

# Focus on...

## ACTS OF KINDNESS



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

**1. *What does kindness look like? What are some acts of kindness you've observed or experienced personally or professionally? Why was it kind? How did it make you feel?***

Allow participants to connect with some examples from their own lives and reflect on how it feels to give and receive acts of kindness.

**2. *Cultures of kindness can help build safer health care environments. What are some of the positive and negative behaviours you've observed in your organisation?***

Explore examples of positive and negative behaviours. How did these behaviours affect relationships? What did you learn from these behaviours?

**3. *What changes could be made in your work team that might encourage a kinder culture? What little things could make a difference?***

Invite participants to reflect or brainstorm little things that they could do right now with no extra money or time, that would make a difference to them in their work environment. Some of these actions might be individual or collective as a work unit.