

Tips and Discussion Points for Courageous Conversations During Difficult Times: Another Workforce Recovery

Compassion

"Care about you"



Respect

"Treat you with dignity"



Excellence

"Be our best"



Safety

"Keep you safe"



Teamwork

"Partner with you"



As the nation and our community continue to grapple with the challenges we are now facing, as leaders and team members we have an obligation to ensure we take care of our patients, families, visitors and each other through living our values of compassion, respect, excellence, safety and teamwork. While our backgrounds and experiences are diverse, we must remain united in our commitment to our mission of improving the health and well-being of the people and communities we serve – and this includes our team members. To help each of us and our team members remain focused, please use the following talking points to ensure that conversations between staff members and our patients and families about the issues being experienced are respectful, held in private areas and embody our BJC values.

With Team Members

Do:

Acknowledge what is occurring across our country and particularly in our community:

- **Show...**you care; demonstrate compassion, empathy
- **Ask...**about well-being, any questions or resources needed
- **Share...**what you are doing to ensure you remain educated and up-to-date on current events
- **Respect...** do expect and respect that staff may not want to engage or respond to your check-ins
- **Seek...** permission to check-in regularly or as needed
- **Honesty...**if you are not up-to-speed, be honest in saying so

Don't:

While acknowledging don't:

- **Focus...**on your personal opinions which may not feel supportive or respectful to team members, unless you are seeking understanding
- **Beliefs...**don't say you can't believe this is happening in our country, as it has happened many times before
- **Promise...**unrealistic resolutions or that you can support them if you can't
- **Dismiss...**how challenging this is for your team member or you as a leader
- **Talk...**about how this time is difficult for everyone. Experiences will vary
- **Engage....** In a courageous conversation if you have never had one before without preparation

With Patients and Families

Do:

Touch base with all patients and families...

- **Show...**you care; demonstrate compassion; listen with empathy
- **Acknowledge...**the recent events occurring across our country and within our community
- **Discuss...**you will be providing the best care you can; ensure them that their health matters to you
- **Encourage...**dialog if they feel comfortable, while maintaining focus on improving their health

Don't:

While talking with patients and family members don't:

- **Minimize...**the impact of current events across the country and in our community
- **Expect...** our patients and families are unwilling to be acknowledged during this time
- **Dismiss...**how challenging this current environment is for all and the health and safety of our patients
- **Talk...**about how this time is difficult for everyone. Experiences will vary