

Everyday Leadership – it's how we work at SDS



Everyday
Commitments

Delivering the best possible service for our customers
Putting our Values at the heart of our decision-making process
Encouraging continuous improvement which is owned across SDS
Creating a culture which enables people to perform to the best of their capability

Recognising and celebrating: Everyday Leadership Awards

My Contribution

Thinking innovatively about my contribution and development

"I manage my performance, development and achieve my goals by having regular My Contribution conversations"

Valuing feedback & constructive challenge

Consciously thinking and acting, based on the insights of others

"I give and get feedback that helps me learn and grow – I have valued working relationships"

Coaching and facilitation

Creating an enabling culture that helps us perform to the best of our capability

"I take part in coaching and facilitated conversations to help build my and my team's capability"

Continuous improvement and change

Encouraging continuous improvement – it's owned by all of us!

"I dedicate time to make constructive changes – it improves internal and external customer experiences"

We demonstrate self-motivation, personal responsibility and respect

We continually improve to achieve excellence

We put the needs of our customers at the heart of all we do

We make use of our combined strengths and expertise to deliver the best outcomes



Everyday
Enablers



Everyday
Mindsets



Everyday
Engagement



Everyday
Values