



# Begin Well



As your team begins their shift, you might find it helpful to take a few moments to talk together as a group and run through a pre shift check in to help normalise, validate and recognise any concerns they might have while building morale and reinforcing a team ethos.

- B** **Bring the team together** - Gather your “tribe” and start the shift as a whole team. Focus on the here and now while taking any learning from before. Start fresh and let go of anything unhelpful from yesterday.
- E** **Encourage sharing of concerns and queries** - Allow the team to feel safe, to share their worries and concerns and respond in a supportive manner.
- G** **Generate team purpose** - Connect the team to the important life-saving work they are doing. Highlight the role that they and their team play in the bigger picture of keeping people safe and the essential value of each and every person in doing so.
- I** **Inspire and Innovate** - Celebrate the team’s work, commitment and clarify intentions for the day. Ask questions such as “what would we like patient’s family members say to us about the care their relative has received today?”. “How would we like to be remembered as a team by the people we look after/meet today?” Model finding solutions where problems arise.
- N** **Normalise reactions and responses** - Remind staff of their shared humanity and that feeling frightened, stressed and worried are all perfectly valid reactions to the current situation.

- W** **Welcome Ideas** - Encourage sharing of learning, ideas and suggestions that individual team members may have about the shift in an open and compassionate way.
- E** **Energise** - Find your teams HAKA – what’s your “pre-match” team talk? Ask questions like “how would we like the patients we’ve cared for to describe us as a team when this is all over?” Model enthusiasm.
- L** **List what’s going well** - Remember to highlight successes, what’s been going well and your pride in the team.
- L** **Leave space** - for team members to respond, ask questions and contribute in a way that feels safe and supportive. Create space for self-care and emphasise permission and support for team to engage in self-care activities. Ensure breaks, nutrition, hydration etc. Have a plan for how this will happen.