

## START A #KINDNESSWORKSHERE CONVERSATION WITH YOUR COLLEAGUES.

The Hush Foundation believes that kindness can play a role in increasing patient and staff safety through improved communication and more collegiate behaviours that help staff to deliver high quality healthcare in stressful times.



### [Elizabeth Broderick - Upgrade to Kind](#)


View the clip of Elizabeth Broderick on kind and compassionate leadership and use some of the suggested discussion starters for a small group conversation. If you only have a short amount of time, just start with one question.

#### ***1. What does leading with kindness mean to you?***

Leading or communicating with kindness can look different for each person. Getting to know your patient or colleague can help you understand what communication style they prefer and enhance your interactions with them.

#### ***2. Share examples of good communication you've witnessed or strategies you practice.***

Invite participants to share examples of good communication strategies (and perhaps some not-so-good examples). The facilitator can emphasise the link between good communication, patient and family-centred care and increased safety.



**3. Take a moment to reflect on your own communication or leadership style. Is it assertive, passive or even aggressive at times?**

Stressful environments can mean our styles of communication (both verbal and non-verbal) can deteriorate when we're not at our best. Being aware of our own communication preferences and those of others can help improve our communication and build trust.

**4. What does psychological safety look and feel like in healthcare?**

What is psychological safety? What are the features of a psychologically safe workplace? Think about your own communication or leadership style, how does this contribute to, or detract from, creating a psychologically safe environment?

**5. How can we maintain respectful and kind communication in moments of stress?**

Participants might like to share strategies for supporting each other and themselves during stressful times.