

Decision making	<p><u>Decision making - Level Practitioner</u></p> <p>Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations.</p> <p>Considers a range of possible options before making clear, timely, justifiable decisions.</p> <p>Reviews decisions in the light of new information and changing circumstances.</p> <p>Balances risks, costs and benefits, thinking about the wider impact of decisions.</p> <p>Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.</p>
Leadership	<p><u>Openness to change - Level Practitioner</u></p> <p>Positive about change, adapting rapidly to different ways of working and putting effort into making them work.</p> <p>Flexible and open to alternative approaches to solving problems.</p> <p>Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement.</p> <p>Takes an innovative and creative approach to solving problems.</p>
Leadership	<p><u>Service delivery - Level Practitioner</u></p> <p>Understands the organisation's objectives and priorities, and how own work fits into these.</p> <p>Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes.</p> <p>Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well.</p> <p>Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.</p>
Professionalism	<p><u>Professionalism - Level Practitioner</u></p> <p>Acts with integrity, in line with the values and ethical standards of the Police Service.</p> <p>Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations.</p> <p>Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required.</p> <p>Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or</p>

	<p>discriminatory behaviour.</p> <p>Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge.</p> <p>Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.</p>
Public Service	<p><u>Serving the public - Level Practitioner</u></p> <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests.</p> <p>Understands the expectations, changing needs and concerns of different communities, and strives to address them.</p> <p>Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police.</p> <p>Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them.</p> <p>Works in partnership with other agencies to deliver the best possible overall service to the public.</p>
Working with others	<p><u>Working with others - Level Practitioner</u></p> <p>Works co-operatively with others to get things done, willingly giving help and support to colleagues.</p> <p>Is approachable, developing positive working relationships.</p> <p>Explains things well, focusing on the key points and talking to people using language they understand.</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively.</p> <p>Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations.</p> <p>Is courteous, polite and considerate, showing empathy and compassion.</p> <p>Deals with people as individuals and addresses their specific needs and concerns.</p> <p>Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.</p>