

Focus on...

BARRIERS TO KINDNESS



Using the video as a stimulus, discuss the following questions with your colleagues.

1. What are some of the barriers (real or perceived) to kindness in your workplace?

Participants might like to explore the barriers to kindness, i.e. "I'm too busy to stop and talk". "There aren't enough staff or resources". "I'd love to help but it's not my job".

2. Do you need courage to be kind? How could we overcome restrictions or barriers to kindness?

Share strategies and ideas to overcome barriers to kindness. This discussion might include how we can be kinder to our colleagues and rediscover the joy in work.

3. What are the benefits in showing kindness to our patients and colleagues?

Discuss the benefits of kindness including how increased psychological safety can create safer workplaces where concerns can be raised without fear. Can kindness create greater efficiency at work?

4. What do you think about 'bending the rules' for kindness? What might this mean in your workplace?

Being willing to bend the rules can demonstrate to a patient that we really care about them. Are there situations where 'bending the rules' is acceptable?