

This document is designed to help you to connect the work we have done on Transactional Analysis ego (communication) states to the NHSSC Universal Behaviours.

### OUR VALUES: GUIDING OUR FUTURE

***Trust: I treat others with respect and trust them to do their best for the organisation.***

***Community: I belong to something bigger; I am accountable for my contribution across the organisation.***

***Authenticity: I am honest, clear and kind in all my interactions and communication with others.***

### OUR UNIVERSAL BEHAVIOURS: CO-CREATING OUR FUTURE

***I demonstrate respect for the thinking and intentions of others, providing and asking for feedback.***

*This behaviour is underpinned by the Adult, Nurturing Parent and Natural Child Ego States. When demonstrating this behaviour, I am listening before talking and I am curious and respectful about the thinking of others. I am clear and kind in feedback I offer and am open to the feedback from others.*

***I play to my strengths and encourage others to do so, to deliver excellence.***

*This behaviour is underpinned by the Adult and Natural Child Ego States. When I am demonstrating this behaviour, I am connected to my strengths and aware of the impact of my strengths on others. I trust my community to use our collective strengths to deliver excellence.*

***I take responsibility for my wellbeing and contribute to the wellbeing of others.***

*This behaviour is underpinned by the Adult and Nurturing Parent Ego States. When I am demonstrating this behaviour, I am rational and considered about my own needs, communicating those clearly, in the wider context of expectations. I am also empathetic and tuned into the needs to others and my impact on them.*

***I am accountable for my contribution and jointly responsible for my team's performance.***

*This behaviour is underpinned by the Adult Ego State. When demonstrating this behaviour, I am rational and considered, taking stock of my own contribution and supporting others in the team to contribute to common goals. In this behaviour the emotion around 'performance' is removed, and I am logical and fair about what I need to do.*

***I am responsible for my communication and the impact I have.***

*This behaviour is underpinned by the Adult Ego State. When demonstrating this behaviour, I am authentic and considered, taking stock of my own internal dialogue and emotion; professional. I am fully present in conversations and I am clear and kind in my communication with others. I behave in a way that takes things forward and is solution focussed.*

***I use my voice positively to share ideas, thoughts and concerns, contributing to transparency in my team and wider relationships.***

*This behaviour is underpinned by the Adult and Natural Child Ego States. When I am demonstrating this behaviour, I am confident about sharing my thinking and ideas and I am equally open and non-judging about the thinking and ideas of others. I communicate in a way that takes things forward and is solution focussed.*