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

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| Care outlineKindness and respect | Universal access outlineInclusive and fair | Handshake outlineApproachable, friendly, and professional | Chat outlineTransparency, 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
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