



**Our Working Principles at KCLSU:**  
created by the KCLSU  
People and Culture group

[kclsu.org](https://kclsu.org)

**kclsu**  
Our Students' Union



At KCLSU, our student members are at the heart of everything we do. We strive to be a great student-led Union where our members have the best university experience possible. To achieve this, we believe our staff must have a positive, fun, and rewarding experience working at KCLSU. We therefore work together to create a culture where the following principles guide how we work.

01

# We value each other

We embrace different experiences, skills and personalities. We're proud of our people and we care about each other's wellbeing as an integral part of our success.

+ This helps

– This doesn't help

+ Supports and appreciates others, shows respect and values everyone's contributions.

– Displays behaviours that negatively impact on colleagues.

+ Takes initiative to constructively address concerns with colleagues, promoting understanding and cooperation.

– Doesn't engage with relevant points raised by others.

+ Creates a positive work environment by demonstrating concern for each other's wellbeing.

– Doesn't use opportunities to work with others, when it would be of benefit to do so.

+ Is mindful of the roles, responsibilities and workloads of others.

– Displays negativity, unwarranted resistance or undue suspicion towards colleagues

02

# We have the right conversations

We seek to have meaningful,  
authentic and inclusive discussions  
that drive what we do.

+ This helps

- This doesn't help

+ Listens actively to evaluate situations and responds effectively.

- Conceals mistakes that if flagged would have reduced the negative impact.

+ Adapts communication in a clear and effective manner to diverse audiences using appropriate methods.

- Doesn't share relevant information with colleagues.

+ Includes colleagues who have the skills and knowledge relevant to conversations, regardless of working relationship.

- Avoids having difficult conversations and giving constructive feedback.

+ Consistently doing what's committed to in discussions.

- Doesn't follow through on commitments.

03

# We build on our success

We're empowered with the freedom to explore innovative solutions. We learn from our mistakes through reflection and challenge the status quo.



+ This helps

- This doesn't help

- + Presents each challenge with a solution, applying new approaches where appropriate.
- Highlights problems but isn't willing to contribute to solutions.
  
- + Seeks to keep processes and procedures simple in the interest of staff and members.
- Unwilling to adapt to changes that benefit students and the organisation, unless there are mitigating factors.
  
- + Strives to constructively challenge oneself and others.
- Unnecessarily prevents others from being innovative, or improving how things are done.
  
- + Takes time to reflect on previous success, learn from experience, and plan accordingly.
- Doesn't reflect on past performances or use feedback to inform future work.

04

# We're stronger together

We work as a team to support each other with trust and respect, share expertise and celebrate success.

+ This helps

– This doesn't help

- + Proactively shares information and utilises everyone's expertise.
  - Doesn't work as part of a team, and is reluctant to align own work to organisational and team objectives/plans.
- 
- + Supports wider organisational objectives and understands the bigger picture.
  - Shows a lack of concern for the reputation of the Union and the part they play in that.
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- + Actively builds positive relationships with colleagues and stakeholders.
  - Ignores the importance of positive working relationships.
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- + Shows pride in the organisations' and its successes.
  - Demonstrates a lack of interest in the achievements of others.

# Got any questions?

Just get in touch with the People  
and Development Team!

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