

A large, stylized graphic of many birds in flight, arranged in a circular pattern. The birds are in various colors including blue, green, purple, and white, and are scattered across the left side of the slide, with some overlapping the dark blue bar at the bottom.

Working Together through change as Compassionate & Inclusive Leaders

Kindness, Respect, Teamwork
Everyone, Every day

Dr Anna Baverstock

Kindness – my privilege

*‘Do the best you can
until you know better.
Then when you know
better, do better’*

Maya Angelou

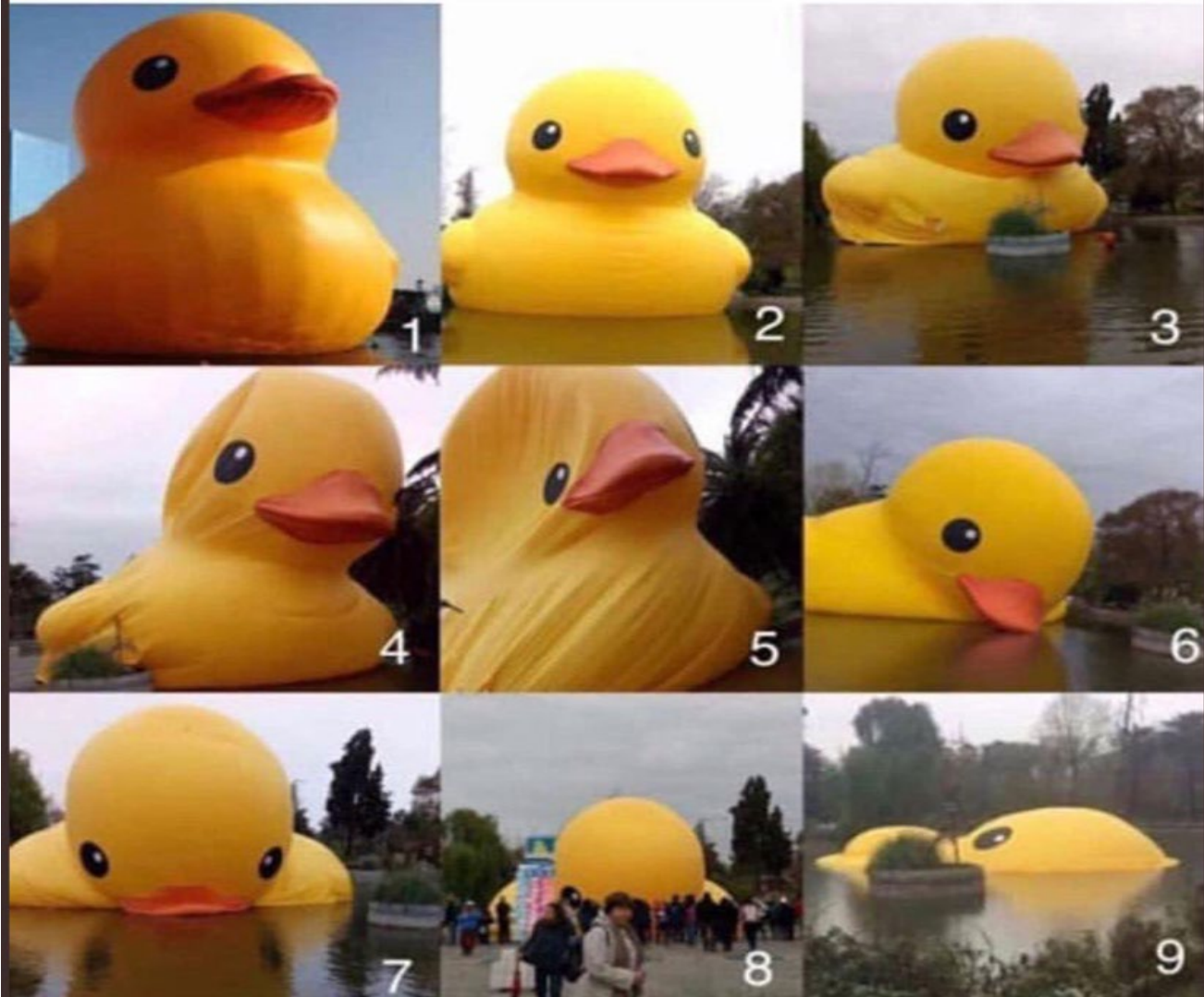


Kindness, Respect, Teamwork
Everyone, Every day

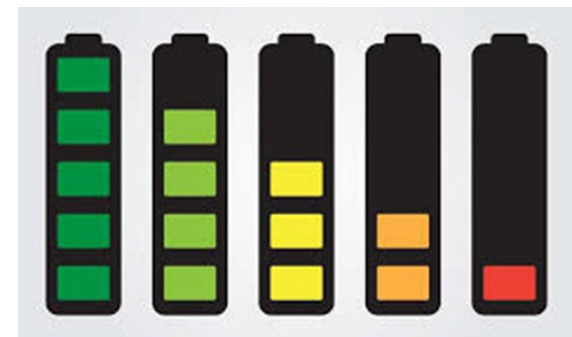


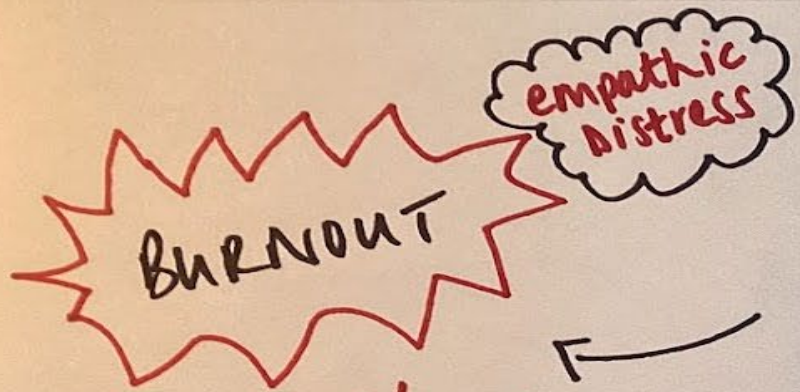
Image: Andy Brunning/Compound Interest

So, on a 1 to 9 on rubberduck scale, how are things today?



What is your range at work?





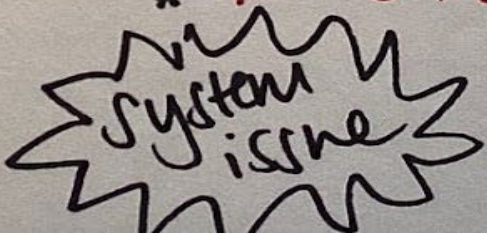
Occupational phenomena related to working environment

TRIAD

* overwhelming exhaustion

* cynicism + detachment

* feelings of ↓ effectiveness + ↓ accomplishment.



Recharge



Drain

Individual
Team
System

- ↑ wellbeing
- ↑ Empathic concern
- ↑ compassionate care
- ↑ quality of care
- ↓ errors
- ↑ patient safety
- ↑ communication
- ↓ complaints
- ↑ productivity
- ↓ cost

@anna_annabav
Jan 23

Kindness — Platinum Rule

Treat others how
~~they~~ you want to
be treated

Kindness — Empathy



‘Rather than walking in your shoes, I need to learn how to listen to the story you tell about what it’s like in your shoes *and*

Believe you even when it doesn’t match my experiences.’

Brené Brown

Psychological safety

Google's Project Aristotle

2 years, 180 teams & 37,000 employees

Impact

- Team members can see and feel that their work matters & leads to change

Meaning

- Work is personally important to team members

Structure & Clarity

- Team members have clear roles, and their work has clear aims, measures and plans

Dependability

- Team members deliver high quality work

Psychological Safety

- Team members feel safe to take risks and to be vulnerable in front of each other

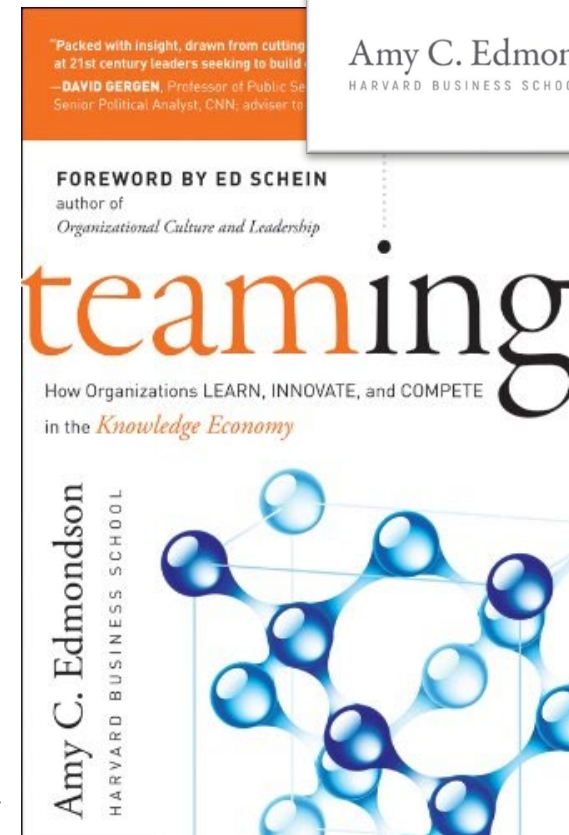
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the fearless organization

Creating **Psychological Safety** in the Workplace for Learning, Innovation, and Growth

Amy C. Edmondson
HARVARD BUSINESS SCHOOL

WILEY

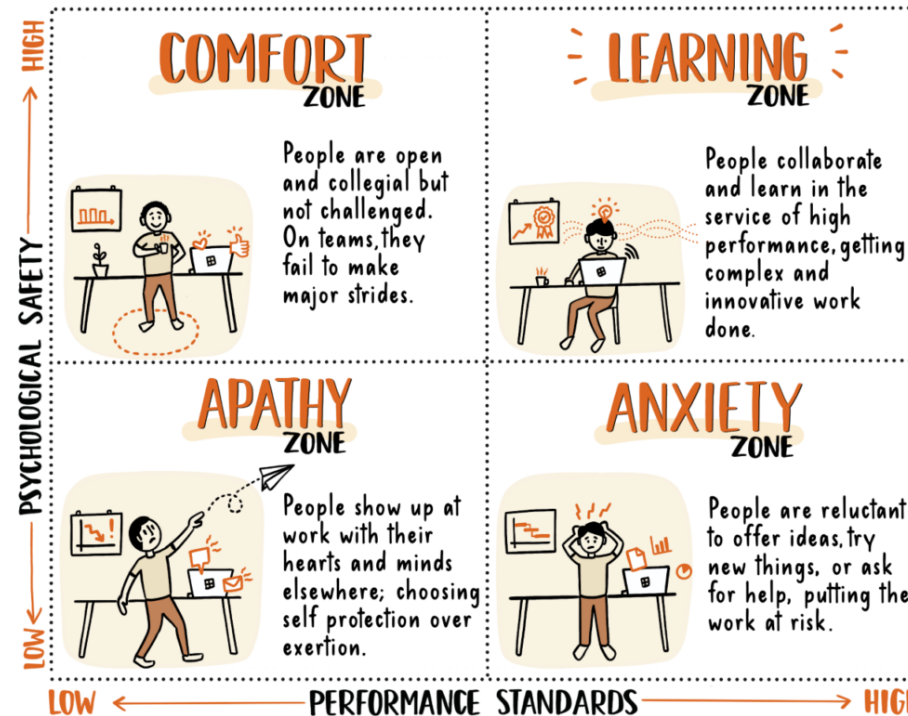


‘Belief that you won’t be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.’



HOW
psychological safety
RELATES TO PERFORMANCE STANDARDS

AMY EDMONDSON



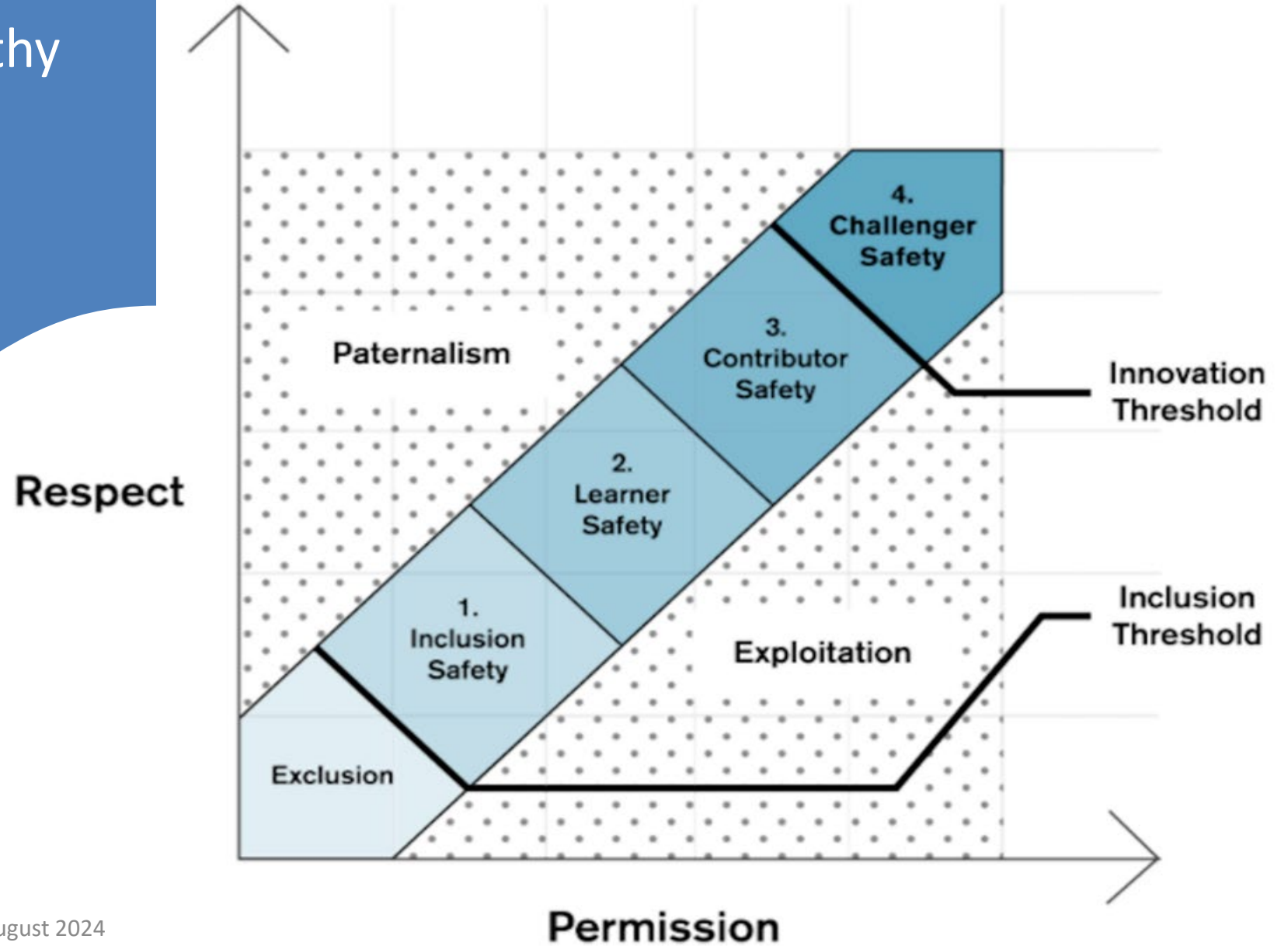
Sketchnote: Tanmay Vora, QAspire.com

www.amycedmondson.com

@anna_annabav August 2024

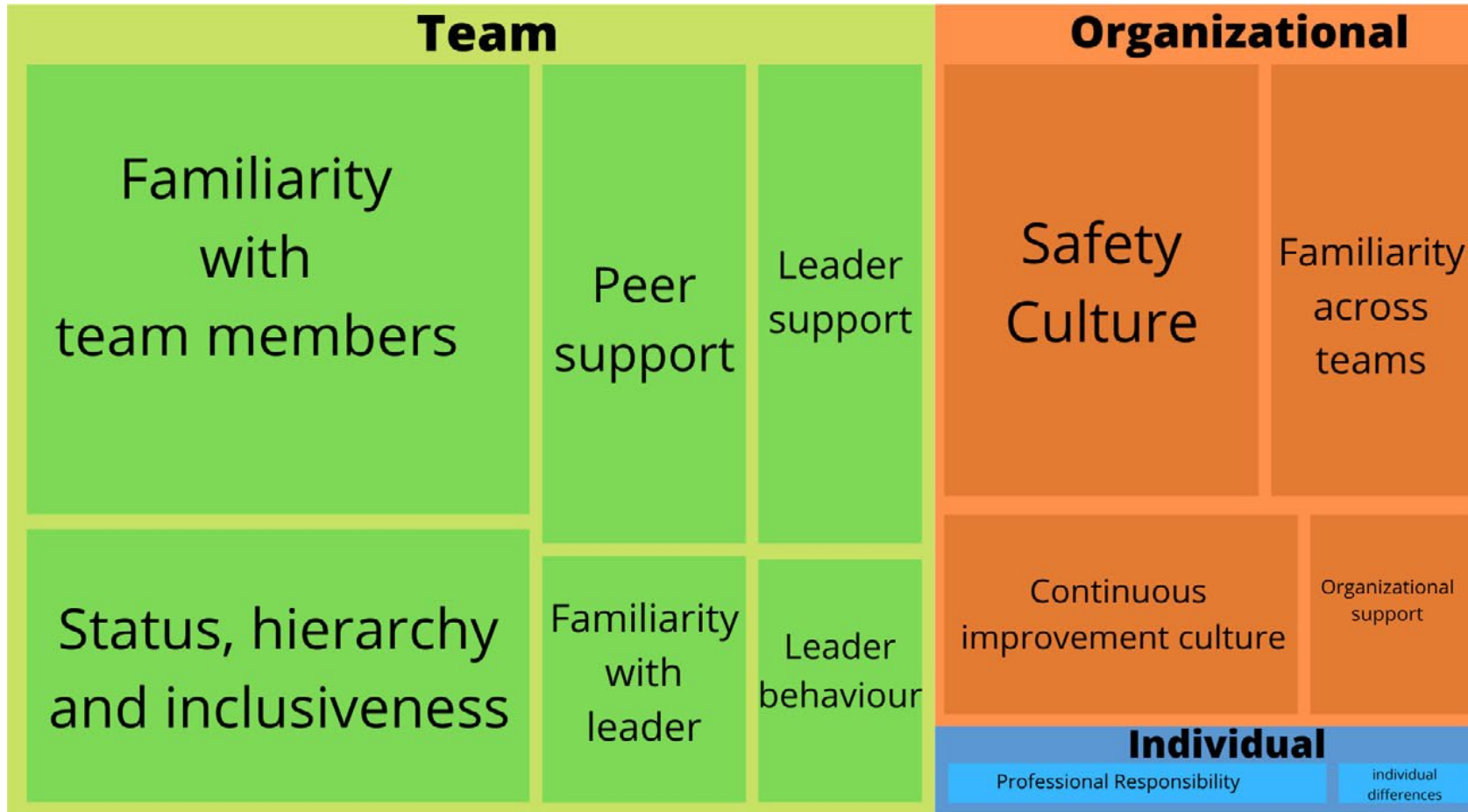
Dr Timothy
Clarke

The 4 Stages of Psychological Safety



Enablers of Psychological safety

Purdy et al 2022



THE LENCIONI MODEL

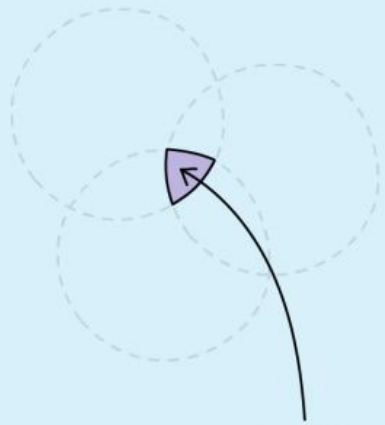
Patrick Lencioni



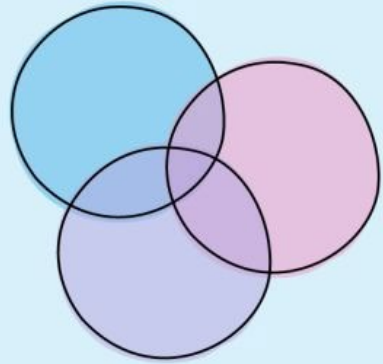
© Lencioni Model

COHESIVE TEAM

DYSFUNCTIONAL TEAM



IDEAS PEOPLE
SHARE WHEN
THEY DO NOT
FEEL BELONGING



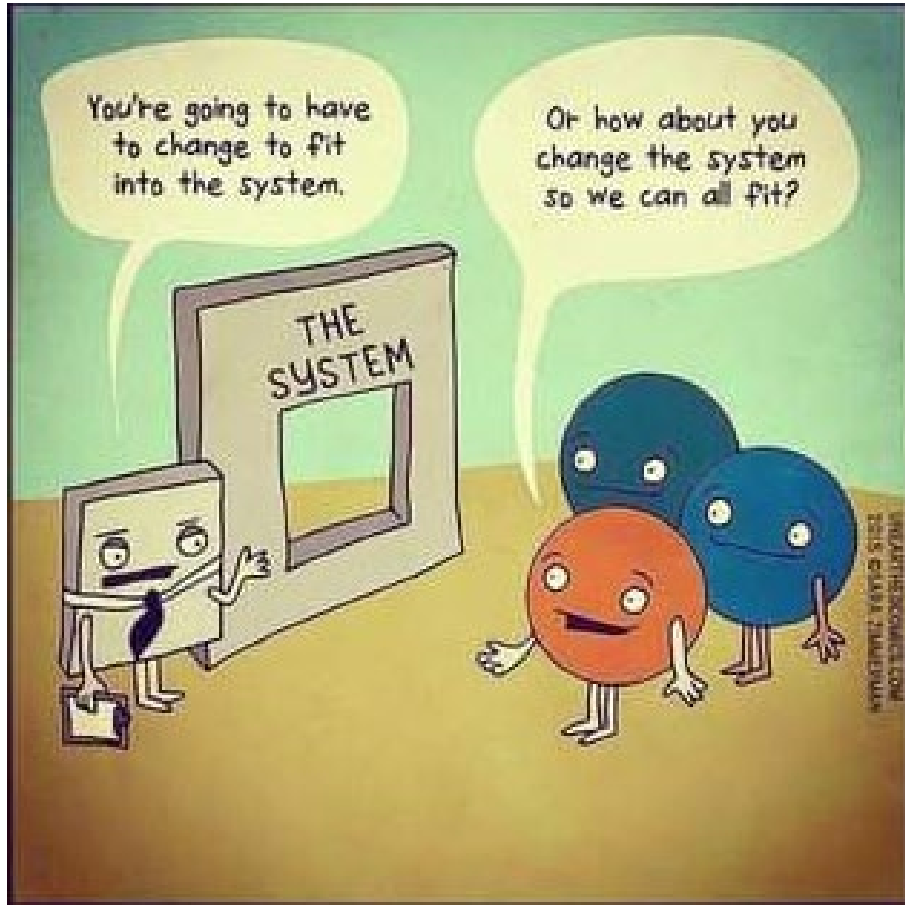
IDEAS PEOPLE
SHARE WHEN
THEY DO

LIZ FOSSLIE

Diversity is having a seat
at the table, inclusion is
having a voice, and
belonging is having that
voice be heard.

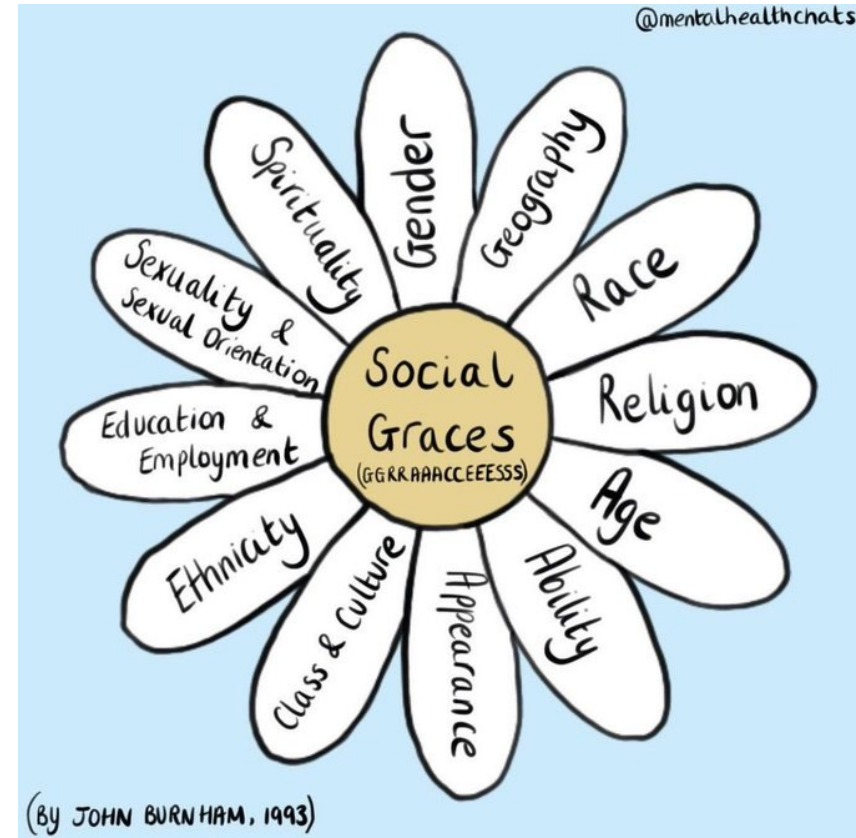
@ann

@LIZ AND MOLLIE



Individual Team Structure System

Equality Act (UK) & Burnham's Social GRRRAACCEESS



What does inclusive leadership, look like?

To be more emphatic and to step up to the plate as allies, to be more engaging in substantive conversations and understand the problems

It's about being self-aware, open, honest and having a willingness to make changes.

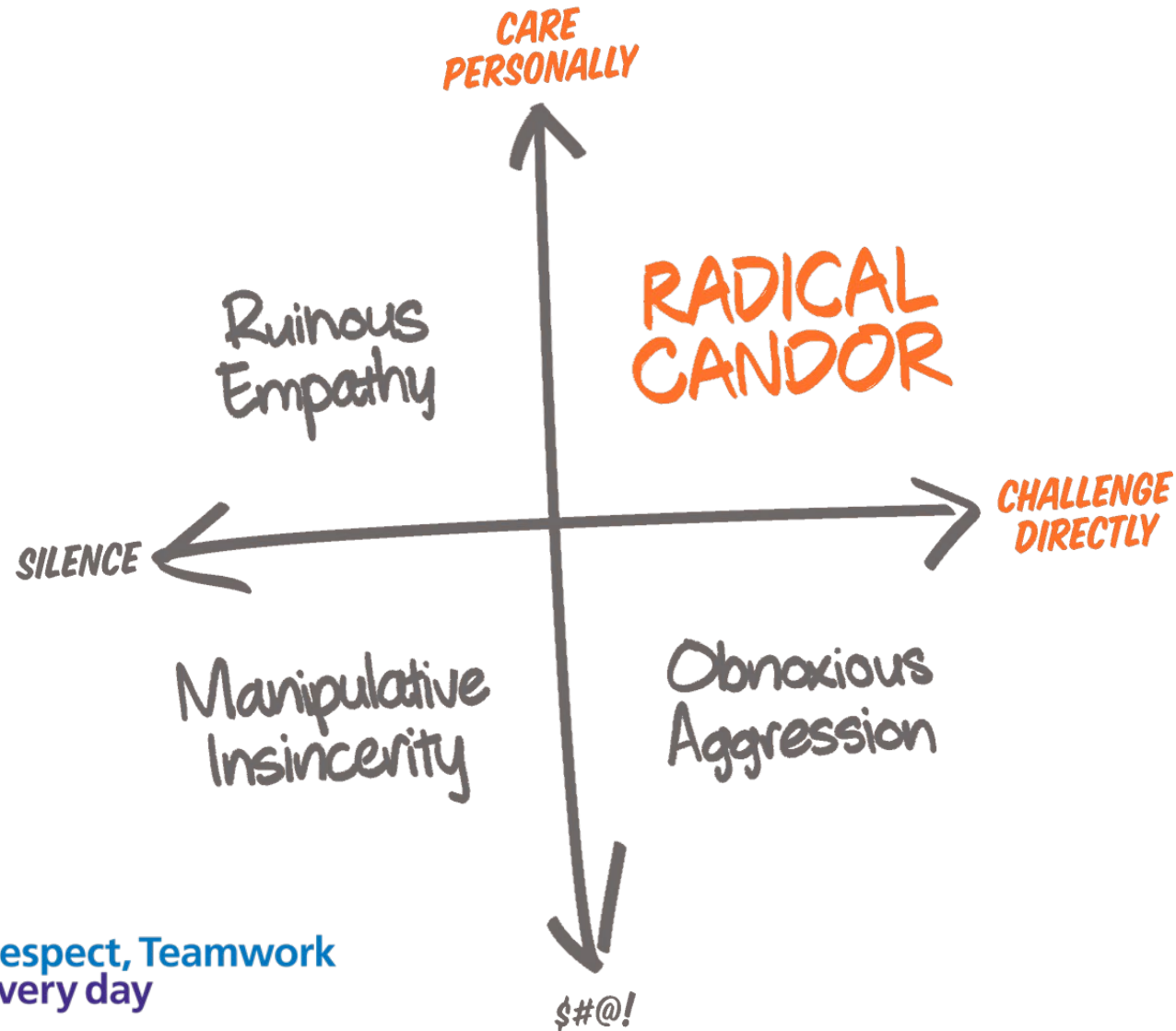
Investigate the root cause of the problem and act on it.

Discuss with me how we can improve together

They must make us feel safe first otherwise, we will never share our experiences.

If it's done well, you know that person is not taking any credit for it.

Radical Candor



Kim Scott
The founder of
Candour Inc.

Kindness, Respect, Teamwork
Everyone, Every day

Start with self – Innervism

Lean into ‘wince moments’

What is your theme tune?

Be brave in conversations