



Glasgow  
Children's  
Hospital  
Charity

# Our values



# OUR VALUES

We are proud to play our part in an incredible community of children in hospital, and those who support them.



Our values are our compass. They guide our behaviour, shape our work and hold us accountable to the charity we so proudly represent.

Whether engaging with colleagues, fundraisers, families or children, we do our best work when we are true to our values.

At Glasgow Children's Hospital Charity we are **connected, heartfelt, adaptable** and **together**.

It is our privilege to be a part of Glasgow Children's Hospital Charity, and our values must sit at the heart of our work.



**Connected**



**Heartfelt**



**Adaptable**



**Together**



# We are... **Connected**

**Our community is ready and willing to help.**



## **I do my best work when...**

- I build strong relationships
- I encourage others to get involved
- I consider the individual needs of supporters
- I ask my network to help when we have new opportunities or problems to solve
- I create meaningful engagement opportunities for supporters

## **I can't do my best work if...**

- I try to do everything myself
- I'm reluctant to promote the charity
- I only focus on existing relationships
- I forget to treat people as individuals
- I lose touch with supporters

# We are... **Heartfelt**

**We pour our hearts into all that we do.**

## **I do my best work when...**

- I work with empathy and kindness
- I bring energy, spirit and vitality to the team
- I go the extra mile
- I express gratitude sincerely and often
- I find joy in my work and have fun

## **I can't do my best work if...**

- My heart's not in it
- I'm burned out
- I lose sight of the cause
- I'm insensitive, disrespectful or self-absorbed
- I ignore the wellbeing of others



We are...

# Adaptable

We're creative, resourceful and happy to roll up our sleeves.

## I do my best work when...

- I help with the unglamorous work
- I embrace change and innovation
- I listen to others and consider their feedback
- I work with others to solve problems
- I trust my team to use their best judgement

## I can't do my best work if...

- I say 'that's not my job'
- I resist change or challenges for fear of failure
- I'm held back by bureaucracy
- I micro-manage
- I settle for the status quo



# We are... Together



We're proud to be part of the hospital community.



## I do my best work when...

- I recognise the life-changing impact of our work
- I appreciate everyone in our community
- I'm approachable, listen and welcome diverse perspectives
- I contribute to a supportive culture
- I recognise and celebrate the contributions of others

## I can't do my best work if...

- I'm competitive to the cost of the team
- I put others down
- I'm unapproachable
- I neglect to recognise the contributions of others
- I contribute to a culture of cliques and silos





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