

# Kirk Newsholme<sup>TM</sup>



## Inspire & KiNship

The Kirk Newsholme  
Behaviour Framework

# Inspire

## The Kirk Newsholme Business Values

The INSPIRE values are the core principles that guide the way we conduct business. They are a summary of what Kirk Newsholme stands for and what makes us special.



# Kirk Newsholme<sup>TM</sup>

## The Kirk Newsholme difference... what we're all about.

It's true – we genuinely care about our clients and our team members. This is how:

- **We consider our clients in everything we do**
- **We're committed to each other's success**
- **We're committed to continuous development and improvement**

At its heart, our culture is all about one aim, we want to:

**I Initiate**  
Be the one who always wants to improve things

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**N Nurture**  
Develop an idea and help our colleagues to thrive

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**S Support**  
Our clients... our new ideas... each other...

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**P Passion**  
Giving it our best and helping others makes us feel good! Enthusiasm is infectious

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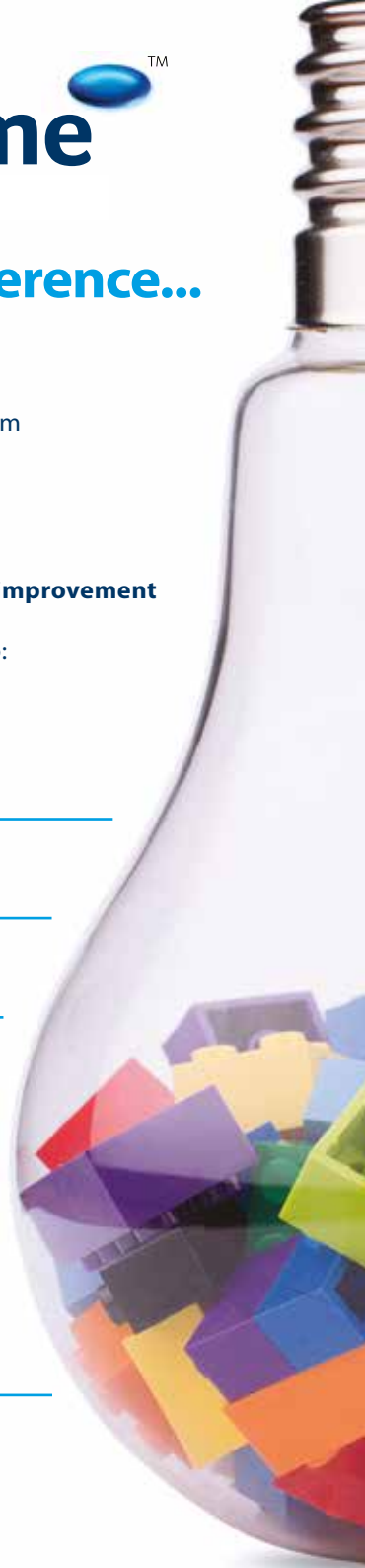
**I Integrity**  
Be honest, truthful and open – do the right thing and be proud of it

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**R Responsibility**  
Client management... team development... it's down to all of us

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**E Empowerment**  
Take care, not control – help others to develop their skills and confidence



# KiNship

## The Kirk Newsholme Behaviours Framework

The behaviours framework is Kirk Newsholme's set of core behaviours which define 'how' we are expected to approach our work.

The framework details the behaviours and attitudes expected of each team member and it supports the delivery of our INSPIRE values.

The behaviours have been summarised into four key areas:

### 1. Teamwork

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### 2. Listen & Communicate

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### 3. Exceed Expectations

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### 4. Social



# Teamwork

The strength of a team is each member. The strength of each member is the team.

## Respect and Fairness

- We treat each other with courtesy, politeness and kindness
- We respect each other's opinions and points of view
- We treat all people the same regardless of their position in the company
- We are fair with one another and don't take each other for granted – it's not all one way

## Interaction

- We make the effort and time to speak to colleagues from other teams
- We are approachable and encourage ideas and discussion
- We consider all of our colleagues in meetings, discussions, training and events
- We praise much more frequently than we criticise

## Support

- We empower others to have responsibility with the knowledge that someone is there to help should the need arise
- We do not show favouritism; we look to develop the potential in everyone
- We make time to help and assist one another – don't be afraid to ask
- We are all willing to make sacrifices for others

# Listen and Communicate

Good communication starts with the ability to listen.

## Open & Honest

- We communicate what behaviour is acceptable and unacceptable
- We openly acknowledge our mistakes
- We provide and appreciate receiving regular feedback regardless of seniority
- We say “Thank you” and appreciate the efforts made by others

## Inclusive

- Everyone has the right to share ideas with colleagues; there are no stupid ideas
- We can ask for assistance without the fear of being belittled
- We share our experiences to reaffirm what we have learnt and to help others
- We recognise the importance of communication both internally and externally

## Be Present

- We are fully engaged with the work we are doing and are not distracted unnecessarily by outside influences and technology
- We can all contribute and make a difference, no matter how small
- We adhere to KN's core values (INSPIRE) and recognise when these are displayed by others and give constructive feedback when they are not
- We give it our best and we choose to be here

# Exceed Expectations

Always give people more than they expect to get.

## Above & Beyond

- We set ourselves exceptional standards of client service, we under promise and over deliver
- We let each other know what the performance expectations on each task are
- We make all clients feel important
- We deliver on our commitments to both clients and colleagues

## Efficiency

- We are each responsible for keeping our technical knowledge up to date and to continuously develop our own talents
- We are all aware of the commercial nature of our work and consider the time tasks take
- We respond to clients and colleagues in a timely manner
- We make the best use of the technology available to us and share our skills and knowledge

## Growing the Business

- We all look for opportunities to cross sell or to suggest additional services to clients
- We will all seek out new ideas and approaches; we are never complacent
- We can all generate new work – leads can come from many sources
- We all recognise that growing our business provides more opportunities for us all

# Social

Smile – it really does make a difference!

## Working Environment

- We all have a part to play in making our working lives enjoyable and fun
- We are all responsible for creating a workplace we are proud of
- We are polite and courteous to each other
- We greet clients happily if we meet them in the office

## Participation

- We look to interact with our colleagues from all departments
- We all make an effort to participate in social events
- We don't tolerate exclusion, this is an inclusive place to be
- We know we all contribute to making Kirk Newsholme a happy and positive place to work

