

# Our People Leaders' Framework

Connects the team's purpose with delivering TfL's vision and values

- Shows the team how their work contributes to delivering TfL's vision and priorities
- Communicates key information clearly and openly so that colleagues can understand and contribute
- Listens and answers questions to ensure colleagues feel understood and that their views are valued
- Role models our values. Supports and celebrates our colleagues to do the same

Drives and inspires good performance

- Agrees and regularly reviews key objectives and priorities for all team member using myJourney
- Builds trust with colleagues, empowering them to deliver and providing support when needed
- Prioritises regular and meaningful check-in conversations on contributions and wellbeing. Recognises successes and continually provides high quality feedback
- Responds to performance concerns and wellbeing matters promptly with care and honesty

Creates a caring, inclusive, sustainable and safe working environment

- Is genuinely interested in colleagues; who they are and the support they need to contribute
- Ensures everyone feels included and encourages contributions from all
- Creates an environment where colleagues can raise concerns, sets an expectation that everyone is treated with dignity and respect, and does not tolerate behaviour that is discriminatory
- Prioritises and inspires a safe and healthy workplace and provides focus for improving the environmental impact of our services

Collaborates and supports others to achieve

- Spends time with their team and is available to their colleagues when they need them
- Involves colleagues in key decision making
- Creates a team that works well together for the benefit of their customers
- Expects great working partnerships between colleagues, suppliers, contractors, and customer representatives

Continuously develops and adapts to improve (service, team, self)

- Is open and transparent when implementing change and positively represents TfL management
- Creates an environment where we are constantly innovating and learning to improve effectiveness and efficiency
- Demonstrates support for the continual development of all team members
- Continuously develops their self-awareness and skills as a people leader