

Value Aligned

# High Performance

VALUES  
IN ACTION



## PROBLEM-SOLVER

### Description

A practical thinker who breaks down complexity and finds effective solutions.

Metro North  
Health



Queensland  
Government

## LOOKS LIKE

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Breaking down complex issues and mapping steps.

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## SOUNDS LIKE

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“Let’s explore the root cause.”

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## BEHAVIOURS

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- Seeks clarity before acting.
  - Offers options, not just problems.
  - Tests ideas and learns from outcomes.
  - Anticipates risks and acts early to mitigate them.
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## HOW TO USE THIS CARD

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Invite someone to share a recent challenge they solved and how it supported team performance.

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# STRATEGIC THINKER

## Description

Sees the big picture, anticipates future needs and aligns work to long-term goals.

## LOOKS LIKE

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Seeing patterns and connecting the dots.

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## SOUNDS LIKE

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“How does this support our long-term direction?”

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## BEHAVIOURS

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- Thinks ahead and identifies future impacts.
  - Aligns actions with team or organisational goals.
  - Simplifies complex strategies.
  - Spots opportunities others may overlook.
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## HOW TO USE THIS CARD

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Ask when they last helped the team think ahead, simplify complexity or plan smarter.

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# ORGANISED OPERATOR

## Description

Keeps things running smoothly with structure, clarity and reliable execution.

Metro North  
Health



Queensland  
Government

## LOOKS LIKE

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Clear tasks, timelines and follow-up.

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## SOUNDS LIKE

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“Here’s what needs to happen next.”

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## BEHAVIOURS

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- Plans are logical and efficient.
  - Creates tools, checklists or systems that help the team.
  - Follows through reliably and consistently.
  - Reduces duplication, chaos or confusion.
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## HOW TO USE THIS CARD

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Use this card to recognise someone who keeps the team organised and on track.

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## **VISIONARY**

### **Description**

Imagines possibilities and inspiring others toward a compelling future direction.

## LOOKS LIKE

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Imagining possibilities and inspiring others toward a compelling future direction.

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## SOUNDS LIKE

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“What if we approached this differently?”

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## BEHAVIOURS

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- Introduces big-picture ideas.
  - Encourages innovation and exploration.
  - Inspiring excitement about the future.
  - Challenges limiting assumptions.
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## HOW TO USE THIS CARD

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Ask them to share a vision or idea that could shape the team's future.

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## CREATIVE INNOVATOR

### Description

Generates fresh ideas and reimagines challenges through new perspectives.

## LOOKS LIKE

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Generating new ideas and solutions.

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## SOUNDS LIKE

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“Let’s experiment with a fresh approach.”

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## BEHAVIOURS

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- Suggests creative alternatives.
  - Reframes problems in new ways.
  - Learns from trial and error.
  - Encourages others to think outside the box.
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## HOW TO USE THIS CARD

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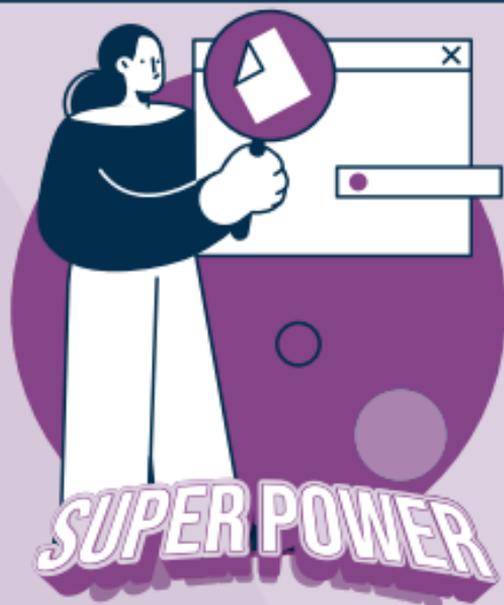
Invite them to share an innovation they introduced or an idea that could be tested.

---

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VALUES  
IN ACTION



# SYSTEMS THINKER

## Description

Understands how processes connect and improves them for sustainable results.

Metro North  
Health



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Government

## LOOKS LIKE

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Mapping workflows and understanding dependencies.

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## SOUNDS LIKE

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“If we change this step, what happens upstream?”

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## BEHAVIOURS

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- Identifies how parts of a process interact.
  - Determines root causes rather than symptoms.
  - Helps the team navigate complexity.
  - Improves processes in sustainable ways.
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## HOW TO USE THIS CARD

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Ask for their insight on improving a current process.

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## GREAT LISTENER

### Description

Creates space for others by listening deeply, ensuring they feel heard.

## LOOKS LIKE

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Eye contact and no interrupting.

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## SOUNDS LIKE

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“Let me check that I’ve understood you....”

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## BEHAVIOURS

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- Gives full attention.
  - Reflects and paraphrases.
  - Asks open, respectful questions.
  - Validates others’ perspectives.
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## HOW TO USE THIS CARD

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Ask them to share a moment when good listening changed the outcome.

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# ADAPTABILITY ACE

## Description

Responds flexibly to change and adjusts approach with professionalism and respect.

## LOOKS LIKE

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Adjusting approach based on context.

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## SOUNDS LIKE

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"I'm happy to shift priorities if needed."

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## BEHAVIOURS

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- Changes tactics without resistance.
  - Responds constructively to shifting needs.
  - Supports others during times of uncertainty.
  - Manages change respectfully and calmly.
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## HOW TO USE THIS CARD

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Invite them to reflect on a time where they adapted effectively.

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## FAIR FACILITATOR

### Description

Creates an environment where all team members feel heard, valued and safe to contribute.

## LOOKS LIKE

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Guides conversations with impartiality and provides opportunity for quieter voices to be heard.

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## SOUNDS LIKE

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“Let’s pause and hear from someone who hasn’t spoken.”

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## BEHAVIOURS

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- Listens actively and without judgement.
  - Redirects unhelpful and dominating behaviour.
  - Manages group discussions with sensitivity and fairness.
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## HOW TO USE THIS CARD

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Recognise someone who brings balance, safety, and respect to team conversations.

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# BOUNDARY KEEPER

## Description

Safeguards people's wellbeing, time and agreed ways of working.

## LOOKS LIKE

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Naming when behaviours cross agreed norms, keeping the team focused and managing time effectively.

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## SOUNDS LIKE

---

“We agreed on this boundary, let’s return to it.”

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## BEHAVIOURS

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- Communicates and reinforces clear expectations.
  - Raises concerns early when limits are being exceeded.
  - Encourages healthy boundaries around workload and wellbeing.
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## HOW TO USE THIS CARD

---

Invite them to reflect on a time they set or protected a boundary that supported team wellbeing.

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## DETAIL DETECTIVE

### Description

Cares about accuracy and helps ensure things are done right the first time.

## LOOKS LIKE

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Spotting errors before they cause issues.

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## SOUNDS LIKE

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“Let’s double check this.”

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## BEHAVIOURS

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- Ensure accuracy and quality.
  - Catches risks early.
  - Clarifies ambiguous information.
  - Follows processes thoroughly.
- 

## HOW TO USE THIS CARD

---

Recognise someone who improved quality by catching an important detail.

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**SUPERPOWER**

# VALUES CHAMPION

## Description

Consistently models Metro North values through words and actions.

## LOOKS LIKE

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Doing the right thing, even when no one is watching.

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## SOUNDS LIKE

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“Is this aligned with our values?”

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## BEHAVIOURS

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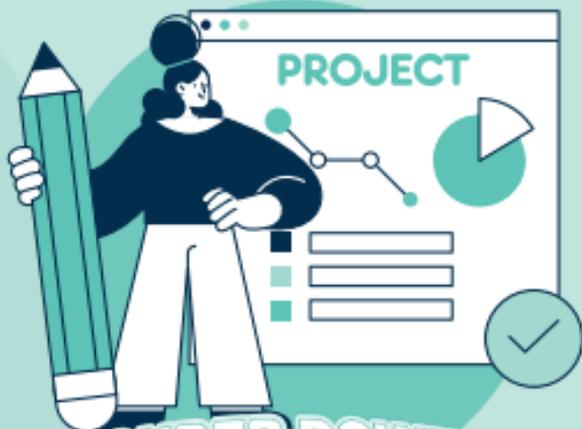
- Models ethical behaviour.
  - Encourages others to uphold standards.
  - Calls out misalignment respectfully.
  - Makes decisions based on values rather than convenience.
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## HOW TO USE THIS CARD

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Ask for an example of when values guided their actions.

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*SUPER POWER*  
**COURAGEOUS  
CONTRIBUTOR**

**Description**

Speaks up thoughtfully and respectfully, even when the conversation is difficult.

## LOOKS LIKE

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Speaks up respectfully, even in difficult situations.

---

## SOUNDS LIKE

---

"I see this differently, can I share my perspective?"

---

## BEHAVIOURS

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- Raises concerns early.
  - Provides honest, constructive feedback.
  - Advocates for fairness and transparency.
  - Helps the team navigate sensitive issues.
- 

## HOW TO USE THIS CARD

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Use this card to prompt reflection on constructive courage.

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*SUPERPOWER*

## TRANSPARENT THINKER

### Description

Openly shares their reasoning, assumptions and decision-making processes.

## LOOKS LIKE

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Using clear logical paths and sharing information early rather than holding it back.

---

## SOUNDS LIKE

---

“Let’s step through this together and test the logic.”

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## BEHAVIOURS

---

- Breaks down complex ideas into transparent, understandable components.
  - Names uncertainties, risks or gaps in knowledge.
  - Encourages open discussion and questions.
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## HOW TO USE THIS CARD

---

Invite them to reflect on a time they explained their thinking openly.

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*SUPER POWER*

## CALM UNDER PRESSURE

### Description

Stays steady and centred, helping others feel safe during stressful moments.

## LOOKS LIKE

---

Steady voice and composed body language.

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## SOUNDS LIKE

---

“Let’s take this one step at a time.”

---

## BEHAVIOURS

---

- Maintains composure during stress.
  - De-escalates tension.
  - Helps others feel safe and grounded.
  - Responds thoughtfully rather than reactively.
- 

## HOW TO USE THIS CARD

---

Invite them to share how they maintain calm during busy periods.

---



**SUPER POWER**

# COMPASSIONATE COMMUNICATOR

## Description

Engages with empathy and communicates in ways that make people feel cared for.

## LOOKS LIKE

---

Steady voice and composed body language.

---

## SOUNDS LIKE

---

“Let’s take this one step at a time.”

---

## BEHAVIOURS

---

- Maintains composure during stress.
  - De-escalates tension.
  - Helps others feel safe and grounded.
  - Responds thoughtfully rather than reactively.
- 

## HOW TO USE THIS CARD

---

Invite them to share how they maintain calm during busy periods.

---



# PATIENT SUPPORTER

## Description

Provides reassurance, space and understanding when others need time to grow.

## LOOKS LIKE

---

Giving time, space and reassurance.

---

## SOUNDS LIKE

---

“Take the time you need, I’m here.”

---

## BEHAVIOURS

---

- Offers steady emotional support.
  - Gives others time to learn or adjust.
  - Encourages questions without judgement.
  - Demonstrates genuine care.
- 

## HOW TO USE THIS CARD

---

Invite them to reflect on a time they supported someone’s growth.

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## ENERGY BOOSTER

### Description

Brings positivity and encourages the team by sharing energy, enthusiasm and optimism.

## LOOKS LIKE

---

Positive body language, humour and encouragement.

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## SOUNDS LIKE

---

"We've got this, let's keep going!"

---

## BEHAVIOURS

---

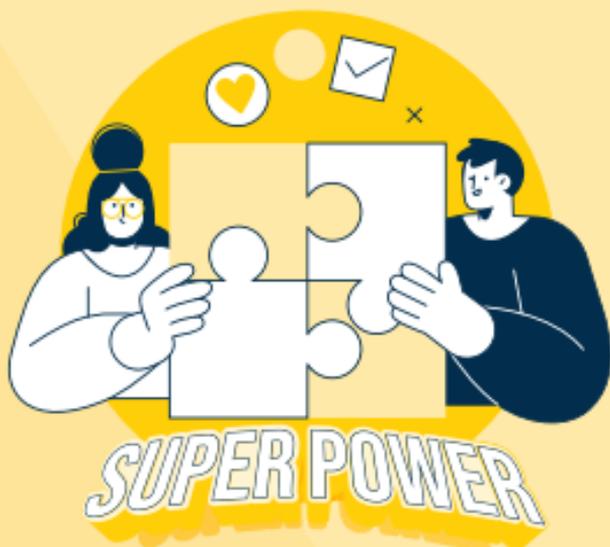
- Lifts the mood of the team and helps them stay optimistic.
  - Shows enthusiasm that motivates others.
  - Brings lightness to difficult situations.
- 

## HOW TO USE THIS CARD

---

Recognise someone who lifted team spirit when it mattered.

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# RELATIONSHIP BUILDER

## Description

Creates strong, trusting relationships that make teamwork easier and more enjoyable.

## LOOKS LIKE

---

Breaking down complex issues and mapping steps.

---

## SOUNDS LIKE

---

“Let’s explore the root cause.”

---

## BEHAVIOURS

---

- Seeks clarity before acting.
  - Offers options, not just problems.
  - Tests ideas and learns from outcomes.
  - Anticipates risks and acts early to mitigate them.
- 

## HOW TO USE THIS CARD

---

Invite someone to share a recent challenge they solved and how it supported team performance.

---



## MOTIVATOR

### Description

Lifts the energy of the team and encourages others to bring their best.

## LOOKS LIKE

---

Encouraging peers and championing team wins.

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## SOUNDS LIKE

---

“You’ve got this! We’re behind you.”

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## BEHAVIOURS

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- Boosts morale, especially when under pressure.
  - Recognises effort and progress.
  - Helps the team regain perspective.
  - Brings positive energy to challenging moments.
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## HOW TO USE THIS CARD

---

Invite them to share a moment they helped lift the team’s energy.

---



*SUPER POWER*

## CONNECTOR

### Description

Brings people, ideas and resources together at the right moment.

## LOOKS LIKE

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Linking people, resources and ideas.

---

## SOUNDS LIKE

---

“You should speak to \_\_\_, they’re working on something similar.”

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## BEHAVIOURS

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- Facilitates collaboration.
  - Breaks down silos.
  - Helps others access information or support.
  - Brings the right people together at the right time.
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## HOW TO USE THIS CARD

---

Ask them to describe a connection they made that helped progress work.

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*SUPER POWER*

# COLLABORATION CHAMPION

## Description

Promotes shared ownership and ensures everyone's contribution matters.

## LOOKS LIKE

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Seeking input and sharing decision-making.

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## SOUNDS LIKE

---

“Let’s figure this out together.”

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## BEHAVIOURS

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- Encourages inclusive problem-solving.
  - Shares credit generously.
  - Leverages strengths across the team.
  - Creates shared ownership of outcomes.
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## HOW TO USE THIS CARD

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Use this card to start a conversation about what effective collaboration looked like recently.

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## RELIABLE ANCHOR

### Description

A steady, dependable presence who supports the team through change and challenge.

## LOOKS LIKE

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Consistency, stability and calm presence.

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## SOUNDS LIKE

---

“Let’s figure this out together.”

---

## BEHAVIOURS

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- Follows through on commitments.
  - Maintains stability during change or uncertainty.
  - Helps ground the team.
  - Can be relied upon to deliver high quality work.
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## HOW TO USE THIS CARD

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Recognise someone who has provided stability or reliability during a challenging period.

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