

best 'Living It' Awards Manager of the Month

Belief

- Show belief in their teams and the work that they do – is proud of Birmingham City Council, and says so
- Show belief in the service they deliver, know who their customers are
- Have enabled teams to achieve BEST actions by removing barriers and enabling success.
- Displays innovative and creative thinking – says 'we can find a way to do this' we can make it work together'
- Enables team members to have a better day at work, creating energy and open and honest debate where they can
- Are inspiring leaders who create a feeling of empowerment and pride in their teams

Excellence

- Recognises and celebrates their team's commitment, says thank you, shout about their service
- Support attempts to do things differently and does not operate a blame culture, enables the team to take responsibility for improving their service delivery
- Managers 'challenge upwards' and aren't afraid to speak honestly about improvements to more senior people
- They 'walk the talk' and never ask staff to do something they wouldn't be prepared to do themselves
- Operate their service to deliver excellence to customers, knows what is expected of them and how they are contributing to delivering excellence for Birmingham

Success

- Understand the different needs of service users and customers and ask for, and act upon feedback.
- Managers get 'out and about', networking with others, finding joint solutions, communicating with other teams and managers, and share best practise.
- Are enthusiastic about the introducing new ideas to the team –supporting their BEST leader and teams' ideas
- Focus on outcomes, are goal oriented, understand and share where they fit into the Council objectives and the Council plan.
- They see things through, and take responsibility for 'delivering the goods.'

Trust

- Communicate regularly with their team - they don't tolerate gossip, conjecture, or rumour
- Support their team when trying to change things, they are the enabler, who takes pride in removing blockages
- They speak openly and honestly with team members, everyone knows where they stand and is not afraid to give constructive feedback
- Are positive about their team members and feel pride in their team and their achievements.
- Works hard to ensure that their team is fully informed about any decisions that might affect them.
- They act as one organisation, working with other departments and areas to come up with the best solution for customers, whatever it may be

'best has made my job totally rewarding and has enabled me to bring together like minded individuals to deliver both personal and holistic objectives for the benefit of service users'