



# HOW WE WORK

Engagement with APS leaders and the HR Professional Network identified the below as desirable behaviours for all HR professionals. 'How we work' outlines the actions and behaviours we seek and encourage in the APS HR workforce.

As an HR professional, I aim to demonstrate the below behaviours in the work that I do.



## I have a client service mindset

- I am responsive to clients
- I provide my clients with support so that they know what other services are available
- I use plain language
- I ensure issues are resolved
- I see the bigger picture and use my experience to add value



## I am courageous

- I can have open and frank conversations
- I want to be known as the font of HR knowledge
- I lead by example
- I am honest and act with integrity
- I engage in risk
- I am inclusive



## I encourage collaboration

- I communicate expectations
- I work with others to get the best results
- I learn from my colleagues and share my knowledge
- I focus on understanding and building my business acumen
- I nurture and develop my networks



## I value evidence

- I use information to better understand the business needs
- I provide consistent and accurate services to build trust and confidence
- I understand what good data looks like and how to use it
- I make evidence-based decisions
- I use evidence to proactively manage and mitigate risk



## I am adaptable

- I shape my response to meet my clients' needs
- I ensure I am aware of all of my clients options
- I drive transformation and innovation within my organisation
- I am keen to learn new things
- I tailor the application of change management