

The Kiltti Kindness Charter

Take Time to be Kind.

What is Kindness?

Kindness is an honest, heartfelt expression. It can be a thought, a word or an act that is motivated by a desire to help. (Dr David Hamilton)

Promote kindness – demonstrate kindness to those around you by starting with being kind to yourself. Share kindness with others as much as possible and ensure it is shared equally and respectfully.

Act responsibly – ensure those around you are respected and heard; including all team members and colleagues. Keep each other safe within the working environment and act promptly to tasks where others need support.

Practice patience – to be patient is perhaps one of the kindest things we can do, particularly within a workplace. Take the time to support those around you that may need it and ensure you are patient with everyone, including clients or customers.

Be positive – in an environment where things may feel negative, it can help you and others around you to stay positive as much as possible. Thinking outside of a situation helps with this; find the positives, share experiences and learn from anything you can.

Demonstrate boundaries – professional and personal boundaries are so important to ensure that we don't burn out. Applying boundaries to our working environment allows us to be supportive, whilst meeting our own needs to continue with our work effectively.



Practice Patience in Kindness

-  **Promote kindness equally and respectfully**
-  **Raise awareness of kindness, when someone isn't being kind or is being negative**
-  **Always act kindly to yourself and others – remember people are doing the best they can**
-  **Cultivate a kind working environment from the top down**
-  **Take time to be kind**
-  **Include kindness in everything you do**
-  **Create approaches/behaviours/habits to communicate with compassion**
-  **Ensure you demonstrate boundaries – both professionally and personally. This is the best way to be compassionate.**



**No act of kindness, however small,
is ever wasted.** *Aesop*



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