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| Logo, company name  Description automatically generated | Team Values  Created by the staff team at Learning Disability Wales in 2021 |

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| Care outline  Kindness and respect | Universal access outline  Inclusive and fair | | Handshake outline  Approachable, friendly, and professional | | Chat outline  Transparency, openness, and honesty | |
| **What we do**   * Show empathy * Be non-judgemental * Listen * Offer support * Read other’s one-page profiles * Give people space and time * Be honest * Respect feelings * Don’t interrupt people in discussions * Agree to disagree sometimes | | **What we do**   * Understand what being inclusive looks like * Be prepared to adapt * Don’t make assumptions about each other * Always check our actions and be happy to be checked by someone else * Take time to read other’s one-page profiles | | **What we do**   * Be professional * Be friendly * Smile when greeting people. Even if it is by telephone people will feel the smile * Learn about our stakeholders, members, and their organisations * Find a genuine interest in those we work with | | **What we do**   * Accept that we make mistakes and enjoy the opportunity to put things right * Be solution focussed * Be honest * Be trustworthy * Be conscientious of over sharing and how much people feel in sharing themselves. * Don’t gossip. | |
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| **What we see**   * Happy colleagues * No cliques * Staff working together * Reduced staff sickness * Reduced staff turnover * High levels of interest in working for us * Diverse workforce * Reputation as a good employer and partner organisation * No bullying | **What we see**   * Different ways of working * More accessible workplace * Change in approach and perceptions * We are asset-based and person-centred * approach (people focused not systems focussed) | | **What we see**   * Interdependency * Progressive organisation * Understanding of the boundaries * Learning from each other | | **What we see**   * Confident staff teams * Respected people and organisation * Organisational growth * More partnership working | |
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| **How we feel**   * Safe * Comfortable * Happy * Positive * Productive * Included, equal and part of a team * Valued * Listened to * Confident * Motivated | **How we feel**   * Happy * Valued * Included * Equal opportunities * Our voice is heard and opinions valued * Motivated * Increased knowledge and understanding of others eg other cultures, religions etc | | **How we feel**   * Comfortable * Familiar * Safe * Open * Trusted * Relaxed * Welcoming * A culture of community * We can rely on each other | | **How we feel**   * Valued * Happy and relaxed * Part of a community * Confident | |