructive in our criticism.

Deliver Results

- Clarify "results" up front. Make sure we thoroughly understand the expectation before we make a commitment to do something, make sure it's realistic. Don't over promise and under deliver. Don't make excuses for not delivering but feel free to "tell the story".
- Try to anticipate needs in advance and deliver before the requests even come
- Establish a track record of results. Get the right things done. Make things happen.

Get Better

- Seek feedback from trusted sources, and learn from mistakes
- Continuously improve. Increase our capabilities. Act on the feedback we receive. Be a constant learner. Reflect on how to do things better for the students.

Confront Reality

- Take the tough issues head on. Share the bad as well as the good
- Acknowledge the unsaid
- Lead courageous conversations.

Clarify Expectations

- Create shared vision and agreement about what is to be done up front
- Disclose and reveal expectations. Discuss them. Renegotiate them if needed and possible. Don't assume expectations are clear or shared

Practise Accountability

- Hold ourselves accountable
- Hold others accountable
- Take responsibility for results. Be clear about how we can move forward.

Based on Stephen M.R Covey - The Speed of Trust – 2006