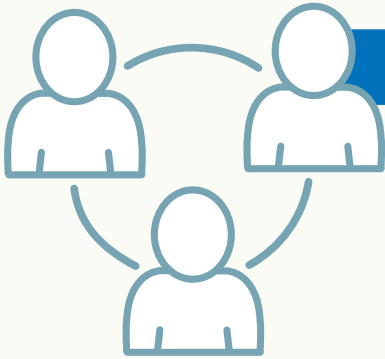


IMPROVING OUR WORKPLACE

Critical care is a challenging environment to work in, however there are things that help reduce the emotional impact of the work. The following are ideas for your teams.



Creating space for the team to get together

Creating opportunities to discuss the impact of cases such as Reflective Rounds can help staff process the traumatic impact of the work. Safety huddles, simulation and quality and safety meetings allow a structured way of spending time together and learning more about each other. Informal spaces such as staff rooms and social events also help.

Design the working day well

The working day should be organised to balance demands but should also provide positive experiences with patients and families.



Engage staff

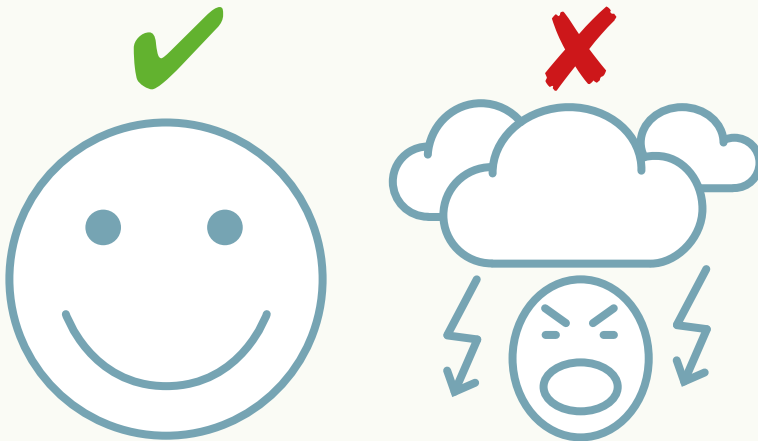
Create ways to engage your team, from team meetings and listening to ideas, to engaging junior staff with projects to help their sense of belonging.

**Have you noticed changes in your team?
Why not have a conversation?
Don't be afraid to ask, 'are you ok?'**



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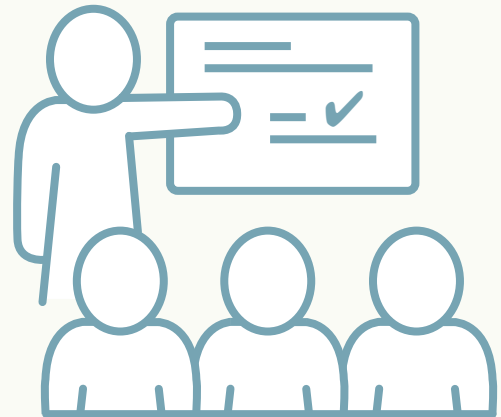


Increase civility

We know rudeness increases clinical error. Although we can all become stressed in this environment we should beware of creating a permissive environment for rudeness to thrive. Look at the [Civility Saves Lives](#) campaign.

Learning

Encourage learning through excellence and try creating protected learning time. It's important to manage a mistake through 'what went wrong?' not 'who went wrong?' For more information: Look at the [Just Culture](#) campaign.



Developing leaders

A good leader has developed strong sense of emotional intelligence and self-awareness. Encourage new leaders to engage in leadership development to include coaching and 360° appraisals.

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