

Annual Conference – 25 May 2017
From assurance to inquiry: conversations about safety

Dr Suzette Woodward

**Conversations about safety:
what does inquiry mean to us?**

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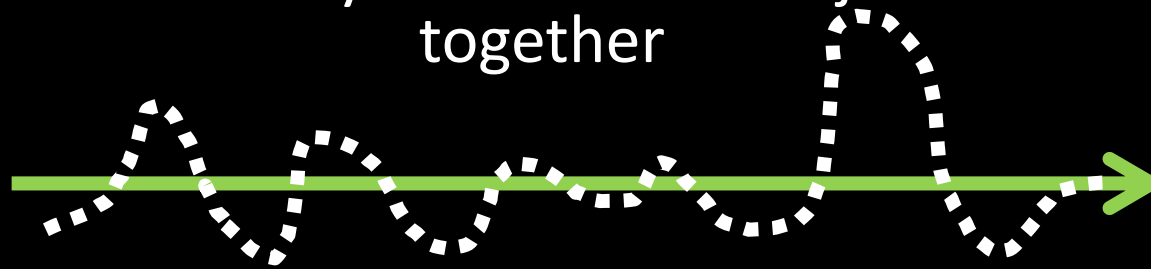
Sign up to Safety

Our approach

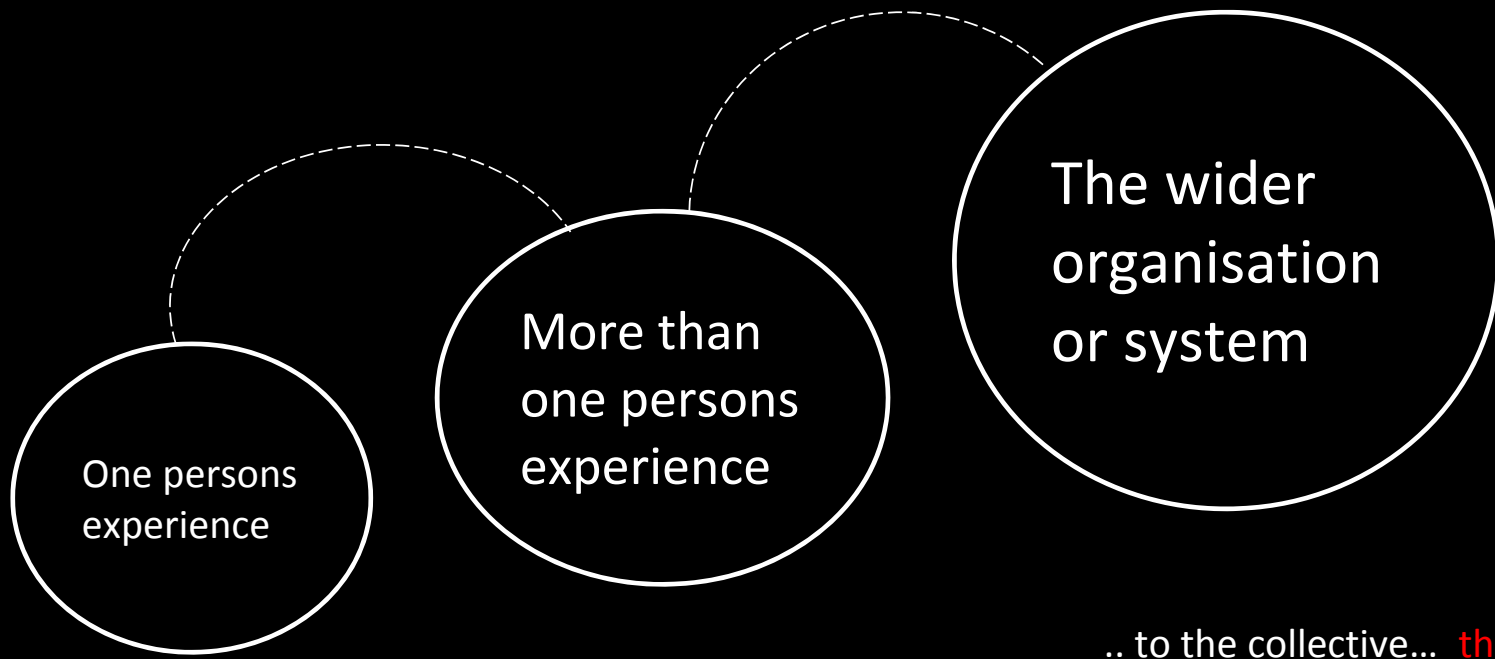
- Create a bottom up, locally owned campaign
- Steer but don't instruct
- Role model values of kindness and positivity
- Provide a common cause for people to belong to
- Mean it – be genuine

Our throughline

The throughline is an invisible thread that binds your work and objectives together



Helping people talk to each other



Away from the personal ...
'its all down to me'



.. to the collective... **this affects all of us we all need to act**

Relationship building through conversations

kindness

~~rudeness~~

Incivility can destroy a team

Rudeness and lack of respect can massively
reduce confidence

People will not share information readily and
stop seeking help

Help people talk to each other

Because...

Patients pay the price of failed conversations

The inability to speak up

The inability to listen

The failure to respond

Are you really
listening or
are you just
waiting your
turn to talk?

Listening
=
Learning

Robert
Montgomery

Silence

- Hierarchy within organisations makes it difficult to speak up
- People fear appearing ignorant, incompetent and foolish
- Leaders who seek confirmation of their own ideas, unwittingly inhibit voices

Bringing our throughline to life

- Video – Just ask me
- Podcast series – Lets talk
- Articles and blogs
- How to guides and Webinars
- Toolkits
- Presentations
- Experiential learning events

Listening

- Ears to hear
- Eyes to see
- Mind to think
- Undivided attention to focus
- Heart to feel



Be brave enough to start a
conversation that matters

Talk to people you know

Talk to people you don't know

Talk to people you never talk to

Listen and make people feel they can talk
without being judged

Recipe for good conversations

- Be in the moment and listen with intent to understand
- Assume you have something to learn - use open ended questions
- Delight in the differences you hear
- Don't equate your experience with theirs - all experiences are individual, it is not about you

Helping people talk to each other

- With the Safety II mind-set, gather new insights, share experiences, talk about the every day
- Use methods such as appreciative inquiry, cooperative inquiry, storytelling and narratives and safety conversations

Safety Conversations

Time to
speak

Active
listening

Observing

Use of
metaphors

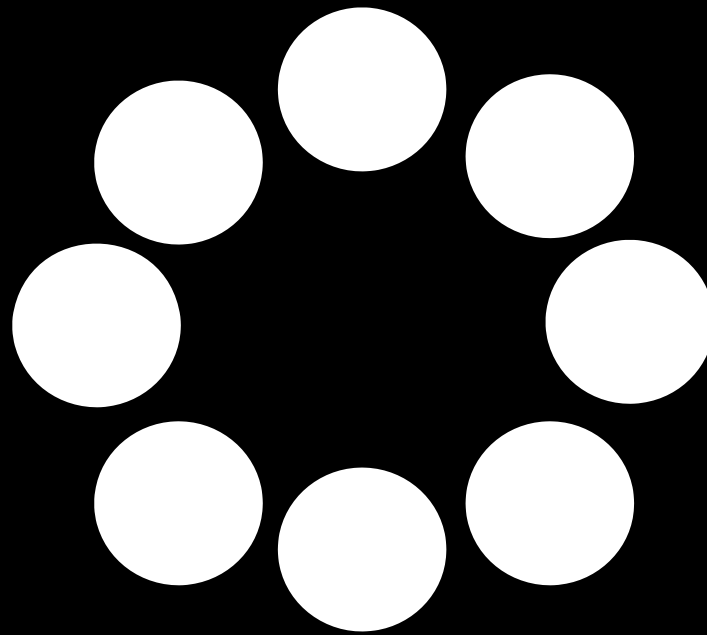
Questions are the answer

- Do you ever adjust the activity to the situation?
- How do you determine which way to proceed?
- What do you do if something unexpected happens? e.g. an interruption, a new urgent task, a change of conditions, a change of resource

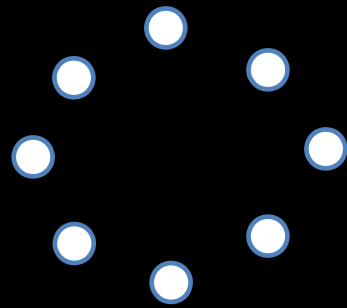
Questions are the answer

- How stable are the working conditions?
- Is your work usually routine or does it require a lot of improvisation?
- How predictable is your work?
- What do you do in case of time pressures?
- What do you do if information is missing?
- What do you do if you cant get hold of certain people?

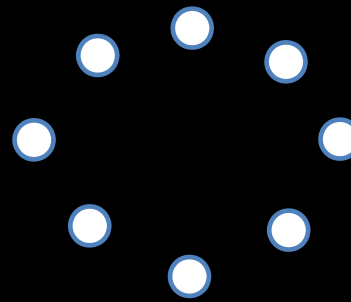
Safety Huddles



Briefing and debriefing

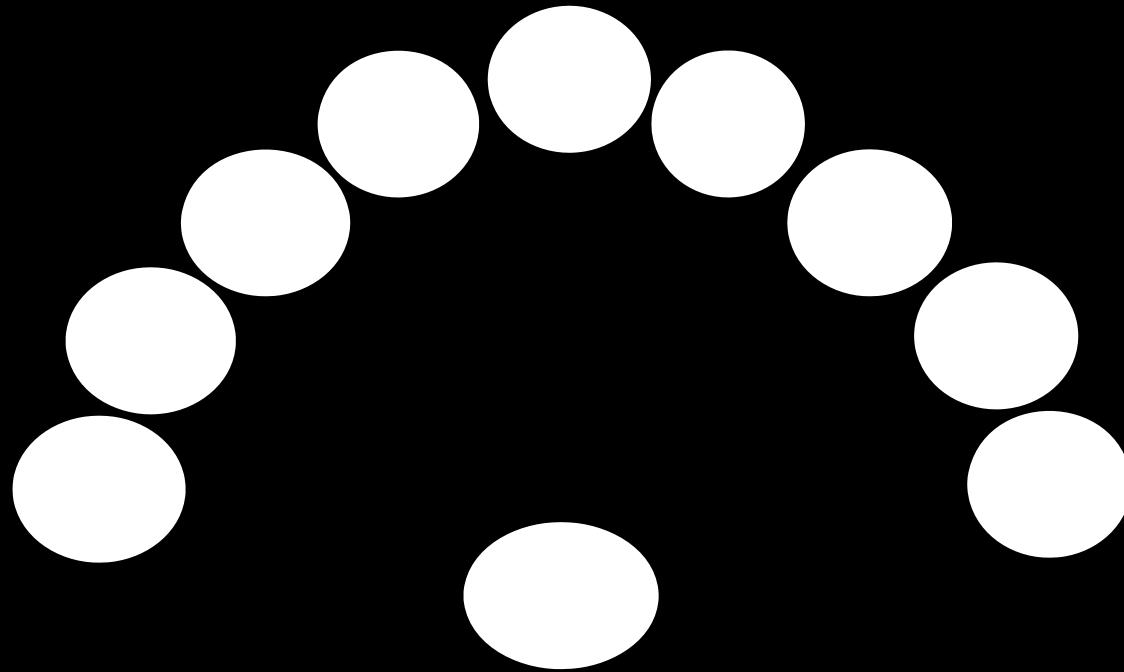


Before

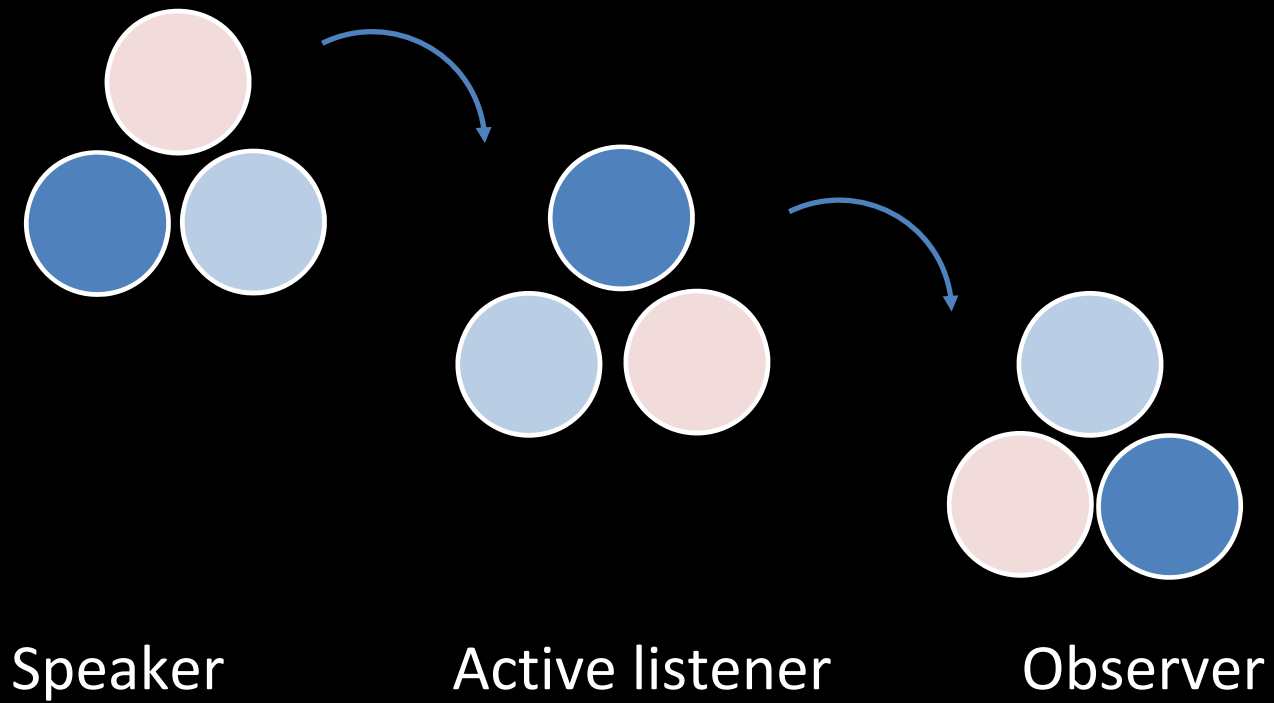


After

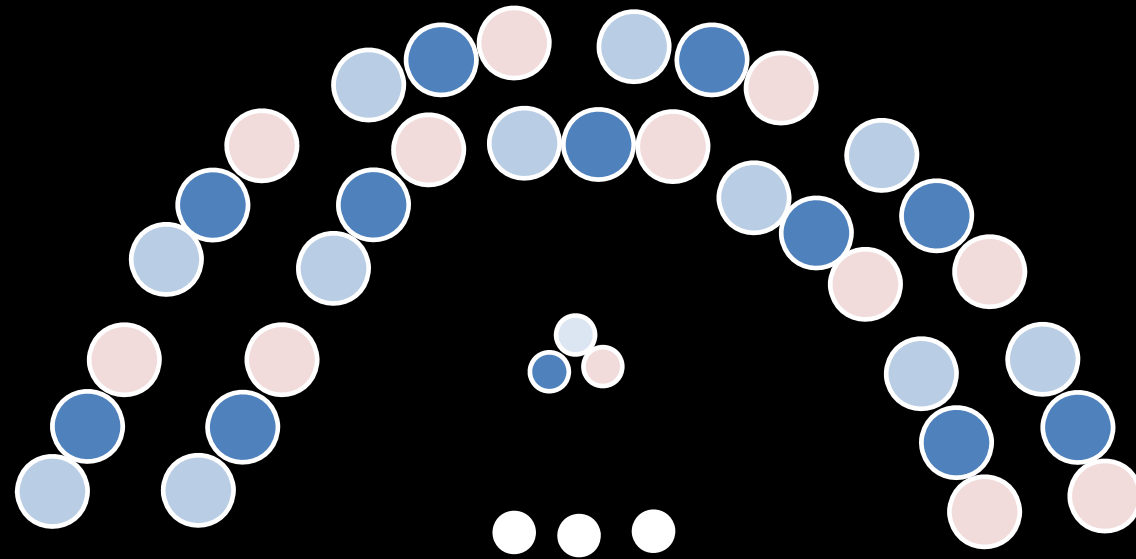
Facilitated debriefing post incident



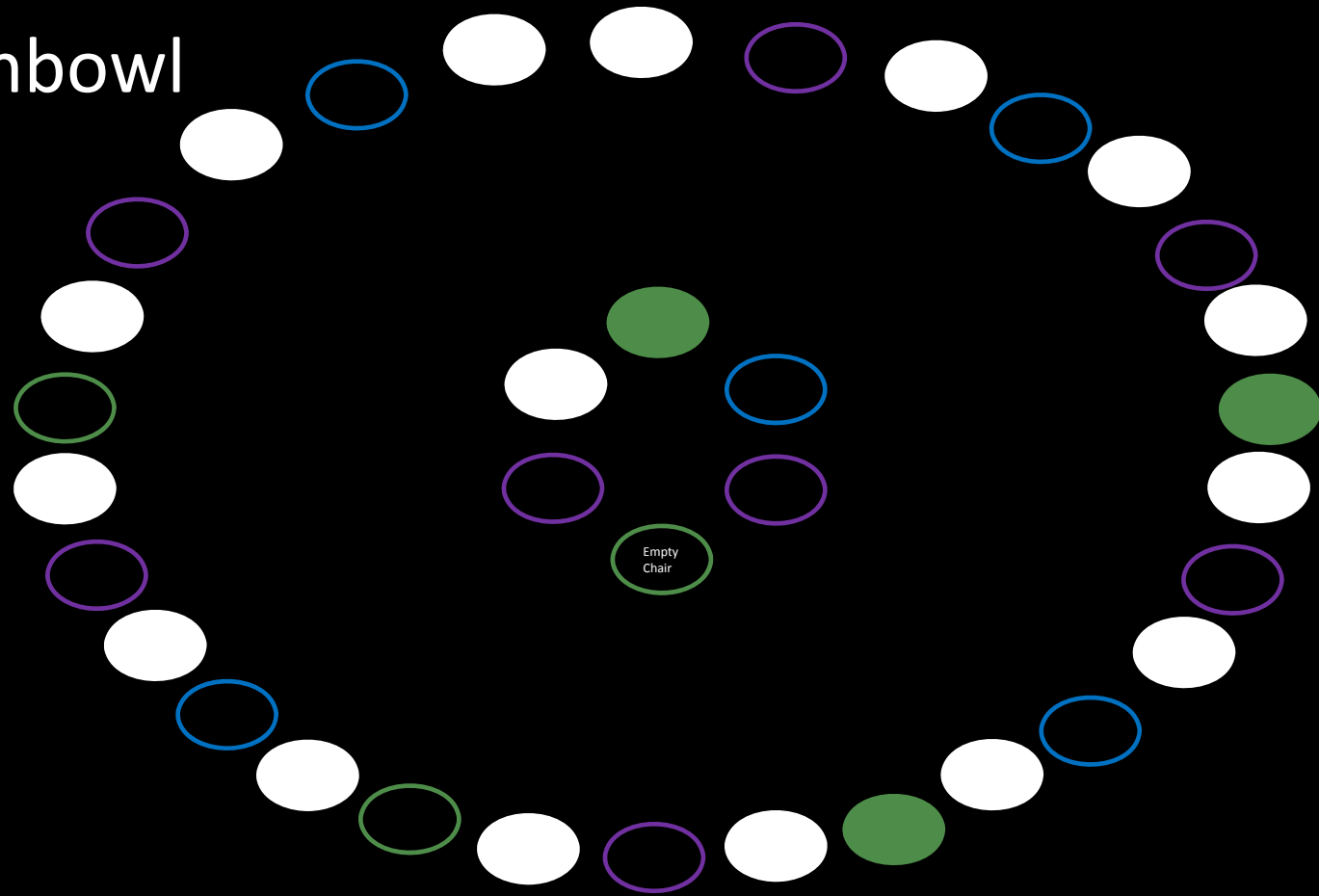
Trio Methodology



A designed conversational process



Fishbowl



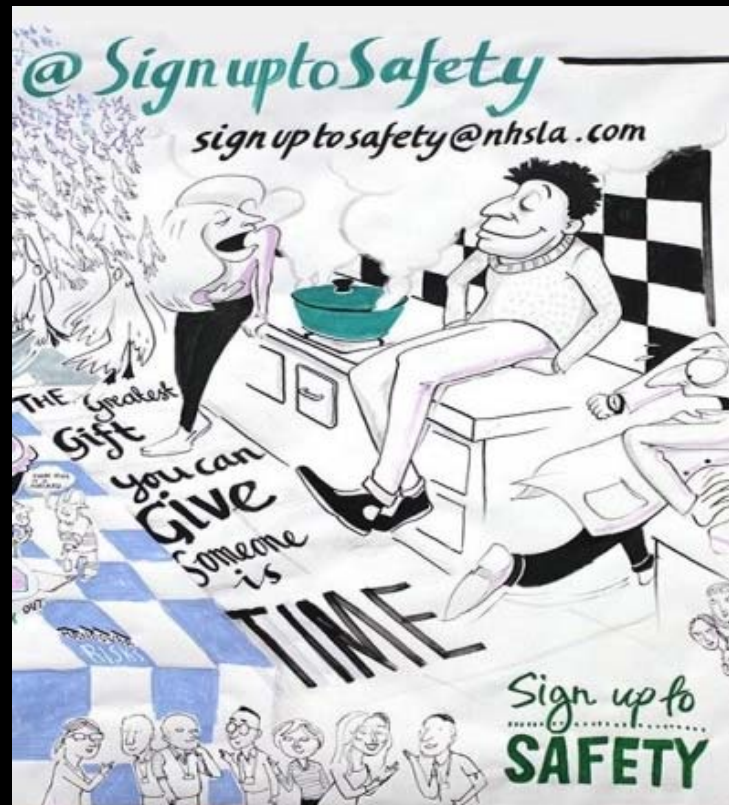


Sign up to
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SAFETY

National Kitchen Table Week
27th March - 2nd April 2017

In summary

- Have a different style of leadership
- Build a common cause
- Focus on people and relationships
- Be more kind – less rude
- Say thank you all of the time
 - And most importantly
- Help people to talk to each other



Over
to you