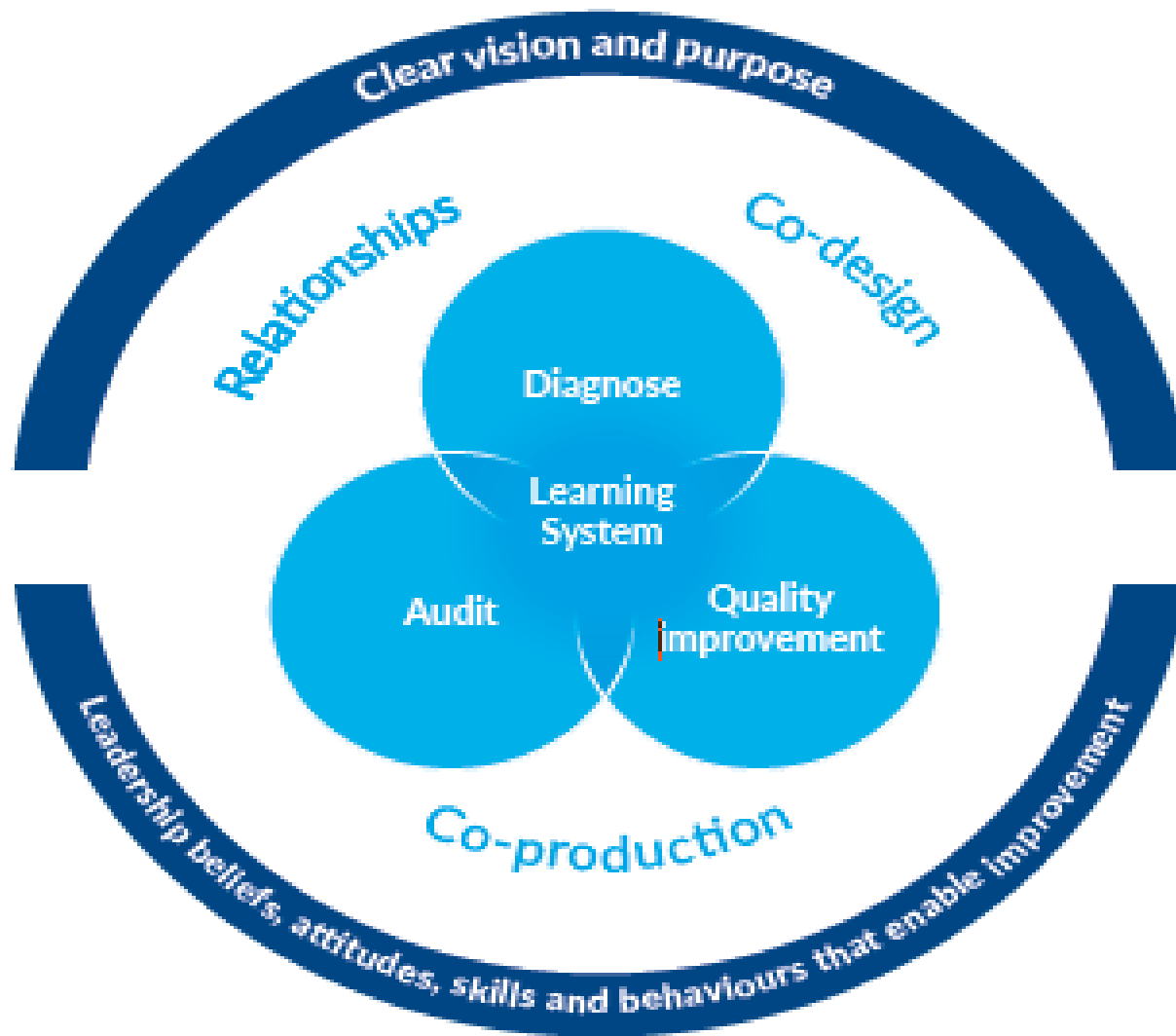


***Quality Academy Presentation
Leadership for Improvement
Resilience***

***Claire Ross
@clairerossOD***



LothianQuality

BETTER HEALTH, BETTER CARE, BETTER VALUE

NHS
Lothian

LEADERSHIP BEHAVIOURS FOR Quality Improvement



CURIOSITY



CREATIVITY



EMPOWERMENT



PERSISTENCE



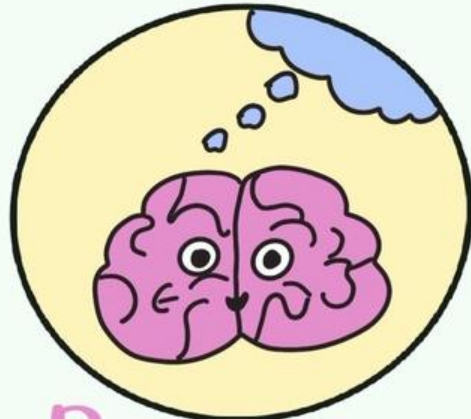
ENCOURAGE
EXPERIMENTATION



EMBRACE ALL
LEARNING



ACTIVE
LISTENING



REFLECTIVE
THINKING



Resilience

What does it mean to you?

LothianQuality

BETTER HEALTH, BETTER CARE, BETTER VALUE



COMMON MYTHS ABOUT RESILIENCE



Resilience is a trait: you are either born resilient or you are not.



Resilience is a skill that can be learned and developed over time.



Resilient people are immune to stress and negativity.



Everyone experiences stress and negativity from time to time. However, resilient people choose to respond to challenges positively, to find meaning and purpose in their lives.



Resilient people are tough and independent; they don't need help from others.



Resilient people are resourceful – family and friends are among their most important resources.



Adversity makes people stronger.



It is not adversity that makes people stronger – it is the process of struggling, learning and persevering that makes people strong.

LothianQuality

BETTER HEALTH, BETTER CARE, BETTER VALUE

NHS
Lothian

THE ROAD TO RESILIENCE

How to develop your bouncebackability!



RESILIENCE IS:

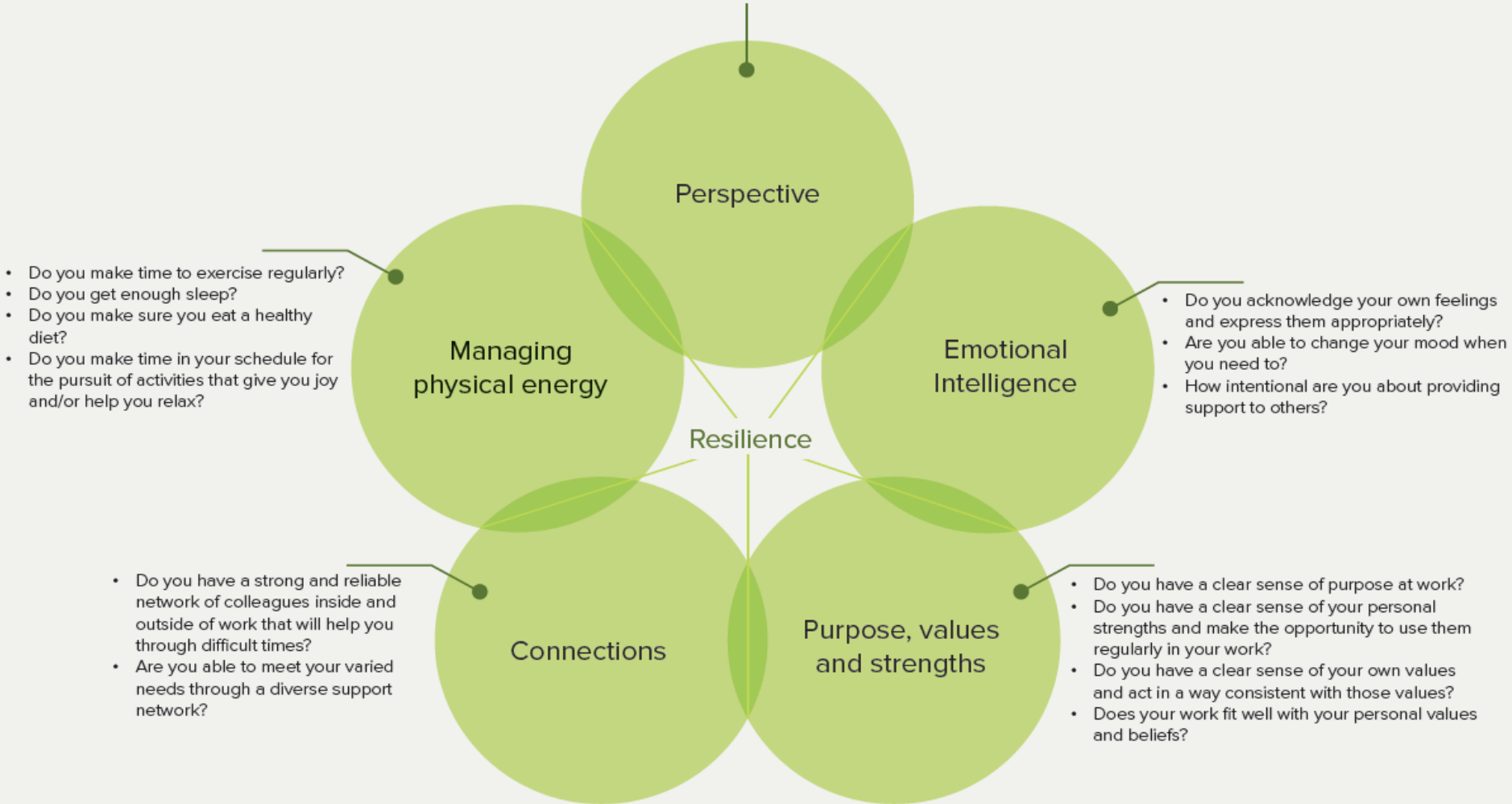
“The process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress – such as family and relationship problems, serious health problems or workplace and financial stressors. It means **‘bouncing back’** from difficult experiences.”¹

LothianQuality

BETTER HEALTH, BETTER CARE, BETTER VALUE

NHS
Lothian

- Are you able to positively reframe negative experiences and find opportunity in adversity?
- Are you able to accept what you cannot change, and focus your efforts on those things you can?
- Are you solution-driven or do you tend to get stuck in the problem?
- Are you able to face fully negative information whilst not dwelling on it?



© Roffeypark.com

LothianQuality

BETTER HEALTH, BETTER CARE, BETTER VALUE



- https://www.ted.com › talks › drew_dudley_everyday_leadership



Don't pressure yourself to
have all of the answers.
Approach leadership as a
learner, not a knower

Dan Rockwell (2019) @leadershipfreak



LothianQuality

BETTER HEALTH, BETTER CARE, BETTER VALUE

NHS
Lothian