

# Creating the Conditions for Teams to Thrive

## PATIENT SAFETY AND QUALITY BULLETIN

SingHealth Duke-NUS Institute for Patient Safety and Quality (IPSQ), Singapore

It's Easier To Face  
Hard Things,  
Together!

Creating the Conditions for  
Teams to Thrive  
during **COVID-19**

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**The art and science of healthcare has always depended on highly effective teams**

– and this rings true now more than ever as we face this pandemic. Today's healthcare teams are being challenged in unprecedented ways as we encounter change in every dimension of life and the need to adapt is constant - and likely will be for the foreseeable future. Now, more than ever, we need our workplace to be an environment of belonging, safety and trust.

**Supportive Environment** – We're all experiencing some degree of grief and anxiety as we lose our sense of normalcy. Whether it's the dismantling of your routines and sense of productivity; lack of focus as work and home life blurs; worrying about your loved ones health – the grief is real. We're also having to sit with the anxieties of not knowing what happens next. *How long will this pandemic last? What will life be like when it's over?* Life feels more vulnerable. By making space for us to each show up authentically in the safety of our teams, it will not only help to ease the day-to-day toll the pandemic is having on our lives, it will also bolster our resilience – both individually and as a team. It takes only a minute or two to check in with our teammates and really listen to what they are saying, and it can make a world of difference in their lives.

**As you commit to creating the conditions for your team to thrive, remember that it's easier to face hard things together than bear the burden alone.**

**Team Pulse:** Knowing how your team is showing up today will help you to be more supportive and strategic about how you move forward together.

- Have a regular check-in to get a pulse on how each other is coping. If you're worried about not having enough time, ask each person to share one word that expresses how they are in this moment.
- Make it safe to share the hard experiences by reminding each other that it's ok to voice grief and anxiety.
- Don't try to fix their grief, or make light of their anxieties in an effort to make them feel better. This rarely helps. Simply allow them to be voiced, witnessed, and understood. There can be tremendous relief in sharing and being heard.
- Some things we won't be able to fix, but we can offer compassion.
  1. Acknowledge that we're all human and feel the pain and struggle of navigating this pandemic.
  2. Accept the difficulty of what has just been shared.
  3. Offer the desire for relief of any suffering.

Use the **IPSQ TeamTHRIVE™ Calendar** to check in with your colleagues or friends and bring mindfulness to your days! (refer to next page)



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1. For resources on staff peer support and counselling, please visit [SingHealth Infopedia Homepage > SingHealth Staff Care Centre - S2C2](#)

2. For more information on mindfulness and self-care, please visit <https://www.singhealthdukenus.com.sg/ipsq/ithrive>

# TeamTHRIVE™ CALENDAR

Jennifer Davis, Lucas Ng

SingHealth DukeNUS  
ACADEMIC MEDICAL CENTRE

Institute for  
Patient Safety & Quality

“At the start of every day, take a deep breath and smile.”

## Team Activity

Set up a simple art and crafts station in a common area with all kinds of fun items like markers, crayons, colored papers, sticky notes, stickers and other craft items.

Encourage your colleagues or friends to make a card or pen a note for one another. Notes can be signed or remain anonymous.

01 Take a deep breath and get some fresh air outside

02 Take a moment to hear the kind things being said about you

03 Tell your co-worker why you appreciate them today

04 Share an uplifting quote to keep boost your team's spirits

05 Send an encouraging email to a friend or a co-worker

06 Invite a colleague to take a deep breath with you

07 Compliment your colleague today!

08 Have a conversation that matters with a colleague

09 Share one good thing that has happened in your day with a colleague.

10 Do something to strengthen your team resilience

11 Offer a smile to someone, it might make a world of difference to them

12 Be open to hearing something new from someone today

13 Be patient with yourself as you adapt to new ways of being and doing

14 Cover for a colleague so they don't have to work overtime

15 Share with your colleagues one thing you respect about them

16 Give someone the benefits of doubt by standing up for them

17 Ask a colleague how they are doing – and give them your full attention

18 Practice gratitude for simple experiences – blue skies, lunch, a helpful colleague, a patient getting better

19 Take time to listen to your colleague's ideas

20 At the end of the day, reflect on what went well

21 Acknowledge someone for how they have made you feel supported today

22 Savor the joy of starting your day knowing your team will do your best

23 Listen to everyone's opinion in a meeting and thank them for sharing

24 Offer help to your colleagues who are struggling at work

25 Invite someone to meditate with you

26 Remind your team of your team purpose

27 Celebrate what you've done as a team after completing a task!

28 Take a moment to share kind words to someone at your workplace

29 Tell your colleagues they play an important role and Thank them for their contribution

30 Invite a colleague to share their challenge – remind them it's easier to face hard things together

31 Compliment someone for how they are showing up – attitudes are contagious