

# BE EXTRAORDINARY **TOGETHER.**

## **Culture Considerations and Conversation Starters**

### **At Your Best**

Have you ever noticed that there are times you are at your best, and you feel like you can do no wrong? Things just seem to go your way. Your comments are right on target, your ideas are on the money. When faced with pressing deadlines, you are able to focus and get the job done. When faced with problems, you seem to be able to come up with brilliant solutions. Working with others is easy and effortless.

Have you experienced times when you're just off your game? During times like these, we seem to be a step behind everyone else. Our comments and ideas are off the mark. We just can't get "with it"; can't get our momentum to get our jobs done. We are easily irritated and the innocent comments of others seem to carry some malevolent hidden meaning.

We all have good times and bad times, and those in between. It is the ebb and flow of life. There are times when we are at our best and times when we are not.

### **Conversation Starters**

Ask your team to consider:

- What leads me to being At My Best (proper sleep, exercise, spending time with family, working on a project I care about)? What leads me to not being my best?
- How can we use the Mood Elevator and Energy culture concepts to help us be our best more often?
- What are some approaches and tools that we can use as a team to help each other be at our best more often

Have the team commit to two things from the infographic (e.g., getting more rest, being aware of your moods, etc.), and set the expectation that you are going to ask for updates at the next meeting or in your one-on-ones.

### **Inclusion and Diversity**

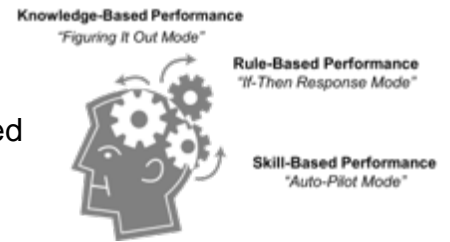
If we operate At Our Best we tend to be higher on the mood elevator and higher in our positive energy. How does being At Our Best more often influence inclusivity on the team? Conversely, what do we need to be aware of as a team when we are not our best that could make us less inclusive?

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## Our Journey to Zero Harm

What do you need to be **at your best** for our patients, your colleagues and yourself?

In our fast pace environment, there are many factors that can make it difficult to **be at your best**. Our brain really works in three ways – we are either in **auto-pilot** because we are doing something routine, **rule-based mode** because we are doing something we learned or were taught, or **wing-it mode** because we haven't done the task routinely and have no previous experiences to guide us. As a result, our instinct is to just **figure it out**.



Each one of these modes, has a risk for error. Understanding where your head is at before carrying out the task will decrease your risk of error.

Mode of Performance & types of errors	Error-Prevention Strategy
<b>Auto-Pilot</b> <i>slip, lapse or a fumble</i>	Stop & Think Before Acting
<b>Rule-Based Mode</b> <i>taught wrong, picked the wrong response, chose not to follow the rule</i>	Learn the Rules, Stop & Think Before Acting Reduce Burden Increase Awareness of Risks
<b>Wing-It Mode</b> <i>came up with the wrong answer</i>	Stop & Find an Expert