



Building healthier teams



Calm and Reflective Communication

Supporting Workbook

“Calm communications and a calm approach to the problems in front of us is something that’s crucial.”





Calm communication and having a simple, cohesive message



“When I think about what I’ve brought to an ED and to the hospital, I think it would probably be some calmness.”

Graeme joined the Trust from West Midlands Ambulance Service where he was trained to manage major incidents. This requires people to remain calm and work through the situations that they must deal with. Graeme advocates calmness in communication, along with making sure that everyone in the team understands the communication and messaging he is delivering. Having a simple, cohesive message that shouldn’t really change is important. Since Graeme’s arrival, the message has been clear. It’s about quality, good standards of care for all patients, and at the same time, it is about performance.



- Whether you work in ED or not, calm communication will help your leadership.
- Think about the messages you deliver to your team and how often:
 - Are they simple?
 - How often do they change?
 - What methods do you use?




Notes and reflections: _____

Help people see what is possible

 **“We just need to be clear, make it achievable and tell everybody how they’re going to play a part in achieving that.”**

Graeme is clear about his objective to increase the percentage of patients discharged from ED within 4 hours, from 63% to 76%. But he also must engage everyone who works in the ED with how they can contribute to that. They must believe that improvement is possible and that they can do something about it. So, his message is simple and clear: Two less breaches per hour. Everyone across ED understands that and can also see how they might contribute to that.

-  Think about your team and what you must achieve.
- Does everyone in your team understand how they contribute?
- How often do you check in with your team and make sure everyone is aligned?



Notes and reflections:



Engage people and make sure they understand



“I will spend a huge amount of my time on the shop floor, making sure that people understand what we’re trying to do.”

Graeme is often out and about across ED, talking with colleagues to make sure they understand what they must deliver, as a team. That way he can also help people see what is possible, and how they can make a difference. Everyone is important.



- Regularly check in with colleagues, in person, to ensure they are aligned with the team goals.
- What opportunities do you have to check understanding?
- In person conversations wherever possible are helpful.



Notes and reflections:
