



Driving value Innovation



A willingness to seek ideas, share knowledge and remain flexible to new ways of doing things. It also means taking risks, making mistakes and making time to reflect to allow new solutions to surface.

Acceptable

- Fully investigate the situation rather than jumping into a solution.
- Look for the root cause of a problem.
- Find out the context of the issue properly rather than making assumptions.
- Be inventive and creative to overcome difficulties.
- Use new technology.
- Create time away from the problem to get a different perspective.
- Share knowledge and information to build understanding.
- Be flexible in your thinking and approach.
- Ask questions to understand different viewpoints and skills.
- Be receptive to trialling new ideas and taking risks.
- Treat mistakes as a learning opportunity for both parties.
- Participate in networking and conferences to source new ideas.
- Seek ideas from all levels of the organisation.
- Acknowledge or reward innovative behaviour.

Unacceptable

- Dismiss ideas that fall outside the norm.
- Dismiss ideas from staff who lack stature or seniority.
- Punish those who make mistakes.