March Courage

As you prepare for the monthly culture conversation, review the points below to ground yourself in the concepts. Remember the goal of this conversation is to re-introduce the concepts and make clear connections for your staff so they feel confident in using and supporting these practices.

Courage	Delivering extraordinary care for our patients and community requires us to be bold in learning and supporting one another. Use our tools to make great decisions, learn from mistakes, and stoke great working relationships with fellow colleagues.
Assume Positive Intent	We rationalize actions and tell ourselves stories throughout the day. Regardless if they are positive or negative, those stories shape our emotions and actions. Step back and focus on what we know and assume the good intention of our colleagues.
Speak up with CUS	CUS stands for concern, uncomfortable, and stop. This tool is a way for colleagues to pause processes and actions to ensure that we are delivering the best care to our patients and best support to our colleagues. Our code word to stop is "I have a concern…".
Inclusive Integrity	The outward and unapologetic demonstration of a commitment to equity. Inclusive Integrity requires the removal of self-interest, a commitment to perpetual learning, and an applied understanding of empathy and compassion.

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Now that you have grounded yourself in the concepts, take a look at some of the tips and best practices below. Select one or two behavior(s) that you can commit to over the next month.

Courage Connections

- ❑ Connect Courage back to Teamwork – show appreciation for colleagues when they use CUS or provide feedback around assuming positive intent.
- ❑ Remind team members that we bring unique filters each day and that perspectives may be different in solving the same problem. Encourage them to remain curious and assume positive intent.
- ❑ Coach team members in assuming positive intent. Ask, "What do we know about the situation" if you hear them spiraling into the negative.

Courage in Action

- ❑ Give space for concerns by encouraging colleagues to bring forward different perspectives. Use the phrase, "What concerns are there?"
- ❑ As a team, commit to asking each other, "What do we actually know about the person/situation?" when we find ourselves stressed or lower on the mood elevator.
- ❑ Give courage shout-outs. Celebrate team members who used CUS or helped colleagues by assuming positive intent.

Inclusive Integrity & Courage

Part of Inclusive Integrity is understanding empathy and having the courage to step into that situation with the other person. You can use this animated short to start a discussion with your team (https://youtu.be/1Evwgu369Jw):

- ❑ What resonated with you from the video?
- ❑ How might this help us be a more inclusive team?
- ❑ How might we use this understanding as we focus on courage?

We are hard-wired to be helpers, and often times courage can take the form of these helping behaviors. As we better understand our intentional focus on inclusion, you can use this video to lead discussions on helping (https://youtu.be/7pYpTQ93SFM) , and additional resources can be found here (https://www.pwc.com/us/en/about-us/outsmarting-human-minds.html)

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