

best 'Living It' Awards

Team of the Month

Belief

- The team believes in their abilities and are confident about setting themselves targets on how to work together more effectively to improve the service they deliver
- They are a strong unit that works together to achieve their goals, they are proud of their team and the part in plays in Birmingham City Council
- Offer inspiration and support to others in the Council, are 'shining examples' in delivering their service
- Are positive about the values and implement BEST into their daily work life.
- Demonstrate leadership to others, offer help and assistance, are seen as 'can do and enablers'

Excellence

- Work hard to build relationships with other teams and departments in Birmingham City Council
- Share success stories and offer help to other teams
- Put excellent service delivering at the heart of everything they do
- Are willing to work together for service improvements and to meet targets.
- Are positive about their team, their colleagues, manager and Leader, looking for solutions to problems and collaborations where they can
- Try to 'Have a good day' at work no matter what else is going on, they support each other through changes

Success

- Understand what the vision is for the team, their service area, and the Council Plan. Know what they are doing, and how to get there
- Support each other to achieve their actions, an individual's success is considered a team success
- They take pride and passion in the work they do and have high standards as the norm
- Are creative about their actions and are not intimidated by changes facing the team, or their directorate.
- Have integrated the BEST workshop into 'the way we do things around here'

Trust

- Communicate effectively with one another and have regular meetings or contact
- Do not gossip, speculate or tolerate rumours, and instead are able to confidently speak plainly and honestly within the team, and about the team and service to others.
- The team trusts and respects one another and believes in treating everyone equally
- External partnerships are based in trust, and are real collaborations
- The team feel the manager takes a real interest in them and supports and celebrates what they do
- They know how to have a good day, and support each other when under pressure or challenge

'best has given the team 'permission to talk openly and frankly among it's members, share thoughts, ideas and feelings, but all in a very positive way'