

Team Resilience

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Plan

- What is resilience
- Model of wellbeing
- What are staff needs
- Compassion
- Practical tools



What is resilience?

What do you think of the word?

What does it mean?

Is it different for individuals vs teams?



Resilience

“the capacity to recover quickly from difficulties; toughness”

“the ability of a substance or object to spring back into shape; elasticity”



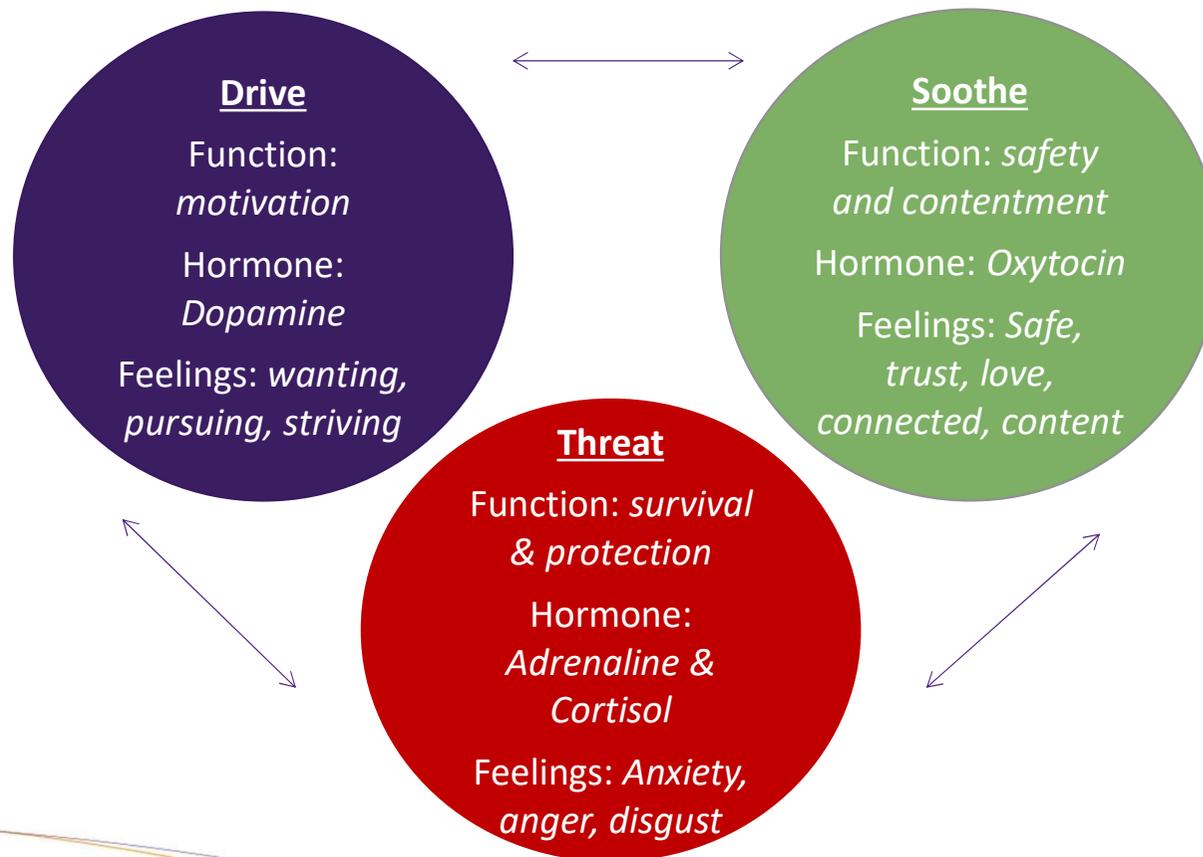
Not:

- Not having negative emotions
- Not struggling with difficult situations
- Not taking work home sometimes
- Built in

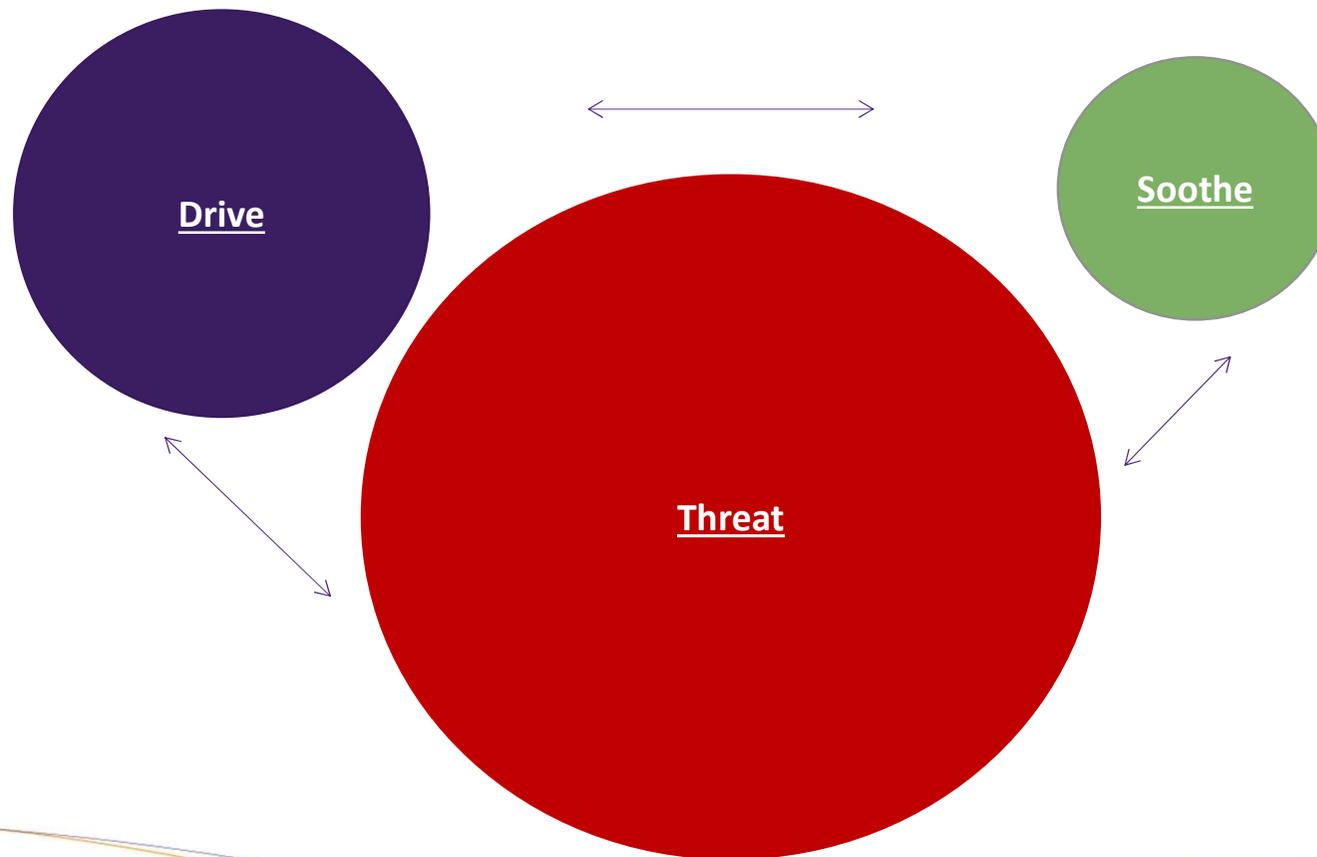
Is:

- How we get through
- Learned and practiced
- Hindered or helped by our environment

A model of wellbeing



A model of wellbeing



Balancing our systems

Individuals

Why?

- Reducing individual stress and distress makes us more able to do our work well, to feel good about ourselves, to feel we can cope and keep going

How?

- Depends on who you are!
- Identifying which system is missing, or which threats you have power to change

Teams

Why?

- Evidence demonstrates that psychologically safe teams have good outcomes for patients and staff

How?

- The focus of the rest of this session...

MODEL OF WELLBEING AND PSYCHOLOGICAL CARE FOR FRONTLINE DOCTORS

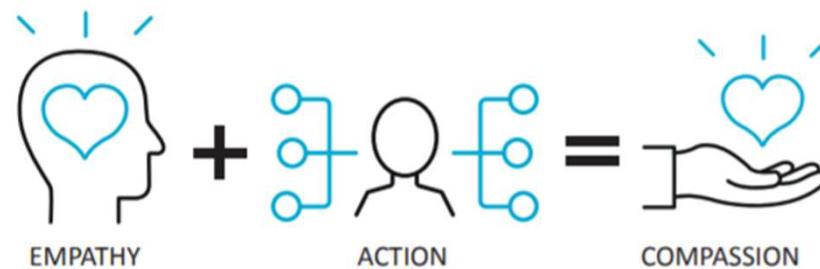


What works:

Interventions and changes that work from the bottom up, starting with meeting basic needs.

Model cited from: Daniels et al (2021). The COVID-19 Clinician Cohort (COCCO) Study: Empirically Grounded Recommendations for Forward-Facing Psychological Care of Frontline Doctors. *International Journal of Environmental Research and Public Health*

What helps - Compassion



AND

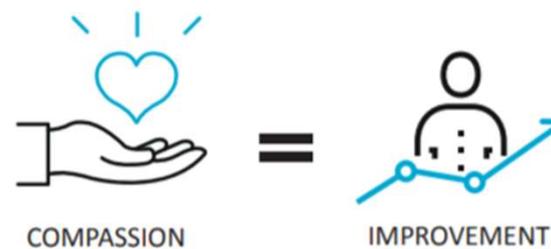


Image cited from: National forum for health and wellbeing at work (2017) Compassion at Work Toolkit

What helps - Psychological Safety

“Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.”

Amy Edmondson

- With psychological safety teams:
 - Take interpersonal risks
 - Learn and grow from mistakes
 - Willing to try new innovative ideas
- Without psychological safety teams:
 - Mistakes = fear, blame, self-criticism,
 - Opportunities for change = missed



What helps - Structures

- Check ins
- Check outs
- Debriefs
- Reflective practices

Start well → End well

3 STEP TEAM PROCEDURE

Compiled and co-developed by Senior Clinicians, NHT Staff Wellbeing Psychology Team, Quality Improvement, and Perform Team.

#StartWellEndWell

We recommend **all teams** follow each of the 3 steps below everyday:

(Please laminate and display pages: 2, 3 & 9 in work areas.)



1. TEAM CHECK IN

HOW DO WE WANT TO BE TODAY AS A TEAM?



2. (OPTIONAL) PEER-TO-PEER 'PITSTOP'



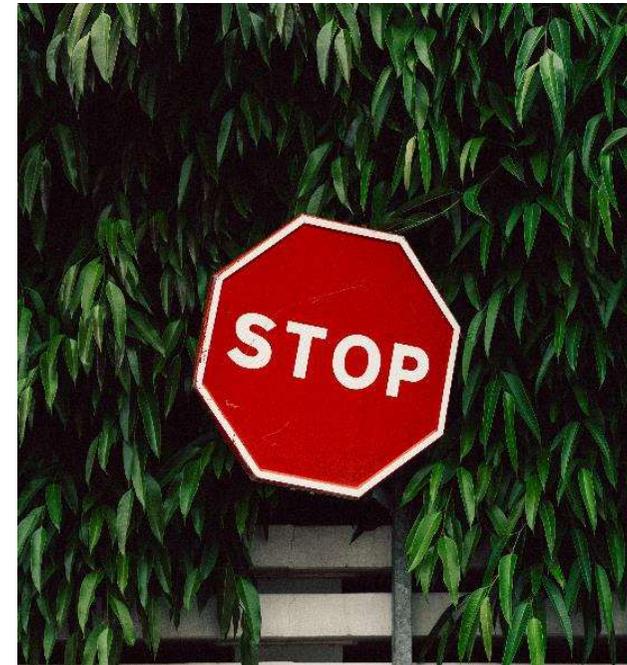
3. CHECK OUT

WHAT WAS IMPORTANT TODAY, IN HOW WE WORKED AS A TEAM, THAT WE WANT TO CONNECT WITH TOMORROW?

Other Support Available (List relevant in house / other support below)

What gets in the way

- Time
- Workload
- Ingrained opinions
- Perceived appropriateness of sharing
- Lack of resource



Where do you start?

- How is your team? Really?
- How do you communicate with each other? Is it compassionate?
- Have you ever discussed your team values? Who and how you want to be? What you want to be working towards?
- Find out what your trusts Employee Support programme has available:
 - What interventions and support?
 - Are there dedicated psychologists to provide team support as well as individual interventions?



How Psychology can support teams

If you have a Psychologist in your team ask about:

- Reflective practice
- Complex case meetings
- Critical incident support



Questions?

