



Pete Chandler

Healthy, thriving communities, Kia Momoho Te Hāpori Ōranga.



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Keep Building!

Let's be honest . . . in the real world it's actually quite hard to have a BUILD conversation, regardless of whether you're the initiator or the recipient. That's probably why these are called 'difficult conversations'!

It's even harder if you're the recipient of what feels like criticism. For many of us our natural tendency is to want to defend, to kick back or to go into self-protection mode.

There are risks for both the initiator . . . What if I screw this up and say something stupid? What if it gets out of control and the other person explodes? and for the recipient . . . How do I know this person isn't out to get me/hurt me etc.

The complex dynamics which come into play for both parties in these exchanges mean that one of the most important things is to infuse the conversation with manaakitanga and to be connecting as our best, courageous adult selves. As the initiator, acting with integrity, kindness and compassion is absolutely critical; and as the recipient our role is to listen to the very important message that our colleague is doing their best to gift us with.

If the conversation does de-generate into a victim-persecutor situation, or is feeling unsafe or even abusive then either person has the right, the absolute right to call 'time out' – something that must always be respected by the other person and the conversation suspended.

Whilst BUILD conversations will often feel uncomfortable, the benefits of the breakthrough these bring can be amazing and most definitely worth the effort. So let's keep learning to BUILD and growing into better versions of ourselves together.



Whakatāne staff, Adele Fergusson, on the left, and Carol Charters about to put their pledges on the Pledge Tree as part of the Creating our Culture programme.

Reflections on our Creating our Culture journey

The last year has certainly been the year of getting to grips with Creating our Culture.

We started this journey at our Staff Engagement and Culture Workshop in May 2016 when over 80 staff spent a day identifying the things that needed attention to make working here at BOPDHB better for all – addressing unacceptable behaviours, improving communication and appraisals and the embedding of our values.

At the end of last year we began the Creating our Culture programme, launched with a massive effort to communicate this through all means - OnePlace, the web, posters, postcards, personal letters, presentations and in Check Up. This resulted in thousands of staff interactions and hundreds of patients inputs over the past 12 months which have given us invaluable information about our DHB.

There has been a feeling that a movement has indeed got underway, especially when we reached the milestone of releasing our staff-designed CARE values in July. Several very important turnaround interventions have been initiated this year in areas where there have been longstanding workplace culture challenges, and now we are focussing hard on making sure we recruit well in all areas in the future through our Values-Based Recruitment workshops.

As we go into 2018, we will be adding the Cognitive Institute approach to our toolkit, as well as launching our new reporting and support system to massively strengthen our approach to working through unacceptable behaviours and organisational hotspots. We think this is sector leading and are really excited about it.

But for now it's time to re-survey to collect the latest information on your experiences of working here. Last November 1826 surveys were filled in, which is over half of our workforce. This year, we've added some extra questions and some extra data fields so that we can hone in a bit more closely to areas that need a bit of help, whilst still making sure we can provide safety and confidentiality for respondents. Tim Keogh's team in the UK receive and manage all the responses and then make sure what we get back meets the confidentiality safeguards – including small groups of less than 25 not being identifiable.

There is a direct mail with links and a copy of the survey coming out to everyone (which we acknowledge will annoy the online fans, but please the paper fans! The survey is also available on OnePlace https://aprilstrategy.eu.qualtrics.com/jfe/form/SV_1YBktAfCty30KYB and in the latest edition of Check Up. So please set aside time to complete this year's survey - it's a really important contribution to helping us to help you.

There is a clear relationship between the wellbeing of staff and patient wellbeing.

Boorman 2009, Kingsfund 2013