

D7: “Detoxifying” healthcare – leading
practically with and for kindness



International Forum on
QUALITY & SAFETY
in **HEALTHCARE**
COPENHAGEN



Adapting to a changing world: equity, sustainability
and wellbeing for all



 @QualityForum #Quality2023

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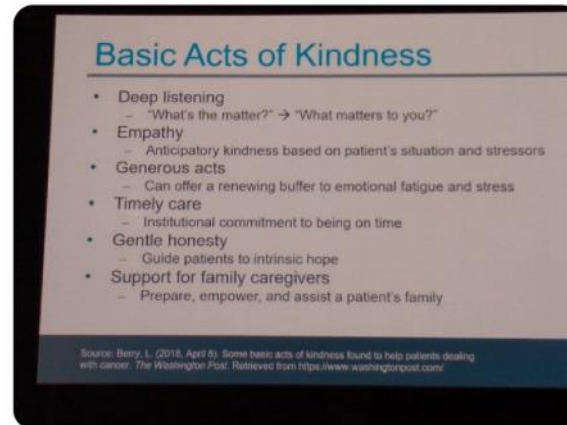
BMJ

**Detoxifying healthcare:
leading practically
with... and for...
kindness**



Bob Klaber
@BobKlaber

My growing reflection that we have been too apologetic about kindness, compassion, empathy "I know it is soft & fluffy but it is important..." Kindness is the BUSINESS end of healthcare. We need to start with it. Love this from [@maureenbis](#) [@donberwick](#) [@ProfLenBerry](#) [@QualityForum](#)



DrDominiqueAllwood and 5 others

10:26 · 29 Mar 19 · [Twitter for Android](#)

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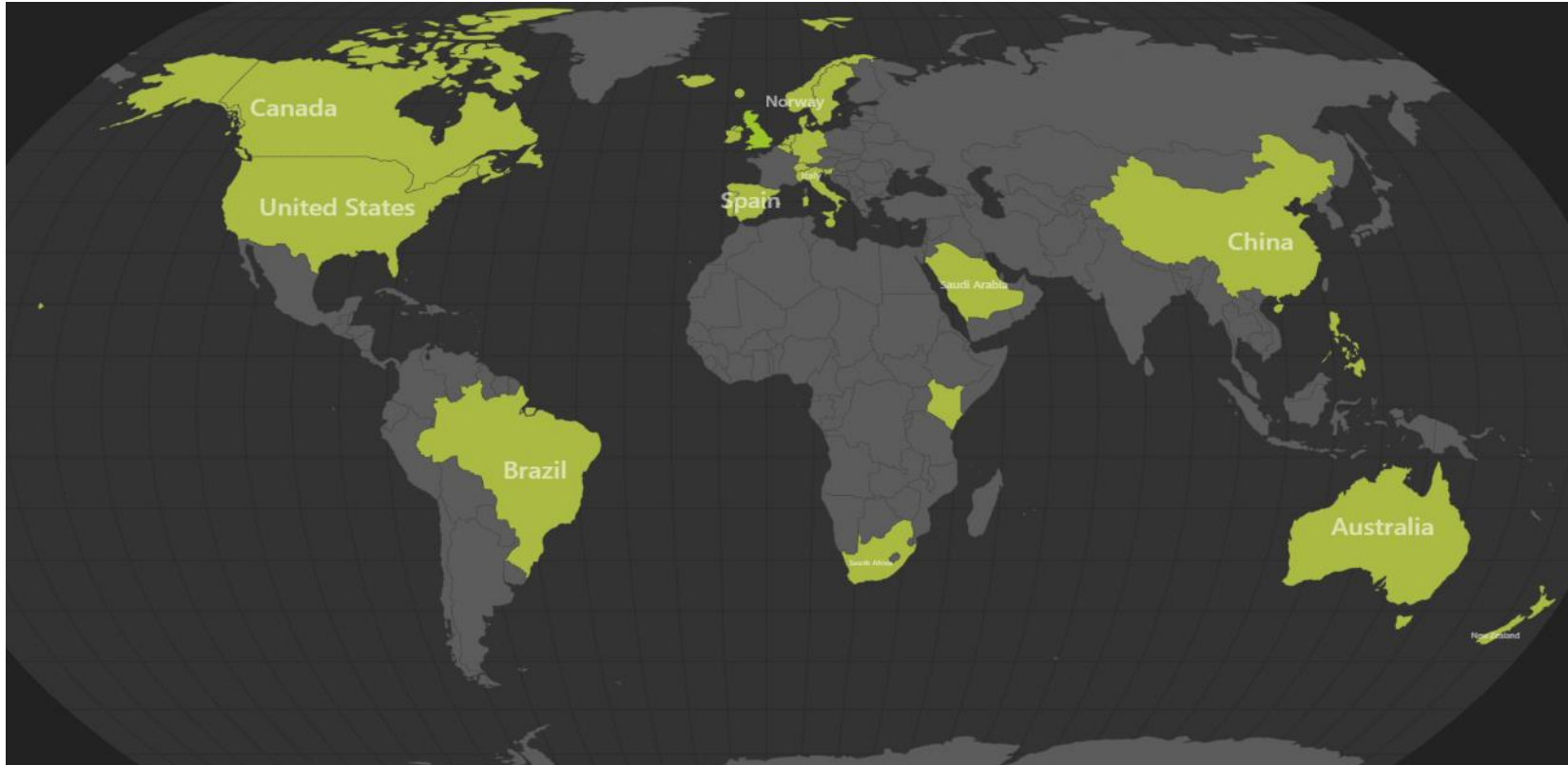
Our conversation for kindness

- Monthly call on 3rd Thursday of the month [6-7pm GMT]
- Listening, learning, thinking differently and mobilising for action
- Sharing of resources, resilience, energy and ideas
- Everyone very welcome

The sessions are facilitated & convened by:

- **Bob Klaber**, Imperial College Healthcare NHS Trust; England
- **Maureen Bisognano**, Institute for Healthcare Improvement (IHI); USA
- **Gabrielle Mathews**, Youth Expert Advisor, NHS England and NHS Improvement; England
- **James Mountford**, Royal Free NHS Foundation Trust; England
- **Suzie Bailey**, The Kings Fund; England
- **Göran Henriks**, Region Jönköping; Sweden
- **Anette Nilsson**, Region Jönköping; Sweden
- **Dominique Allwood**, Health Foundation & Imperial College Healthcare NHS Trust; England
- **Cath Crock**, Royal Children's Hospital Melbourne & Hush Foundation, Australia
- **Nicki Macklin**, University of Auckland, New Zealand

Over 1100 contributors from 31 countries so far



Denmark, Saudi Arabia, Norway, Singapore, England, Faroe Islands, Italy, USA, Scotland, Canada, Northern Ireland, Ireland, Sweden, Belgium, Netherlands, Iceland, Australia, Wales, Germany, Hong Kong, Spain, Slovenia, Malta, Brazil, Philippines, New Zealand, Portugal, Switzerland, China, Kenya, South Africa

30 months into the conversation – the key themes and learning that have emerged include:

Kindness is a choice of action we can all take, role model & lead for

Leading with kindness needs to be central in work to reduce staff burnout & creating inclusive workplaces

There is a growing evidence base of the biological & psychological impact of kindness

Kind behaviours are as effective as any action in creating psychological safety at work

Systematically challenging unkind behaviours (and exploring why) is a crucial role of leaders

But what is more important – kind intent, or the outcome of kindness?

Kindness is a cycle - being kind stimulates more kindness

Small acts of kindness can have a big impact

If you do ONE thing:
Make kindness your starting point – and everything else follows

Learning Objectives

1. Think differently about kindness
2. Feel mobilised & equipped to act
3. Share ideas and approaches to help you to grow a culture of kindness
4. Invite you to join in a “movement” for kindness



Our core needs at work



Autonomy

The need to have control over one's work life, and to be able to act consistently with one's values

Belonging

The need to be connected to, cared for by, and caring of colleagues, and to feel valued, respected and supported

Contribution

The need to experience effectiveness in work and deliver valued outcomes

Small Kindnesses by Danusha Lam  ris

I've been thinking about the way, when you walk
down a crowded aisle, people pull in their legs
to let you by. Or how strangers still say "bless you"
when someone sneezes, a leftover
from the Bubonic plague. "Don't die," we are saying.
And sometimes, when you spill lemons
from your grocery bag, someone else will help you
pick them up. Mostly, we don't want to harm each other.
We want to be handed our cup of coffee hot,
and to say thank you to the person handing it. To smile
at them and for them to smile back. For the waitress
to call us honey when she sets down the bowl of clam chowder,
and for the driver in the red pick-up truck to let us pass.
We have so little of each other, now. So far
from tribe and fire. Only these brief moments of exchange.
What if they are the true dwelling of the holy, these
fleeting temples we make together when we say, "Here,
have my seat," "Go ahead — you first," "I like your hat."

<https://www.nytimes.com/2019/09/19/magazine/poem-small-kindnesses.html>



One story-telling method to try:

Public narrative

Public narrative is a leadership practice of using personal values to galvanise others into action through storytelling (Marshall Ganz, 2010)

This method of story-telling has three key elements:

- the story of **SELF**
(sharing your values; what matters to you; what you stand for)
- the story of **US**
(connecting your values with those of the people who are listening to you)
- the story of **NOW**
(creating a sense of urgency for change, along with a sense of hope and possibility that change can happen)

Lessons from my mother









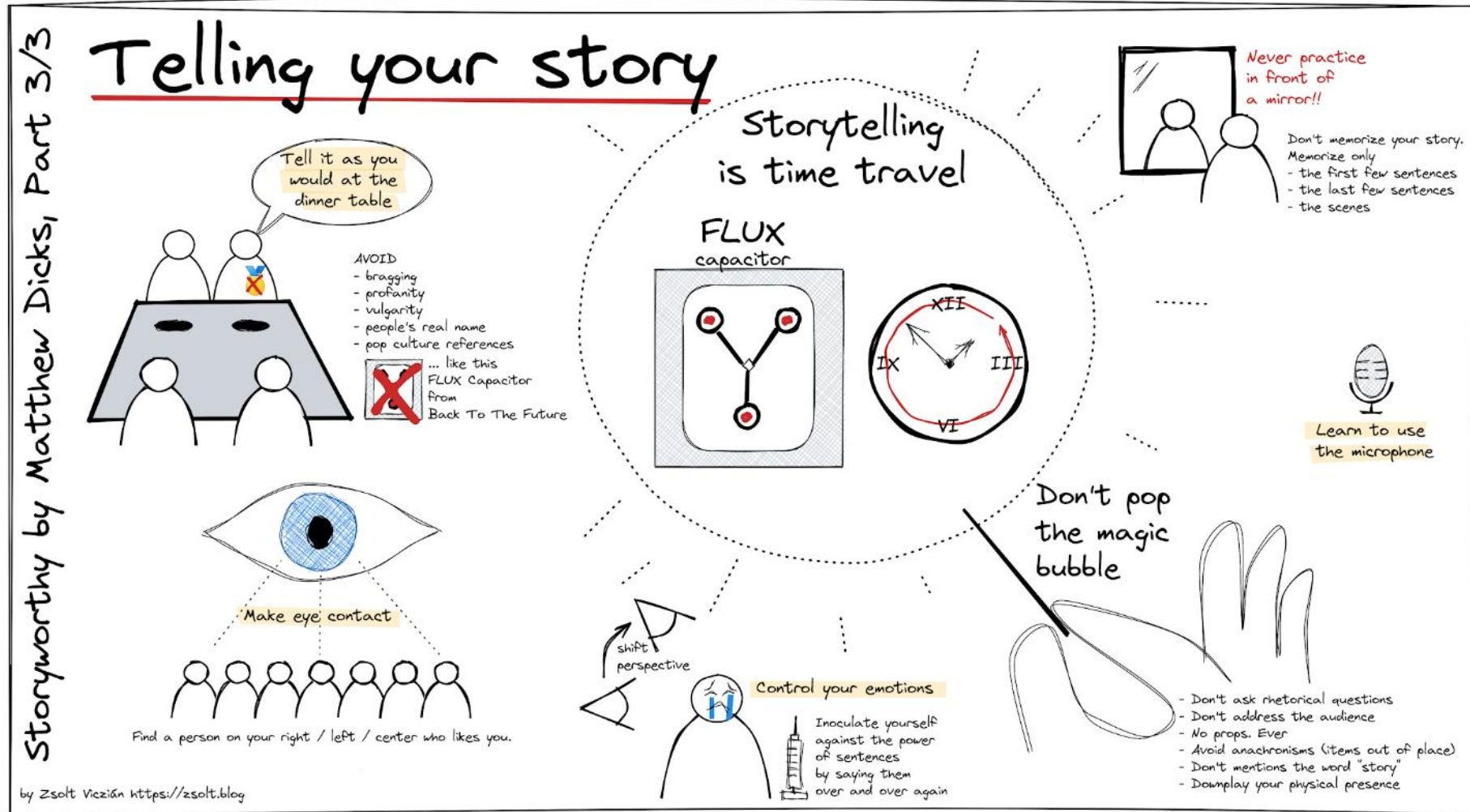
Listening (with fascination) – Nancy Kline

(with thanks for the illustration to Lita Currie's generosity)



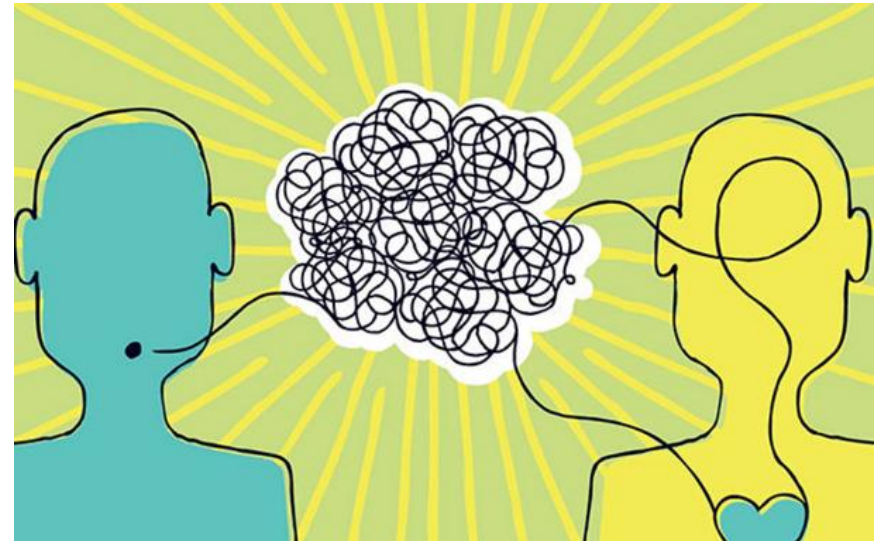
Some telling tips: Storyworthy by Matthew Dicks

(with thanks for the illustration to Zsolt Viczian's fantastic blog)



Time for some story-telling (and listening) practice

- In pairs
- Think about a story you could tell
- Try out one of the methods you have seen today
- The ask of the other person is to listen with fascination
- Debrief – how did it feel? How did it feel listening?
- Swap roles and try again
- Debrief again



Thank you! And an open invitation to join us in growing our conversation for kindness

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If you would like to join the conversation, please email me: bob.Klaber@nhs.net