

Essentials Behaviour Framework

Welcome to our Essentials behaviour Framework. Essentials captures all those things that Edinburgh Leisure employees do (and don't do) to make us a success with our customers and successful as a business. This framework is your key to a successful employee journey with us and outlines expected behaviour from you while carrying out your role.

There are 5 themes:

1. Standards
2. Communication
3. Risk Management
4. Engagement
5. Service Excellence.

Behaviour Standards Overview

These sets of behaviours support each other through common themes across the three types of employees.



THEME	Leadership by EVERYONE	Leadership by SUPERVISORS	Leadership by MANAGERS
STANDARDS	LIVE THE STANDARD	SUPPORT THE STANDARD	ESTABLISH THE BENCHMARK
COMMUNICATION	SPEAK UP	ENCOURAGE THE TEAM	COMMUNICATE BROADLY
RISK MANAGEMENT	BE MINDFUL	PROMOTE RISK AWARENESS	CONFRONT RISK
ENGAGEMENT	GET INVOLVED	ENGAGE THE TEAM	BUILD AN ENGAGED WORKFORCE
SERVICE EXCELLENCE	DELIVER SERVICE EXCELLENCE	SUPPORT SERVICE EXCELLENCE	LEAD ON SERVICE EXCELLENCE

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For each theme there are 3 sets of behaviour standards:

1. Leadership by **EVERYONE**
2. Leadership by **SUPERVISORS**
3. Leadership by **MANAGERS**

During the recruitment process and throughout our employment journey we are looking for evidence of these behaviour standards. Therefore, you are encouraged to keep the themes in mind and be able to provide examples of when you have demonstrated the themes or supported others to work to them.