



Activity Information

This involvement activity is aimed at patients, service users, and carers to develop a set of values based questions that can be used whilst recruiting new staff as part of the interview process.

Using a values based approach to recruitment means we can select employees on the basis that their individual values and behaviours align with Leicestershire Partnership NHS Trust values as well as the people who access our services. This ensures we recruit the right type of workforce, not only with the right skills, but also with the right set of values to support effective team working, as well as excellent patient care and experience.

It is not always suitable or possible to have a patient, service user or carer present when interviewing potential candidates; therefore we want to create a set of questions which provide a patient/carer perspective. The aim of these questions will provide insight into the candidate’s values, and what they consider to be important. The candidate will be expected to providing examples of behaviour’s they have demonstrated in previous roles, or explain how they would respond in particular situations etc.

Additional Information

LPT Behaviour Framework

As some of you are aware LPT now has a behaviour framework which staff are introduced to when they are inducted into the Trust, the below list shows all 5 behaviours and what is meant by them;

- 1. Valuing one another**
Staff communicate with kindness and respect, valuing everyone’s contribution

- 2. Recognising and valuing peoples differences**
Staff respect everyone equally by helping to create a community that demonstrates unconditional positive attitude, where people feel they belong, are valued, empowered and proud to work at LPT.

- 3. Working together**
Staff are supportive, appreciative and encouraging of each other, enabling a positive team spirit which provides the best outcome for colleagues and patients.

- 4. Taking personal responsibility**
Staff give their best at work to deliver to the highest standard.
 - Taking responsibility for your relationships with others, giving feedback with compassion.
 - Taking the initiative to learn and improve, including being reflective and asking for feedback.

- 5. Always learning and improving**
Staff embrace change and actively seek opportunities to continue improving.

LPT Values

We have 4 values that are really important to us as a Trust, and were co-designed with our staff;

Compassion	Respect	Integrity	Trust
<p>I am sympathetic</p> <p>I show tolerance</p> <p>I am kind and considerate</p> <p>I understand the needs of others</p> <p>I show genuine empathy and understanding</p>	<p>I listen first</p> <p>I am polite and I smile</p> <p>I embrace differences</p> <p>I address people by their names</p> <p>I am attentive and I make eye contact</p>	<p>I am honest and transparent</p> <p>I apologise</p> <p>I am self-aware</p> <p>I admit when I am wrong</p> <p>I use simple and straight-forward language</p>	<p>I maintain confidentiality</p> <p>I am reliable and punctual</p> <p>I fulfil my commitments to others</p> <p>I take responsibility and I am accountable</p> <p>I use positive language and I am professional</p>

Creating the values based questions

We would like to create a set of questions and scenarios that staff will be able to choose from; to include them in interviews where service users and carers are not involved. The idea here is to ask questions that demonstrate values and behaviours that are important to you as a service user/carer.

We do not expect you to create all the questions, but would like your help to develop ideas for possible questions, question examples, or scenarios from your own experiences in accessing LPT services.

As a starting point it, may be beneficial for you to think about what is important to you in terms of the values and behaviours of LPT staff you have come into contact with, and what you expect from successful candidates.

The below provides an example of how a values based question are put together with the main question linked to a behaviour or value. Probing questions are included to help draw out the answer, and behaviour indicators help us to understand what you are looking for in the answer.

Example question

The below illustrates a question linked to the behaviour in 'working together';

Lead question	Describe a situation where it was important for you to establish/develop an effective working relationship with someone...	
Probing questions to elicit further evidence		
<ul style="list-style-type: none">• Why was this relationship significant?• What did you learn from this experience?• What was the outcome?• How did you react/feel about developing this relationship?		
Behavioural indicators: What would you expect to see in someone demonstrating this criteria/ value?		
<i>Positive Indicators:</i> <ul style="list-style-type: none">• Considers the needs/perspectives of others• Articulates the benefits of working together• Shows willingness to cooperate with others• Has strategies for working effectively alongside others (for example, through compromise)	<i>Negative Indicators:</i> <ul style="list-style-type: none">• Is dismissive of the views/perspectives of others• Makes inappropriate assumptions about others• Demonstrates a negative attitude towards working with others (for example, suggests preference for working alone/in isolation)	

Scenario type questions

Upon considering LPT values and the behaviour framework, think of an example/ scenario from your own experiences. We can take this example forward to the candidate what they would do if they were the staff member faced with that situation. This could be an experience that matters to you, whether positive or negative.

For example, the interviewer may read your experience and then ask the candidate what they would do in that scenario, further probe what made the experience positive or negative in order to draw out the behaviours and values that you have identified are important to you.