

# IT Services Practice Charter

Bringing our University's values to life



**1**

We see one another as people and take the time to become aware of the needs of our colleagues: with empathy, we build strong connections by taking care with the words we use and how we use them.

**2**

We share responsibility to seek and provide feedback: we collectively create a safe environment where contributions and constructive challenges are listened to and valued.

**3**

We are curious to learn: we improve by reflecting upon both our successes and our mistakes, we feel this honesty and transparency is a strength not a weakness.

**4**

We all have untapped potential: by working to devolve decision making and create opportunity to experiment, we share ideas and knowledge across functions and levels.

**5**

We cannot know where conversations or relationships will lead as not everything that matters is tangible or quantifiable: we value the insights and knowledge that come from our connection with one another as much as the things we deliver together.

**6**

We believe everyone does better when we can see the bigger picture: we are at our best when we can feel connected to one another, can give and receive help and appreciate the efforts of others.

**7**

We value inputs from colleagues: we are open to ideas and receptive to suggestions or concerns, we work to keep communication and engagement channels open.