

7r bodyswaps

Coming soon...

Using Values to Guide Actions

Created in collaboration with West Herts College Group and West Hertfordshire
Teaching Hospitals NHS Trust



Overview

Healthcare is a fast-paced and at times high-pressured working environment. Busy teams with constantly shifting priorities need to be ready to respond in whatever situations come their way. In conditions like these, approaching a situation in the wrong way can lead to negative consequences for other members of the team as well as for patients.

Created in collaboration with West Herts College Group and West Hertfordshire Teaching Hospitals NHS Trust, this 25 minute (approx) module explores how organisational values scaffold behaviours and help staff to navigate these kind of difficult situations by clarifying what is expected of them and guiding collaboration towards shared aspirations.

Module structure

The module takes place in the fictional Stillwater Hospital. Nurse and values champion Dani guides learners through four interactive topics designed to provide learners with the opportunity to practice using values in a realistic workplace environment.

It is estimated that the module will take the learner approximately 25 minutes to complete. Completion times may vary depending on whether the learner chooses to repeat any of the activities to explore the outcomes of different decisions (encouraged).



Key learning goals and outcomes

Learning outcome

Help staff in all areas of the healthcare sector, particularly those working in early-career employment in clinical roles, to explore how values can be used as a handrail in challenging situations.

Learning goals

1. Experience how problems or misunderstandings can arise when people do not use values to drive their actions
2. Draw upon individual and organisational values in order to communicate more effectively at work
3. Reframe potentially difficult situations with value-based thinking

Topic 1 – Values in a perfect world

Learners meet Dani, a nurse and values champion at Stillwater Hospital. Dani poses a series of everyday situations and asks what the learner thinks should happen in each case, before introducing the hospital's shared values.

This **gauge diagnostic** activity is designed to help learners explore what they value the most.

Topic 3 – Values-driven behaviours

Agency nurse Nisa has been tasked with administering some medication to a patient but doesn't have the equipment she needs.

In this **scaffolded conversation**, learners help Nisa use Stillwater Hospital's shared values to appropriately navigate a series of interactions, first with junior team member Sally and then with patient Fred, who is not in a good mood...

Topic 2 – Values in the workplace

In this **observation** activity, learners attend the handover between the night shift and the morning shift on one of Stillwater Hospital's busy clinical departments.

As they watch the team members interact, learners click to identify examples of values-driven behaviours and missed opportunities to use shared values.

Topic 4 – Values and potentially difficult conversations

Now it's time for the learners to practice using the shared values on their own in a potentially difficult conversation. In this **LLM-powered freeform** activity, learners must deliver a message to a member of the team, Jerome.

Different approaches elicit different responses from Jerome, and feedback on whether the learner chose to use the shared values in the most appropriate way.

Module details

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