

# A Mindset for Challenging Times

Slido #MHMB2021

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# Slido:

Right now, most of my team are:

- a. Ready, focussed, capable
- b. Lost and overwhelmed
- c. Isolated, struggling
- d. Angry, blaming
- e. Tired



# Leading in Challenging Times

- How do I help people get to a more self-sustaining state?
- What keeps them there?
- How can I 'spread the load' of supporting them?



# How does mindset make a difference?

## Can you make stress your friend?

McGonigal

- Beliefs about stress shape physiological and psychological outcomes
- Stress as 'adaptive'

## A Growth Mindset –

Dweck

- Tried harder, persevered for longer
- Less distress, faster recovery
  
- Not successful .... 'yet'
- Path to success was 'struggle' and 'learning'



# Framing Expectations – for a growth mindset

## No perfect answer:

- This is not a problem we should already 'know' how to solve.
- Change is going to be less predictable, faster, and messier than we might like.
- We will probably be learning and fine tuning as we go.
- And we are likely to have moments where it feels like too much.

## Progress:

- Every day we will work it through a bit more.
- We have plenty of skills and strengths to help us progress.... *(such as.....)*
- At the end of this, we will have developed different skills and limits



# (Re-) Orientation:

# Recover the lost

## Perspective:

- Part of a broader effort
- An important moment, but it's a journey, not a destination

## Purpose:

- What was your purpose?
- What is our part to play?



# (Re-) Equip:

# Help people find their role

- **Focus** energy: Sphere of influence
  - What can we influence?
  - What are our goals *today* for our:
    - Patients?
    - Team?
    - Selves?
  - Minimise 'distractions'
- Notice, and reinforce **strengths**
  - Skills, experience
  - Knowledge (networks, organisational, practical)
  - Personal qualities (eg. empathy, speed, humour, diligence)



# Share ownership:

# Upskill participation

- Empower decision making, and learning:
  - What's your thought/ what have you tried?
  - 'Work it through' by thinking out loud.
  
- Share the ownership of team wellbeing:
  - What's something we could *do* to support each other?
  - What could we *do* to bring fun?
  - How can we help each other connect?
  - *Who can help make it happen?*





# Helping People Stay in Growth Mindset

## Celebrate Progress

- Positive, strength based feedback
    - Individuals and teams
  - Good News stories
  - Celebrate team effort and achievements
  - Celebrate Milestones
- 
- Minimise 'distraction'

## Encourage Wellbeing and Connection

- Role model it
- Create space for 'feelings'
- Build in wellbeing moments within the work
- Foster connections



## Quick Ideas to try:                      What are your top tips?

- Every huddle starts with a moment of humour / celebration / appreciation
- Your team leaders focus on giving 6 pieces of positive feedback each day
- A “win of the week” competition
- An “employee of the week” competition, with all nominations read out in huddle.
- Encourage people to leave a note of thanks in the ‘tea room’/ ‘change room’
- Leave each shift with a ‘one thing I’m grateful for today’
- Trivia, Zumba, ‘Guess Who’ quiz
- Break: Walk and talk with a buddy, once a week
- Shift change – Mini Stretch



# Sharing the Wellbeing load

- If you don't embed it into a routine, or a calendar, it will rely on you
- Involving the team:
  - Brainstorms are quick, and fun
  - Wellbeing champions can co-ordinate the load
  - Help them calendarise,
  - Promote and participate.



**Thank you!**