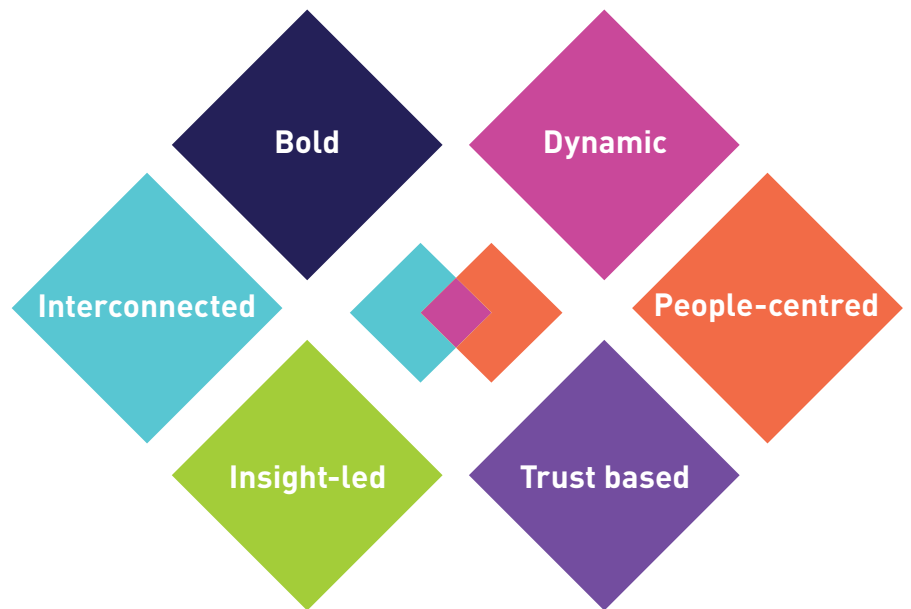




# THE BROKERAGE ORGANISATIONAL BEHAVIOURS



## Bold

- We know, and are vocal about the fact that the **status quo ought to be challenged**.
- We exist to effect change and create an **alternative version of the world we live in**.
- We aren't afraid to be **different, to take risks and challenge**.
- We are **not afraid to fail**, we are **optimistic, innovative and positive**.
- We speak the truth but **we are compassionate and solution-focused**
- We **invite constructive challenge**.

## Interconnected

- We know, see and understand how the different actors and **elements of the system we are aiming to change are connected**.
- We see the bigger picture and **don't tackle one element in isolation**.
- We act as leader to **enable others to see and act on the connections that we see**.
- We are **outcome focused not task focused**.
- We know that doing our job well does not depend on the task performed but the **impact achieved**.
- We know that having a diverse team that is complementary and collaborative is our secret weapon to change the world. We **thus invest in and value personal relationships and teamwork**.

## Insight-led

- **Decisions** made on products & services, thought leadership and organisational narrative are developed **based on evidence and data**.
- We continuously strive to **fill gaps in our data** and evidence-base and **involve our beneficiaries** in what we develop.
- We see and understand the bigger picture and use **qualitative data and insights on perspectives to interpret quantitative data** to inform "our truth" of the world as we see it.
- We **strive for continuous improvement** and to learn from our mistakes and successes alike, **by gathering feedback and being honest and open**.

## Dynamic

- We are **motivated by progress** and take action quickly to move forward with focus & energy.
- We aim to succeed but we are not afraid to **fail fast and are not afraid of making mistakes** rather than wanting to be perfect.
- We know every mistake is a learning opportunity and treat it as such.
- We are full of exciting, new ideas but we know that **our success lies in the execution** (anyone can have a good idea, it's what you do about it!).

## People-centred

- We know our young people and **treat them as individuals**.
- We **take a holistic approach to the support we provide to our young people** which goes beyond the individual programmes with corporate partners.
- We **put our young people (both candidates and alumni) at the heart of what we do** and have set up an Ambassador group and Alumni Network to input directly into our products and services.
- **We treat our corporates as groups of people** rather than faceless entities and support them to change their employees hearts and minds
- We show up for, listen, **amplify the voices of our candidates, alumni and corporate partners**, and support them.

## Trust based

- We are driven and accountable.
- **We do what we say, even if nobody is looking**.
- We are allies and **we believe less advantaged people's lived experience of the world of work**.
- We are **comfortable being uncomfortable**.
- We trust people know how to do their jobs and have their own way of being effective.
- We are **open and transparent** and seek **compromise** to make **collaboration** work.