



The Right Thing

Supporting Workbook



Building healthier teams

“It’s challenging because you need to change their perception. I found it hard to say, “can I speak to you in the office”, because these are my friends and I think it was more challenging with the people I’ve known for so many years.”

– Kiran Ali, Haematology Ward Manager

Getting the most out of this workbook

- Print out this workbook to aid in your reflections
- Take a few minutes to watch the episode
- Review the actions to take throughout the workbook
- Reflect on the key phrases that stand out to you
- Think about how you can apply them to your team



Watch the Episode Again

“And you know, that is also quite challenging because people do get upset. I think it’s just about confidence and confidence builds. Each time you have to tell someone to do something. It’s about rationale and it’s about making sure it’s the right thing.”

About this quote

Kiran has been on the same Haematology ward for her entire career. She has known many of her team since they all started as Band 5 Staff Nurses. They are friends. Kiran has learnt that as she has progressed, she has had to get comfortable and confident with things that she has found difficult. She has grown her confidence by using two key points to guide her: Making sure she explains **why** and making sure her decisions are the **right thing** to do.

Key actions to take / reflect on

- Think about how you make decisions, big or small, and reflect upon how Kiran’s mantra of “rationale and the right thing” applies to you
- As a leader, people will throw challenges your way. What is your strategy for dealing with these challenges? How can you ensure that your answer to the challenges is the right thing: For you, for the team and for patients

“For patients to get good care, it’s really important that if there is an issue to deal with, deal with it quickly and do it there and then. Don’t put it off.”

About this quote

Any problem, big or small, is tackled and Kiran makes sure she doesn’t let anything “slide under the radar”. She has high standards and makes no apology for challenging her team to aspire to these high standards all the time. As Kiran says, it may be a small thing such as a patient getting their breakfast a bit earlier, but that can make a huge difference to the way they’re feeling.

Key actions to take / reflect on

- Think about how you take on problems and issues with your patients or your colleagues. Do you procrastinate, or do you get it sorted?
- Set high standards and don’t let small things slide. The small things matter, and if they are left, things get sloppy
- Listen to the people you serve. Whether it’s patients, their families or other UHB colleagues, keep your eyes and ears open for problems and nip them in the bud
- Have a look at the following nudges:
 - <https://buildinghealthier.co.uk/nudges/41-consistency/>
 - <https://buildinghealthier.co.uk/nudges/42-progress/>

“I just make sure that everything is done as it should be done and it’s just really important. I’ve learned not to feel bad about that because at the end of the day we’re all here for the patients.”

– Kiran Ali, Haematology Ward Manager



