



# Enabling our working culture to be inclusive – what role does **K**indness play?

Anna Baverstock

Paediatrician and Wellbeing lead  
(she / her)



@anna\_annabav



# Kindness

- Being friendly, generous and considerate
- Kin – ‘of a kind’ who we are, linked together, in present and across time.
- Interdependence and connectedness
- Ubuntu – I am because we are

# Kindness — Empathy



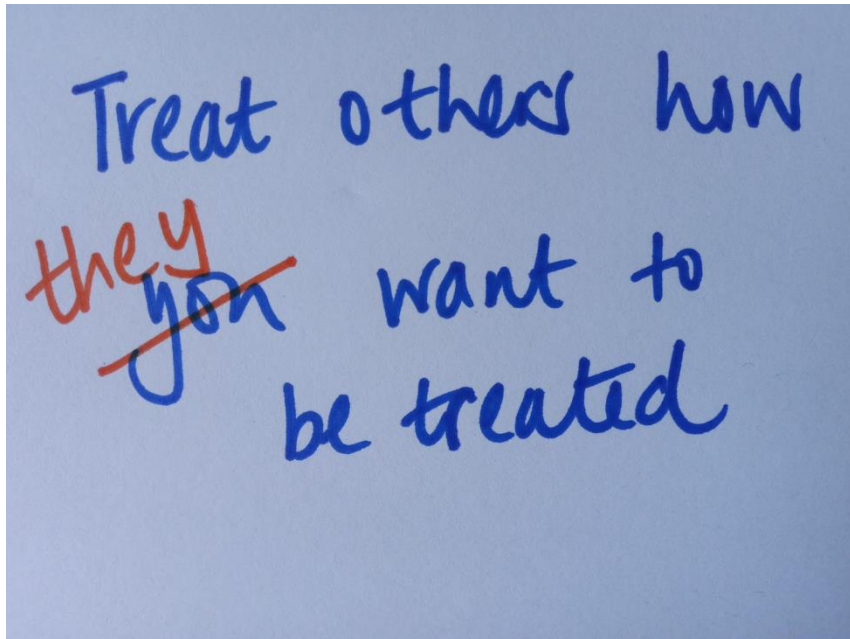
‘Rather than walking in your shoes, I need to learn how to listen to the story you tell about what it’s like in your shoes *and*

**Believe you even when it doesn’t match my experiences.’**

**Brené Brown**

# Kindness — Platinum Rule

How do you take your tea?



# Kindness – my privilege



*'Do the best you can until you know better. Then when you know better, do better'*

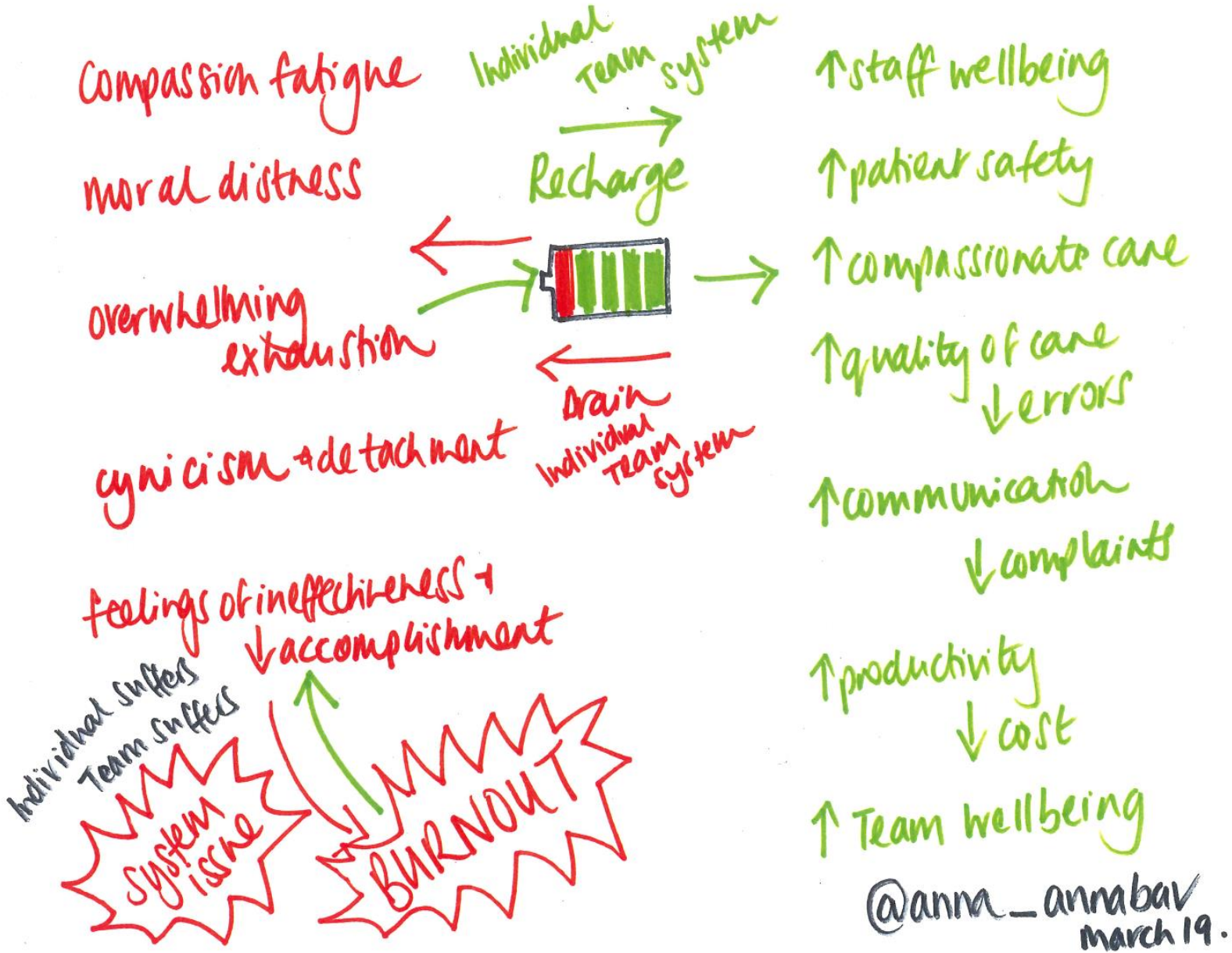


Maya Angelou



Image: Andy Brunning/Compound Interest





# @orthopodReg Simon Fleming

So, on a 1 to 9 on rubberduck scale, how are things today?



What is your range at work?

# Kindness in teams



# Psychological safety

## Google's Project Aristotle

2 years, 180 teams & 37,000 employees

### Impact

- Team members can see and feel that their work matters & leads to change

### Meaning

- Work is personally important to team members

### Structure & Clarity

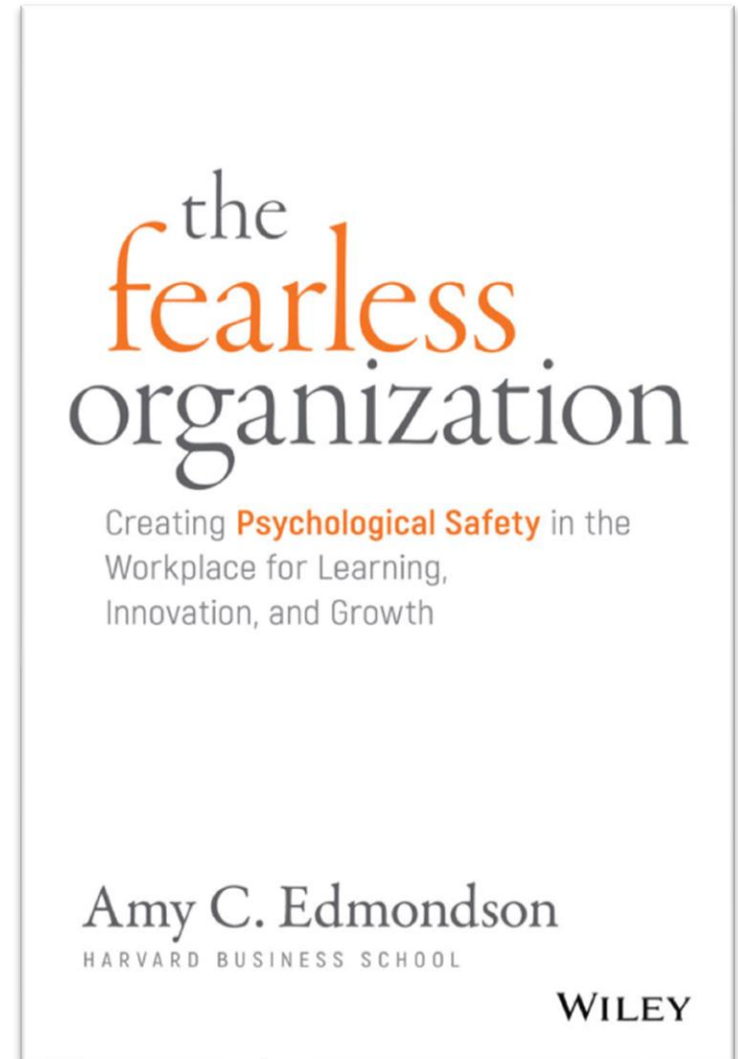
- Team members have clear roles, and their work has clear aims, measures and plans

### Dependability

- Team members deliver high quality work

### Psychological Safety

- Team members feel safe to take risks and to be vulnerable in front of each other



# Psychological Safety



- Belief that you won't be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.

## Team

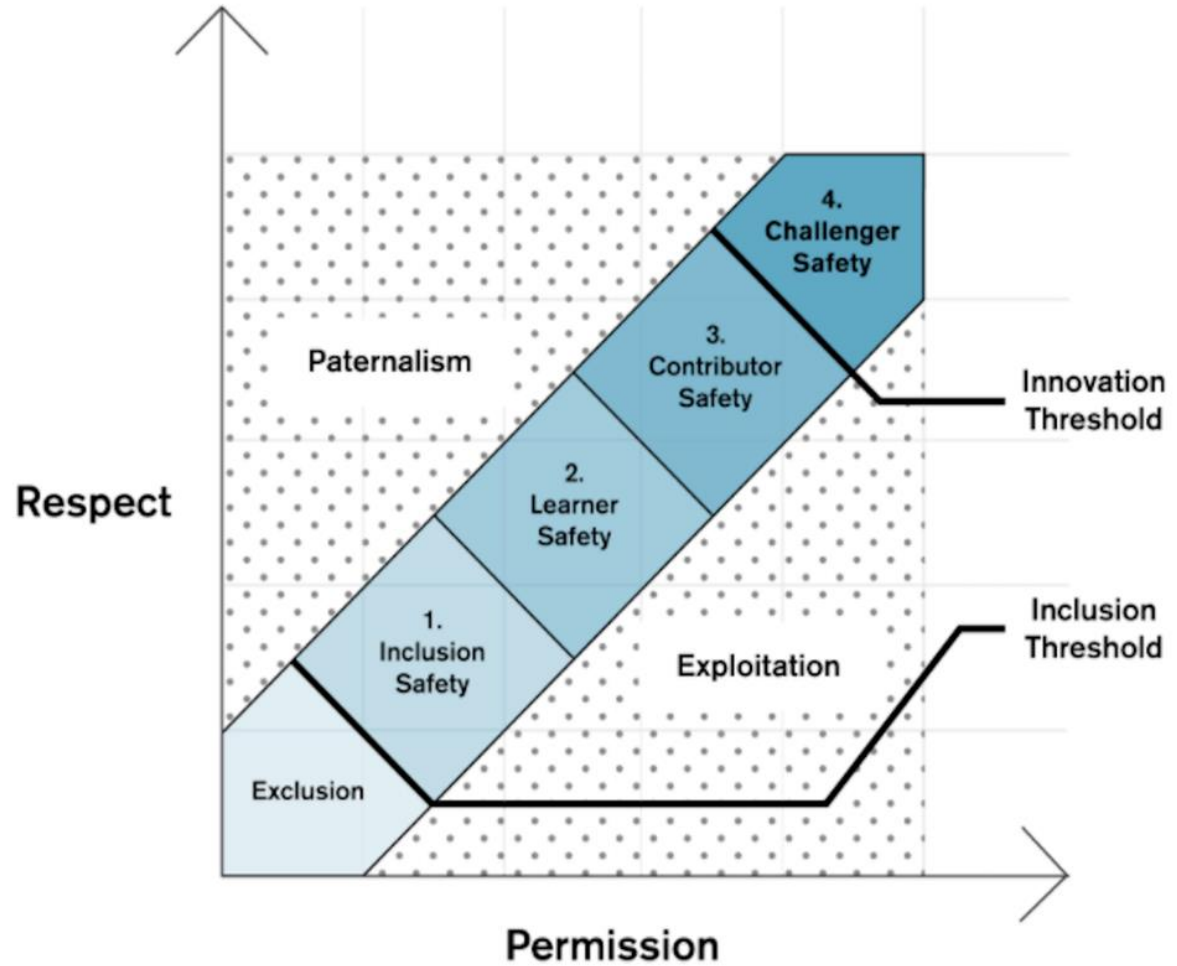
- A shared belief held by members of the team that it is safe for interpersonal risk taking

*Amy Edmondson*

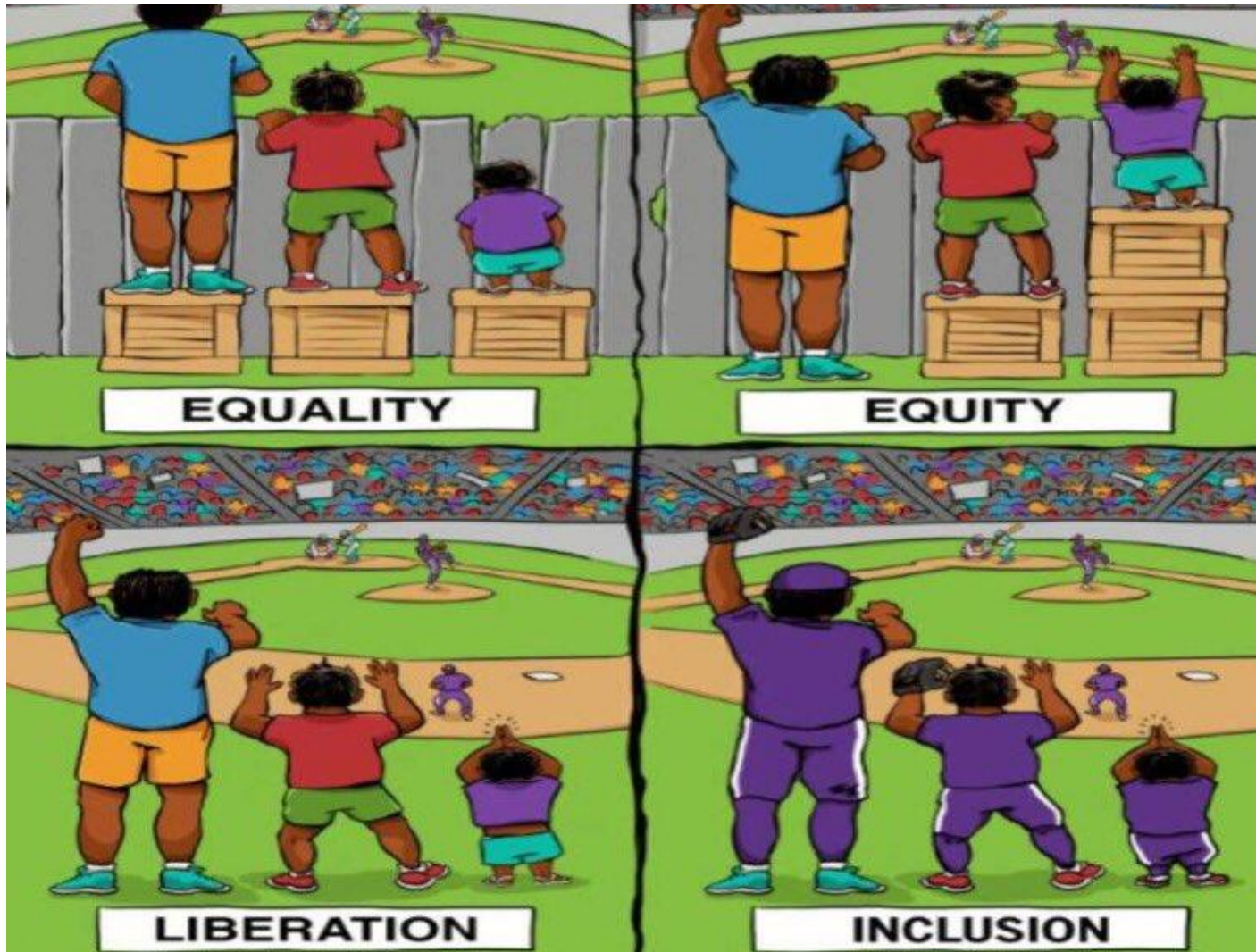
# The 4 Stages of Psychological Safety

Dr Timothy  
Clarke

4 stages



# Inclusion





The background is an abstract painting with vibrant, overlapping colors including green, blue, yellow, red, and pink. A semi-transparent white rectangular box is centered over the painting, containing the text.

**Diversity** is a fact.  
**Equity** is a choice.  
**Inclusion** is an  
action.  
**Belonging** is an  
outcome.

- Arthur Chan



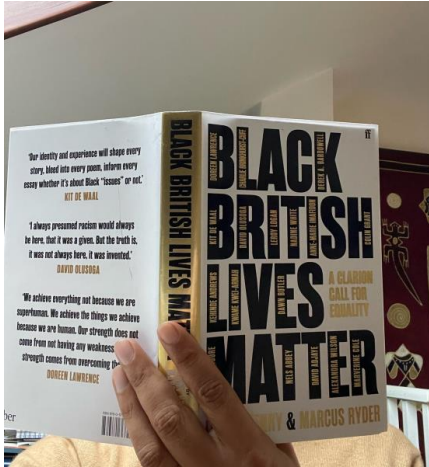
“

**IN A RACIST SOCIETY  
IT IS NOT ENOUGH TO  
BE NON-RACIST, WE  
MUST BE ANTI-RACIST.**

Angela Davis

quinnwomen

# Further learning - innervism



**Essential** Morlan James, Winner of the Man Booker Prize 2015

**Reni Eddo-Lodge**  
**WHY I'M NO LONGER TALKING TO WHITE PEOPLE ABOUT RACE**

BEDDONSURRY CIRCUS

**UNCOMFORTABLE CONVERSATIONS WITH A BLACK MAN**  
**EMMANUEL ACHO**



**Disabled Doctors Network (DDN)**

**Our work:**

1. Answering individual enquiries (ranging from practical advice, and signposting to dealing with discrimination)
2. Provision of written resources/information via our website
3. Representation as stake-holders at conferences – BMA/GMC
4. Education – promoting visibility of doctors with disabilities at events/study days
5. Contribution to research – providing an evidence base for change

*It activism is how you relate to the injustices in the world, innervism is how you interact with all the layers of who you are.*

*Elizabeth Lesser*

**AGAINST WHITE FEMINISM**  
**RAPIA ZAKARIA**



**Changes often start with one person but voices are amplified by sharing the journey...**

**Conversations with...**

- Jeremy Hunt/ Sir Steven Powis
- APPG on Deafness presentation
- SaMay Media
- DHSC/ H&SE → Listened to by a wonderful PPE Lead → Rolled out trial Clearmasks
- Masks companies persuading them to create clearmasks → many said not financially viable for them
- DHSC → led to creation of Clearmasks Working Group

**Deaf Voices**  
 Campaigning for Clear Face Masks



25 March 2022  
 Out at the College

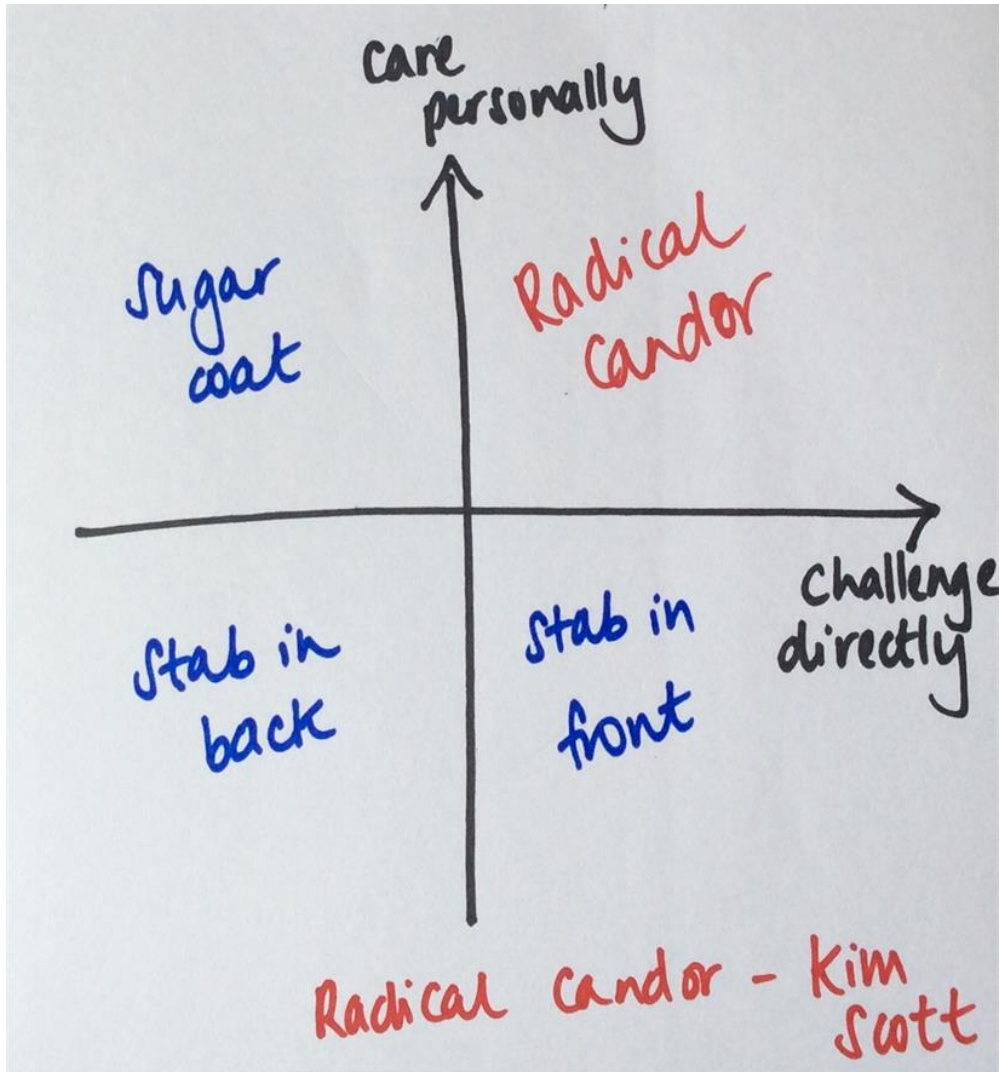
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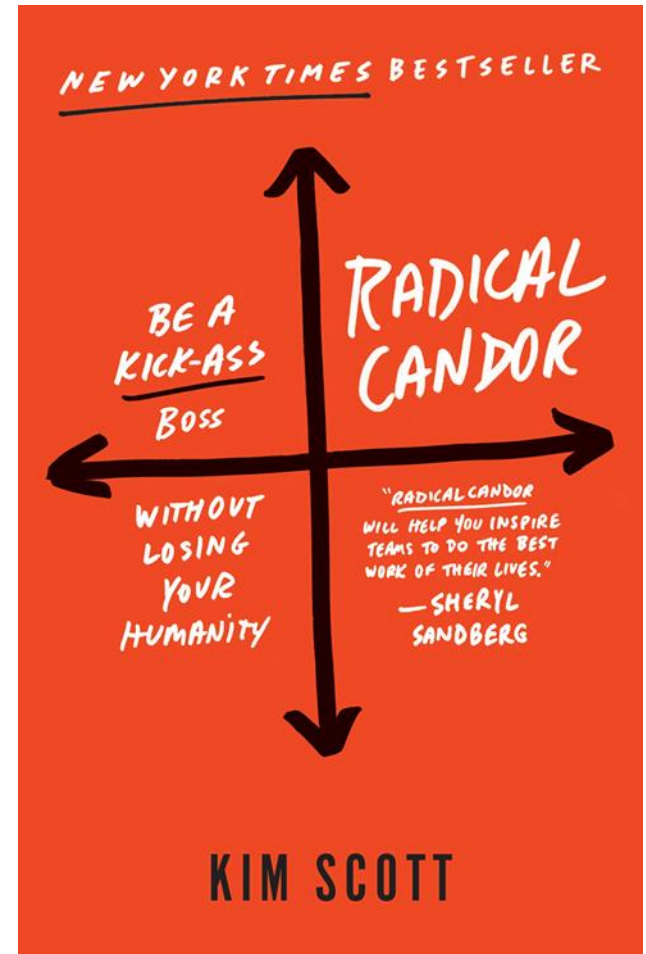
“Clear is kind. Unclear is unkind.”

—Brené Brown—

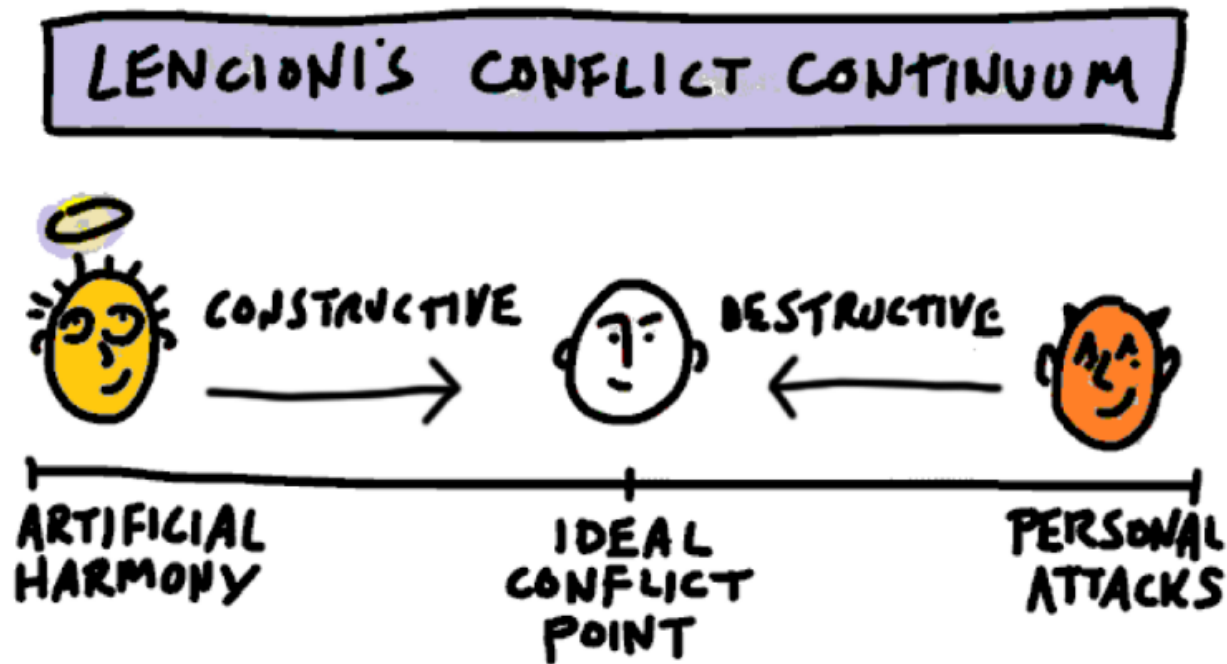
# Kindness in feedback



@anna\_annabav



# Kindness is brave conversations





# What happens when someone is rude?

**80%** of recipients lose time worrying about the rudeness



**38%** reduce the quality of their work



**48%** reduce their time at work



**25%** take it out on service users



# What happens when you witness incivility?

**20%** decrease in performance



**75%** of services users have less enthusiasm for the organisation



**50%** decrease in willingness to help others



# Cup of coffee Conversation (Hickson et al Vanderbilt)

- If incivility reported to you

Can you be an active bystander?



Aims:

- Care – are you ok?
- Share information without judgement

# Cup of coffee Conversation (Hickson et al Vanderbilt)

- ‘I’d like to share some information about a recent conversation you had with...’
- ‘before I do just wanted to check in with how things are going’
- ‘I wanted to let you know that after your conversation they were really upset’



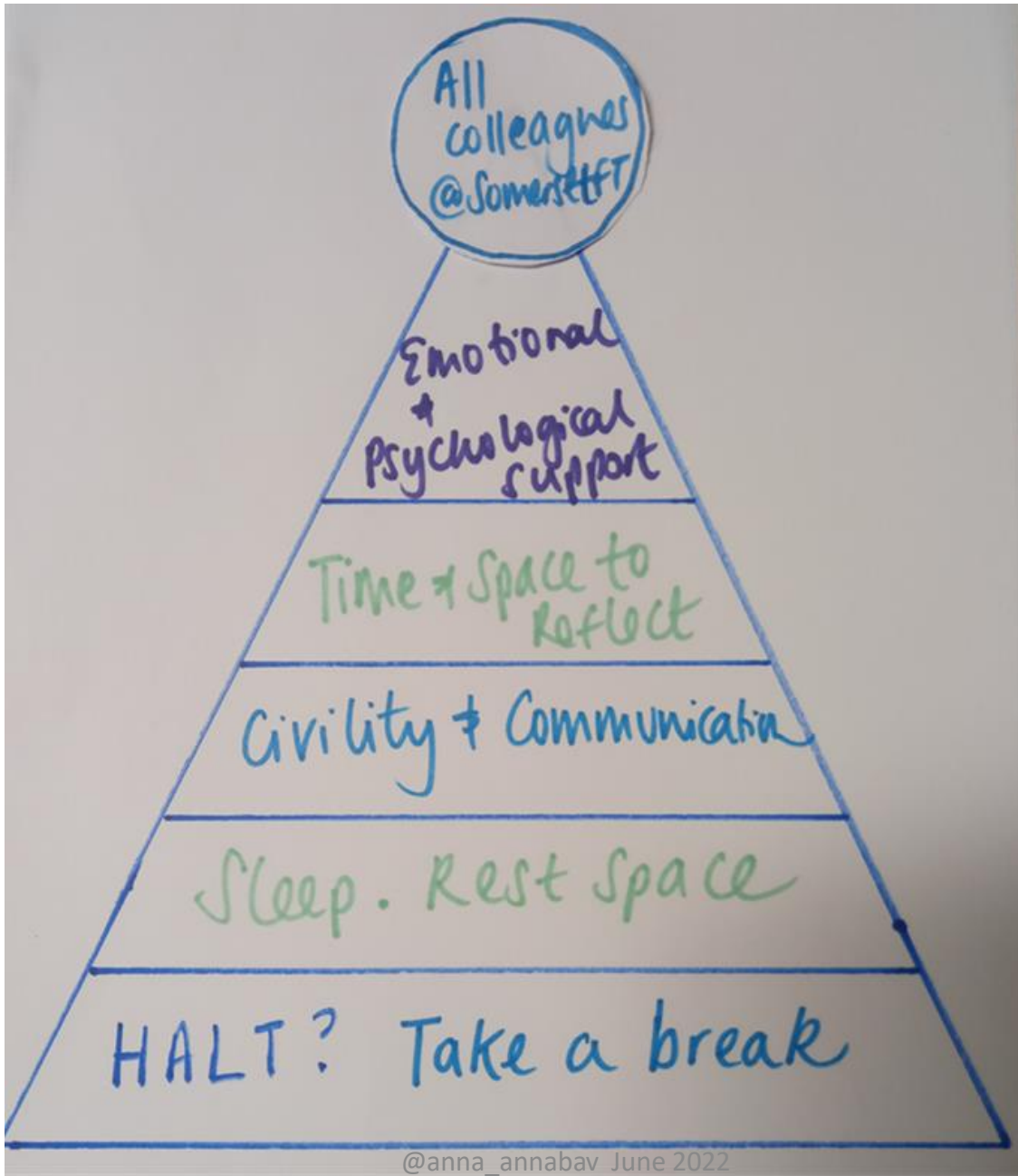
# Cup of coffee Conversation

(Hickson et al Vanderbilt)



- Usual reaction?
- Acknowledge and find colleague to apologise to
- Can prompt deflect / distract / dismiss
- Remember you are sharing information for them to act on not trying to solve.





# Wellbeing Wheel



# Somersetemotionalwellbeing.org



Help me

Wellbeing Conference

Emotional Wellbeing Survey

About

## Emotional support for you when you need it

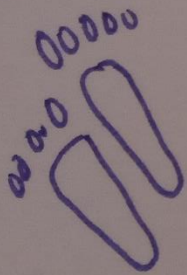
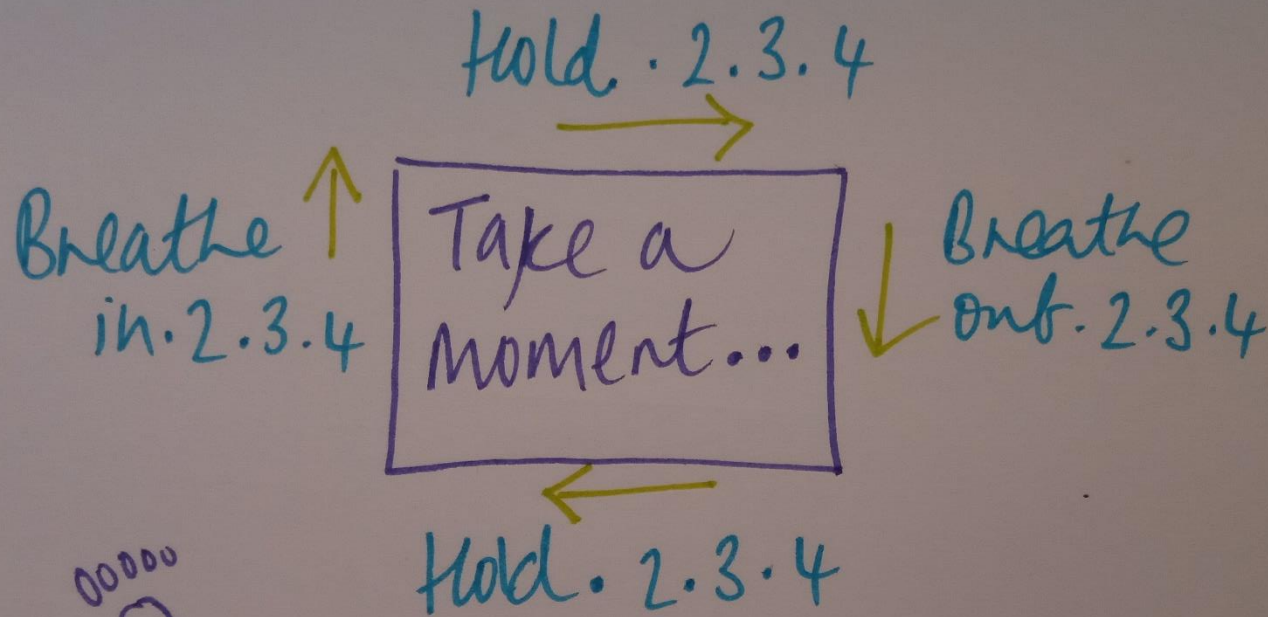
**Welcome, Sveiki, Заповядайте, Bem-Vindo, Witajcie, Bun venit**

This is the Somerset Emotional Wellbeing Colleague Hub – a dedicated online resource for all health and care workers and volunteers in Somerset. We are here to support you.

If you need to talk, you can call our dedicated, confidential Colleague Telephone Line for help with a trained professional. No waiting list. *(Please email [colleaguesupport@somersetft.nhs.uk](mailto:colleaguesupport@somersetft.nhs.uk) if you need help with accessibility options.)*

**Call us now on 0300 124 5595**

[Click here to book online](#)



@ama-anshav  
@EM3FRAMED  
Winter 2021

# Kindness is our Superpower



# Kindness in our Culture

- *Start with self – Innervism*
- *Lean into ‘wince moments’*
- *What is your theme tune?*
- *Be brave in conversations*



# Kindness is our Superpower

