Co-op Leadership Behaviours

I show that I care

I listen, respond to feedback and am considerate and respectful of my colleague’s personal needs. I take accountability and excel in coaching and mentoring others. I unashamedly celebrate the success of my team Co-op. I’m proud of what we do.

I am my self, always

I’m authentic and open and build trusting relationships, bringing support and positive energy to situations. People know me and are comfortable approaching and challenging me. I create a supportive climate in which everyone can be themselves and thrive.

I do what matters most

I set the vision and create clarity on stronger Co-op, stronger communities to deliver commercial success and member value. I establish clear, transparent accountabilities for all. I am courageous and honest, taking personal risks to make the right decisions for Co-op. I am effective at getting the job done, working with agility and speed as the context changes.

I focus on succeeding together

I am a connector; I forge relationships across Co-op and share talent and knowledge to deliver our goals. I am an innovator, constantly challenging the status quo through collaboration, active listening and encouraging others to innovate. I look forwards not backwards and embrace opportunities to learn, develop and improve.

Forging relationships
I take action to build and nurture trusted relationships, in order to understand, support and guide others at all times.

Championing Co-op
I actively promote Co-op, it’s people and its unique way of doing business in the wider community.

Developing others
I take personal responsibility for the performance and development of the colleagues within my team, acting as a coach and mentor where appropriate, constantly encouraging them to develop and grow into leaders of the future.

Vision and belief
I am passionate about Co-op’s core vision and beliefs, to drive commercial success, by ensuring that they are at the heart of everything my team and I do.

Future focused
I am inquisitive and drive my team to show that broad business insight, linked to future focused strategies, lead to commercial success, growth and increased opportunities for Co-op, our members and the local communities.

Successful transformation
I lead my team and measure their results against how they effectively implement Co-op’s transformation programmes, focusing on their ability to deliver company-wide success and sustained change.

Inspirational communicator
I communicate in a clear, concise, appropriate, memorable and inspirational manner that engages others and encourages them to trust me. I listen to others first to understand their views.

Personal growth
I am a role model for personal development within Co-op, seeking out opportunities to develop my skills and behaviours at all times to benefit me, my team and the local community.

Endless inclusion
I welcome open and diverse views at the heart of everything I do. I am endlessly inclusive in my thoughts and actions, showing an active interest in the views, backgrounds and ways of being of my colleagues and the local community.

Co-operation
I role model and encourage co-operation between individuals and teams to promote Co-op’s better way of doing business for our communities.

Driving innovation
I develop effective, creative and practical solutions, in order to meet the needs and challenges facing Co-op, its colleagues, members and the local community.

Speaking up
I speak up in meetings, at work and in my everyday interactions with my colleagues and the wider community to champion the ways of being at Co-op. I am appropriately open about my thoughts and feelings with others to create a culture of honesty and improvement.

Developing
Developing the capability. May at times require support from others, particularly in unfamiliar or challenging scenarios.

Good
Demonstrates the capability well within their own behaviour and promotes it within their teams.

Expert
Consistently demonstrates the capability at a high level across a range of situations, both in their teams and across Co-op.

Role Model
Creates a culture across Co-op that positively influence the use of each capability and is a constant champion and example of the behaviour to everyone internally and externally in the community and market.