

Creative and innovative	Determined	Positive	Self disciplined
 Finds ways to work better and smarter 	 Researches options and sets a clear path 	– Has faith in own abilities	 Manages own time to achieve key outcomes
 Generates options and ideas Is open to change and alternatives 	 Deals with obstacles and impediments Has clear goals 	 Is optimistic Remains calm and focused when faced with difficulty 	 Avoids distraction and diversions
Analytical	Flexible	Resilient	Client/member focused
 Reviews arguments and opinions before making judgement Presents clear and logical arguments Takes a systematic approach when building toward improvements 	 Adapts to changing circumstances in the workplace Prioritises work and addresses what is most important Takes advantage of new and emerging opportunities 	 Recovers from setbacks Overcomes obstacles and impediments Learns from experience and identifies areas for self development 	 Prioritises needs of clients and members Aims for best outcomes for clients and members Is outcome focused Follows through with commitments
Culturally aware	Honest	Inclusive	Ethical
 Respects difference in all its forms Adapts language to aid communication Values diversity as a strength and positively utilises diversity 	 Is credible and truthful Is reliable and trustworthy Acknowledges and learns from mistakes 	 Recognises the rights of others Is committed to social justice and social inclusion Makes equitable decisions 	 Has integrity and principles Is truthful Reflects expected standards of behaviour and/or Code of Conduct
Collaborative	Supportive		
 Works with others to achieve common goals Engenders a spirit of teamwork Inspires trust 	 Encourages others to attain goals and achieve Listens actively and inspires confidence Demonstrates empathy when confronted with adversity 		