People and Culture

Metro North Health

CULTURE & ENGAGEMENT

Values in Action Team Charter Workshop

Co-creating how we work together

Metro North Health

Queensland Government

Metro North Health acknowledges the Traditional Custodians of the land upon which we live, work and walk, and we pay our respects to Elders past and present.

Metro North Health | Queensland Government

Why we're here

- Build a shared understanding of our values
- Agree on behaviours that matter.
- Strengthen trust and teamwork

Metro North Health Values

At the heart of our organisational culture are a set of shared values that represent who we are as a Health Service

These **cultural cornerstones** set a clear statement of *'the way we do things around here'*

Team discussion: Values

WHY ARE VALUES IMPORTANT FOR OUR TEAM?

WHAT WOULD A GREAT TEAM CULTURE **LOOK** AND **FEEL** LIKE?

Our perfect workplace

- What does our ideal workplace feel and look like?
- What are people doing and not doing to achieve the aspirational workplace?

What are personal values?

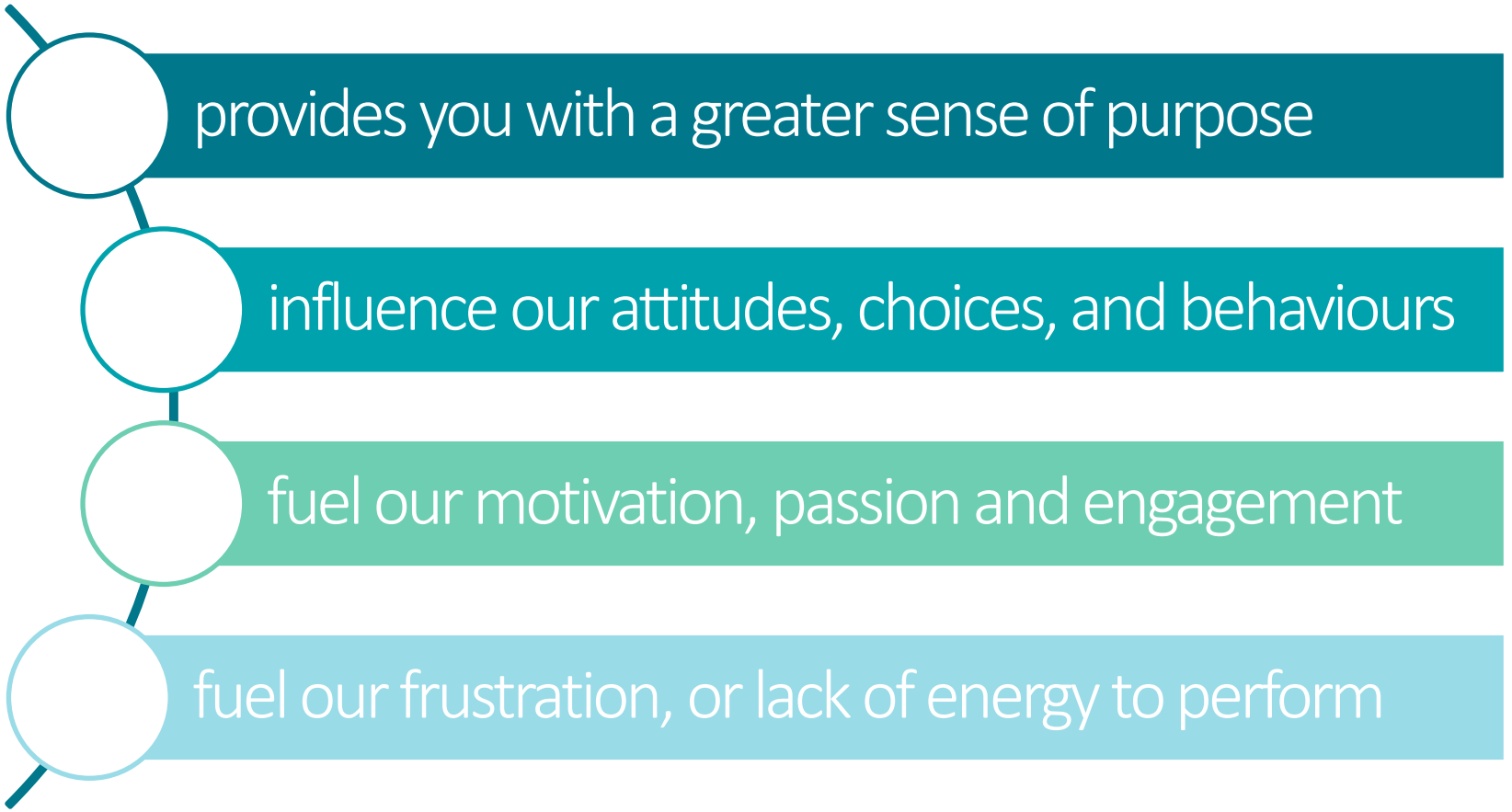
- Guiding principles that shape behaviour and decisions
- Shape how we see the world and interact with others
- Influenced by life experiences, beliefs and culture
- Different for each person
- Act like a “compass” for what feels right or wrong

Activity: Identify your top values

Achievement	Friendship	Nature
Acceptance	Fulfilment	Nurture
Adventure	Fun	Order
Beauty	Gratitude	Passion
Challenge	Happiness	Patience
Compassion	Health	Peace
Connection	High performance	Power
Consistency	Home	Respect
Courage	Honesty	Safety
Creativity	Hope	Security
Dignity	Independence	Self-respect
Diversity	Inclusion	Spirituality
Encouragement	Inner peace	Structure
Efficiency	Integrity	Support
Equality	Joy	Teamwork
Faith	Leadership	Trust
Fairness	Learning	Wealth
Family	Love	Wisdom
Freedom	Loyalty	Winning

What are your top values?

Understanding your personal values….



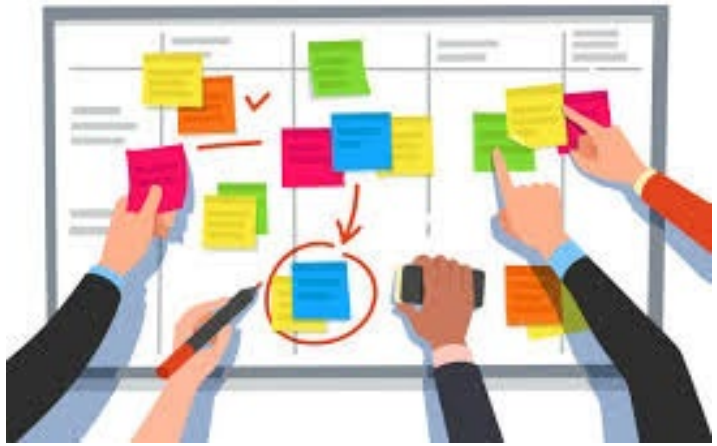
Our values are demonstrated by our behaviours

The **behaviour** of people in the workplace directly affects workplace **culture**

Activity: Defining behaviours (25 minutes)

Around the room are **5 stations** - one for each Metro North value:

Respect, Integrity, Compassion, High Performance and *Teamwork.*



Step 1: Form a group

- Join a small group of **3–5 people**
- Choose a station to start at *(or your facilitator will assign one)*

Step 2: Rotate through the stations

- Spend **5 minutes** at each station
- When time is called, rotate to the next value station

Step 3: Discuss these questions

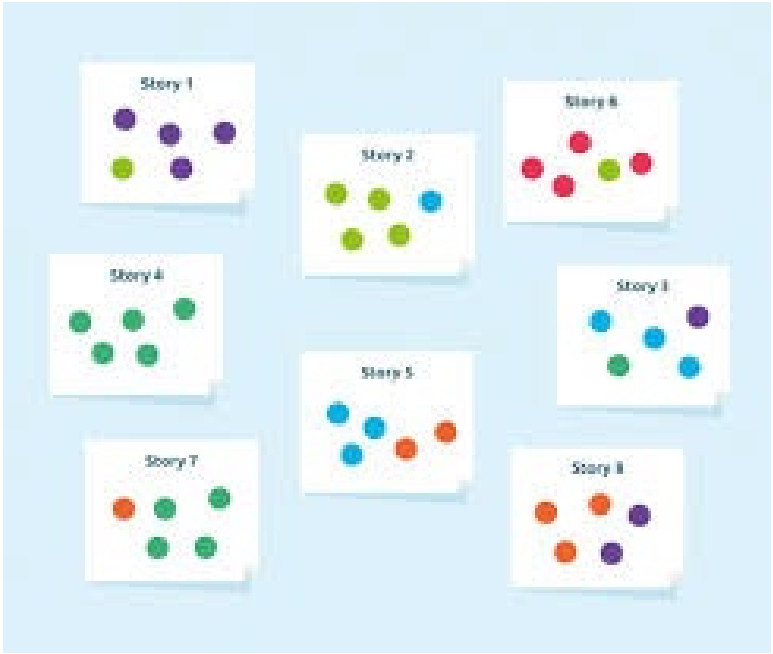
At each station, talk together and write your answers to:

- ***What behaviours strengthen this value in the workplace?***
- ***What behaviours hinder this value in the workplace?***

Step 4: Capture key behaviours

- Write directly on the station sheet as you rotate.

What resonates most for our team? Let's vote.



Using the dot stickers in front of you, review the station sheets and:

- Select **two behaviours** for each value that you believe are the most helpful and important for a positive team culture.
- Select **one behaviour** that is unhelpful, hinders teamwork, or negatively impacts the way we work together.

Example

For the value **Compassion**, you might place dots next to:

- *Shows kindness to others*
- *Checks in with each other*

And for a behaviour that hinders the team culture, you might select:

- *Gossip*

Creating the Team Charter

Team Values Charter

How we live the Metro North Values in Action

Team / Workgroup:	[Insert team / workgroup here]	Date created:	[Insert date here]	Next review date:	[Insert next review date here]

Compassion	High performance	Integrity	Respect	Teamwork
At our best, we: • [Insert text here] • [Insert text here] • [Insert text here]	**At our best, we:** • [Insert text here] • [Insert text here] • [Insert text here]	**At our best, we:** • [Insert text here] • [Insert text here] • [Insert text here]	**At our best, we:** • [Insert text here] • [Insert text here] • [Insert text here]	**At our best, we:** • [Insert text here] • [Insert text here] • [Insert text here]
We commit to addressing: • [Insert text here] • [Insert text here] • [Insert text here]	**We commit to addressing:** • [Insert text here] • [Insert text here] • [Insert text here]	**We commit to addressing:** • [Insert text here] • [Insert text here] • [Insert text here]	**We commit to addressing:** • [Insert text here] • [Insert text here] • [Insert text here]	**We commit to addressing:** • [Insert text here] • [Insert text here] • [Insert text here]

How we will live this Charter	Review and commitment
• [Example: Refer to the Charter in team meetings and conversations] • [Example: Recognise and celebrate behaviours aligned to our values] • [Example: Speak up respectfully when behaviours do not align] • [Example: Use the Values Spotlight activity regularly]	How we will check progress: • [Example: team discussions] • [Example: Pulse checks] • [Example: One-on-one conversations] • [Example: Annual Charter reflection]
Agreed by the team on: [Insert date here]	**Leader / Facilitator:** [Insert leader / facilitator here]

Our Team Agreement

Do we commit to these behaviours?

What would help us to uphold these behaviours?

How will we address issues respectfully?

Our shared values on display

Our values charter will be displayed virtually and physically in our team

Team Values Charter

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Compassion	High performance	Integrity	Respect	Teamwork
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GIVE 30 SECONDS TO YOURSELF
• Scan your body for tension, relax and take 3 deep breaths
• Acknowledge 1 thing that was challenging – let it be
• Remind yourself of 2 things that went well
• Ask yourself 'Am I OK?'
GIVE 30 SECONDS TO SOMEONE ELSE
• Check in with a teammate and ask "How was your day and what's one thing that went well?"
• Say something encouraging, kind, or compassionate!
VALUES IN ACTION
THE 60 SECOND FAREWELL
Go home better in a minute | A Values in Action initiative
MNValues@health.qld.gov.au

VALUES IN ACTION

Our staff support network

At Metro North Health, we have six tiers of staff support available – you can choose the support that meets your needs.

QHEPS wellbeing resources

Visit the wellbeing page on QHEPS for more information on our resources (qheps.health.qld.gov.au/metronorth/values-in-action/our-peoples-wellbeing).

Teammate support

We all have a part to play in making Metro North a friendly and supportive place to work. Live the Values, stay connected and support each other.

RUOK?

Metro North's RUOK? network

Metro North encourages staff to stay connected and engage in conversations that might help others through a difficult time. RUOK? training encourages people to be alert to those around them and have the confidence to offer informal support.

RUOKMetroNorth@health.qld.gov.au

Peer Responders

Our Peer Responders are volunteers and are available across the Service. Their role is to support staff wellbeing by providing a listening ear and creating an approachable, accessible and friendly pathway to other available support options.

MNPeerResponder@health.qld.gov.au

Staff Psychology Service

Our team of Health Professionals are available to all staff across Metro North and provide confidential support pathways to teams to help them reach their full potential.

MNStaffPsychology@health.qld.gov.au

People and Culture

TELUS Health – Employee Assistance Program

Metro North is committed to creating a workforce that is happier, healthier and more resilient. We want teams that are connected, engaged and have greater awareness of their overall wellbeing. If you're experiencing challenges or conflict, reach out to the TELUS Health Team for free, confidential support.

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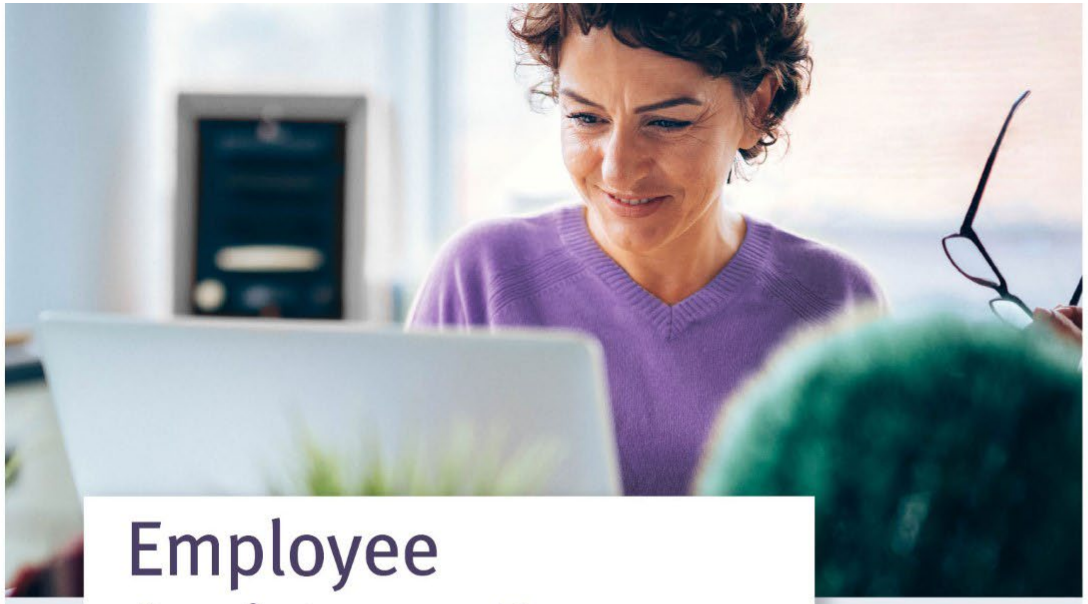
#35 VIA SUPPORT TIERS V5: EFFECTIVE OCTOBER 2023

Support services - Staff Extranet

- Support Services and Resources at your fingertips.

- Quick access to wellbeing tools, training, and engagement opportunities.



Employee Assistance Program

Feel supported, connected and rewarded every single day with expert advice, recommendations and referrals from a confidential Employee Assistance Program (EAP), and convenient access to online resources and tools.

Getting started with TELUS Health is easy.

1. Download the TELUS Health One app or visit one.telushealth.com
2. Enter your company details.

ID: MNHHS

Token: MNHHS01

GET IT ON Google Play

Download on the App Store

Contact TELUS Health any time, 24/7, for support:
1800 604 640
Connect online: one.telushealth.com or by mobile.

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Next Step

Leaders will create a final, clean version of the Charter to display in the team area and a digital copy for easy access.

Work as a team to embed the Charter in everyday practice to ensure our Charter remains meaningful and active.

Lead by example.