

This table outlines the WDH principles which reflect behaviour patterns to distinguish highly effective performance in a role. These three core principles are called Determination, Nous and Attitude and are often referred to as DNA. Contained within DNA are nine behavioural indicators, which are outlined below.

All previous competencies have now been consolidated into the three core principles and DNA is now used throughout the recruitment, selection and appraisal processes.

DNA Principles and Behaviours



Determination

Gets the job done

Delivers high standards

Takes ownership



Nous

Act with common sense

Actively improve and learn

Know your stuff



Attitude

Be helpful and friendly

Treat people fairly

Keep promises and commitments

