**Credo Tackle Box**

**CREDO BEHAVIOR:** I Communicate Effectively

**TITLE:** Credo Behavior WINS and DO OVERS

**AUDIENCE:** staff in groups up to 15.

**PURPOSE:** Communicate, celebrate, recognize and learn; a no-blame announcement of learning that prompts change or improvement. Builds trust to see leaders & others discuss what they have learned from mistakes without blame, and now what they DO that is simple, saves time, and better serves the patient. Positive communication about difficult situations, builds a sense of safety.

**Preparation:**  Can be adapted for any of the six Credo behaviors.Include in EVERY agenda to build a tradition of opening lab/staff /clinic meetings with WINS and DO-OVERS.

**Approximate Time:** up to 7 minutes.

**Audience/Group Size:** For greater than 15 people, ask them to share in small groups first.

**MATERIALS:** None

**DESCRIPTION:** Begin your staff meetings, town halls or other team gatherings, opening the floor for team members to contribute interactions that exemplified *I communicate effectively.* Ask for any situations that could have been better if effective communication was used.

Emphasize how effective communication is more than what an individual said. It is about the meaning of the words, tone, body language understood and validated by the listener.

Continuous improvement starts with being able to speak openly in a group about what we’ve done well and what we can do better. Communication – to groups as well as one to one - is a complex and crucial element across healthcare, research and education.

Following discussion, get the team’s agreement in writing to improve on a single type of communication behavior. Example: **I take responsibility for COMMUNICATING EFFECTIVELY by…**

* **Sending clear, brief & professional emails between departments**
* **Phoning a colleague in situations when an email will be too complex or accusatory**