

MY ONE PAGE PROFILE



Steve Langston (he)
Head of PropertyCare

What people appreciate about me...

- Actively listening and taking the time to understand a situation and considering how someone is feeling before I respond
- I'm calm and considerate in approach to things, trusted, respectful and customer focused
- My family would say that I'm loving, caring and fun (Hopefully!)
- I think my best qualities are that I genuinely enjoy my role and seek to bring that enthusiasm to the team and wider audience. Technically competent, combined with relative experience. I do really care about people and how I can help them
- Keeping things as simple as possible

What's important to me...

- I see my immediate family every day, try and see my dad at least three times a week and friends as often as possible
- I go home satisfied if I have made a difference to customers and colleagues and knowing I have done my best
- My motivation comes from seeking to improve and making things easier for the business and customers whether internal or external
- I value making a difference and having time to reflect/focus on what's important, spending time out with team, meeting customers when possible
- Striving to do the right thing for the right reason - even when that's difficult
- I am aware of the influence I can have and how the shadow I cast can be for the good or detriment of others.
- From my personal life - I love taking family holidays, music and dancing play a big part in our lives and increasingly so does being a taxi for sports events for the kids
- Wellbeing – I try and eat reasonably healthily and make some time (however short) for switching off. For fun I love mountain biking, not so much walking the dog!

How to support me well at work...

- I am very logical, and detail focused, sometimes I need to be prompted to take a step away from the detail
- My preference is to be prepared and research prior to having a challenging conversation, therefore being put on the spot is not always where I am most comfortable
- I will always try and give the person seeking an answer the opportunity to suggest/find a solution for themselves, before I offer my opinion, be prepared for that
- There is always more than one way to complete a task or objective, don't be afraid to suggest them or remind me of that
- I am open to thinking about things differently and where innovative technology is available/being developed giving it a chance to make a difference
- I value diversity in the team and the benefits looking at things from a different perspective can bring
- I don't have all the answers, often others experience will offer a better understanding and know the fix or improvement required
- Giving me constructive feedback when I have done something well or not so well will help me learn and improve