

# best 'Living It' Awards Leader of the Month

## Belief

- Have visibly demonstrated belief in themselves in their role as BEST leader and their team members.
- Have encouraged their colleagues to be productive and creative with their BEST actions.
- Found new ways of solving problems and encouraging their colleagues to think creatively, about how to improve the way they deliver their service.
- Supports their team with any new idea and does not reject ideas without fully contemplating the positive outcomes.
- Is passionate about BEST and what it can do for their team & their organisation.
- Are energetic and willing 'to go the extra mile' for their team.
- Network with other Leaders and teams to share actions and success stories, taking an active part in the BEST community.

## Excellence

- Uses their initiative to find better ways of doing things and is motivated by team achievements and success, and by excellent customer feedback
- Shares their success stories and solutions across the Council
- Continually strives to work hard for their team and provides a better service.
- Takes joint ownership of excellence in the team, looking for solutions that will improve customer service and team working
- Focuses on solutions and positive thinking – have demonstrated leadership skills, may be inspiring to other team members
- Uses BEST resources such as Training, Employee Excellence Focus Groups, Inline and <http://www.birminghambest.co.uk> to share successes and learn from other employees

## Success

- Are goals orientated and interested in getting results and outcomes, actively seek feedback from colleagues and customers and ask 'how are we doing, how could we do this better?'
- Challenges red tape and bureaucracy and looks for solutions, says lets find an easier way
- They support their team's hard work and have faith in their colleagues, show pride in their teams and in Birmingham City Council
- Takes responsibility for achieving real outcomes, with their team, that are visible to citizens  
Communicate with their own team, their manager, other teams, and employees in the Council

## Trust

- The team can speak openly and honestly about any issues that they are facing.
- Are not afraid to speak up and challenge behaviours that aren't supportive of team working or the Council's Core Values
- Do not gossip, speculate or tolerate rumours, and instead speak plainly and honestly within the team, and about the team to others
- Have an inclusive 'we're all in this together' attitude, and are supportive and trustworthy

'being a best leader has been a rewarding and positive experience for me, it's given our team the opportunity to build our teamwork and team spirit and give something back to the community ... the people of Birmingham'