Hints and tips: Crucial Conversation lines to control COVID-19

Talking to colleagues about uncomfortable issues is often avoided due to the perception that we might offend someone we work closely with. Awkward conversations can require courage. If you can overcome nerves it can help to create a better outcome for everyone.

Before beginning a courageous conversation, consider the following:
- Is this an urgent safety situation that requires you to act swiftly?
- What are the consequences if I do nothing?
- Am I willing to accept these consequences?
- If you are unable to speak up immediately, please find a way to flag your concerns as soon as possible

Keep in mind;
- WHY you want to have the conversation
- WHAT the issue is that you want to discuss
- HOW this issue is affecting you

Role modelling

Irrespective of your role in an organisation, it is likely that there will be times when you witness a colleague not complying with agreed best practice and this can be awkward to address. Nevertheless, it is important you do.

A quick helpful framework is Concern Uncomfortable Safe (CUS) model:

I am concerned (or can I clarify)
I am uncomfortable
This isn't safe (or I need you to Stop)

Sometimes not having a courageous conversation is riskier than having one!

EVERY ACTION COUNTS

Every action counts and these conversation lines may support you to have those uncomfortable conversations

We work well together, but when we *don't comply with infection control guidance* it puts us both at risk

We are members of this brilliant team and we should do everything in our power to protect ourselves and our patients – this means ensuring we comply with *PPE guidance and maintaining social distancing whenever possible*

Do you have a few minutes? I have some ideas about how we could improve our compliance with *PPE/ social distancing* – can I share them with you?

Just because we work together as a team we still need to strictly adhere to *IPC measures in our changing rooms, coffee rooms and meeting rooms – there is no such thing as a Covid free bubble*

Do you think there are ways we could improve infection prevention and control within our team?

When you don't wear your mask properly, it makes me feel vulnerable

EVERY ACTION COUNTS

These next two slides could be printed as credit card size to slot into staff lanyards

Covid-19: How to keep yourself and others safe when there are concerns

Speaking up if you have a concern

- Prepare (think about why and how you want to raise your concern)
- Act (you can use the POIPS framework, see over)

Listening up if someone raises a concern with you

- Assume they are trying to help you
- Remember you may be scarier to others than you think
- Welcome fresh eyes, ears and perspectives on safety
- *Really* listen and respect their view – acknowledge these conversations are seldom 'easy'

Building a safer culture

- Whether speaking up or listening up: assume positive intent; distinguish between the person and their behaviour; and keep the conversation respectful, even if there is disagreement

EVERY ACTION COUNTS

Having a difficult conversation using the POIPS framework

1 **Permission**

Ask to speak to your colleague in a suitable place, allowing enough time

e.g. "Can we chat for five minutes in the office?"

2 **Observation**

Give a factual description of the concerning behaviour, ideally behaviour **you** have witnessed

e.g. "I noticed you were sitting right next to colleagues at coffee time without a mask on"

3 **Impact**

Describe the impact of their behaviour on others (patients/the team/you)

e.g. "I'm concerned that this puts us all at higher risk of catching and spreading Covid-19.

4 **Pause (and ask)**

What do they think? Assume they were unaware of this issue.

e.g. "It is so easy to forget – you probably weren't even aware of doing this?"

5 **Solutions (or suggestions)**

Clearly request how you want their behaviour to change, agree the actual plan together

e.g. "We all need to stick to the guidelines. Should we talk to the whole team about staying safe during our breaks?"

EVERY ACTION COUNTS