

MIAA Values



Trust



- I am the person others come to for advice.
- I develop trusted relationships based on honesty.
- I deal tactfully with confidential information.
- I work on the basis of no surprises.
- I am objective and take a balanced view.
- I am open, honest and loyal.
- I support my colleagues; they and our clients can rely on me.

Respect & Compassion



- I welcome and listen to different views and opinions, celebrating the diversity of my team.
- I challenge colleagues and clients in a supportive and respectful way.
- I show empathy and compassion when dealing with difficult situations.
- I show others that I value them by taking the time to listen and by being supportive.
- I take account of people's well-being, encouraging others to do the same.
- I will speak up if I see something happening which is unacceptable, or which is inconsistent with the values of the NHS and MIAA.
- I take the time to understand my own unconscious bias.

Innovation & Excellence



- I understand the need to be brave, to challenge, to grow and innovate.
- I am inquisitive and implement new ways of doing things.
- I am confident to suggest ways to improve and provide constructive feedback.
- I am persistent and tenacious when pursuing a new idea.
- I seek feedback and consider different perspectives.
- I am happy to work outside my normal scope to add value.
- I seek inspiration from a wide range of sources, both within and outside the organisation.