


**Building
Accountability
Cultures**



www.lindahutchings.com

**an
acceptable
level of harm...**

patients should leave our care better
than when they came to us

**an
acceptable
level of harm...**

staff
~~patients~~ should leave our care better
than when they came to us

**managing under-performance &
inappropriate behaviour**

manager behaviour

- hint
- ignore
- collude

communication style

← direct → indirect

hint!



**YOUR MOTHER
DOESN'T WORK
HERE
WASH YOUR
OWN DISHES**



“you don’t want to save up feedback until somebody fails”

Ken Blanchard

why

don’t we challenge under...or... inappropriate performance?

* we haven’t clarified our expectations

* we don’t know how!

expectations...

- * team player
- * on time
- * good standard of dress
- * professional
- * ???

would everyone agree with your definition?

expectations...

- * team player
- * on time
- * good standard of dress
- * professional
- * ???

expectations...

- * team player
- * on time
- * good standard of dress
- * professional
- * ???


So... what are your expectations?

**vague expectations
get
vague results!**

- * we haven't clarified our expectations
- * we don't know how!

one liners...

- * ouch!
- * that's not okay
- * you are better than that
- * let's not go there
- * 'draw of breath'
- * would you like to rephrase that?
- * ???



calling it!

~~private!~~

- * have you got a minute?
- * if yes...
- * if no... when would you?



calling it!


1. state what you've observed

- * in less than 25 words (conversational)
- * precise
- * 'I' statement eg I noticed, I observed (I've become aware...)
- * recent
- * then... **SHUT UP!**

2. wait for their response / explanation

3. reset your expectations

- * in less than 25 words
- * precise
- * 'I, 'my' or 'we' statement eg hey around here we expect...



calling it!

1. state what you've observed

"...this morning I noticed you were 20 minutes late"

SHUT UP!



calling it!

1. state what you've observed

"...this morning I noticed you were 20 minutes late"

SHUT UP!

for at least
45 seconds!



calling it!

1. state what you've observed

"...this morning I noticed you were 20 minutes late"

SHUT UP!

2. wait for their response / explanation

3. reset your expectations

"...from tomorrow on, we all need you to be here ready to start work each day by 8.00am"



calling it!

1. state what you've observed

"...this morning I noticed you were 20 minutes late"

SHUT UP!

2. wait for their response / explanation

watch for side tracks...

"I'm not the only one" "So!..."

ignore them!



"As a leader
you get what you tolerate"

Susan Scott


so... what are **you** tolerating?

how are
you
showing up?


inspire...
what's your definition?
* 'breathe life into'
* be in spirit / in tune with yourself




inspiration...
* on a scale of 1 – 10, (1 = low, 10 = high) how inspired have you felt over the past month?
* on a scale of 1 – 10, (1 = low, 10 = high) how inspiring have you been to be around?




emotions...
* are they contagious?
* which ones are most contagious?
* so... what do people catch from
you?




"People say that
motivation doesn't last,
well, neither does bathing...
that's why we
recommend it daily"
Zig Ziglar



**what really matters
to you...**
* your top ten
* then... your top five
* then... your top three
* then... rank them!
do you walk your talk?







your personal vision...

- * do you have a clear picture of who you want to become.. tell me about it!
- * what level of performance do you aspire to?
- * who are your role models? why?
- * what qualities will distinguish your performance?
- * what will your reputation be? your brand?
- * what legacy will you leave?
- * ???

The greater danger
for most of us,
lies not in setting our aim too high
and falling short;
but in setting our aim too low,
and achieving our mark.

Michelangelo



action time!
what will you put into
practice?

- *
- *
- *



thank you!!