

You Are Not A Frog

Workbook, CPD & Reflection Log



Episode 82: When Soft and Fluffy Met Coronavirus with Steve Andrews

Medical professionals all around the world are experiencing burnout, exhaustion and PTSD following the pandemic crisis. Meanwhile, the traditional model of leadership in the medical industry is more counterproductive than ever. In this episode, Steve Andrews joins Rachel to discuss how compassionate leadership can foster a collaborative and connected workplace. We also discuss the most effective ways of supporting your team members.

Most importantly, we tackle the five questions you need to ask the people around you. Now more than ever, we all need genuine and authentic concern from and for our colleagues. Through this, you develop and maintain connections in the workplace.

If you're looking for a leadership technique that encourages an atmosphere of collaboration, this episode is for you. Help others, and by doing so, help yourself.

Podcast links

- Check out our [Permission to Thrive CPD membership](#) for doctors!
- [The Joyful Doctor](#)
- [Headspace App](#)
- [Shout](#)
- Connect with Steve: [Email](#) | [LinkedIn](#) | [Twitter](#)
- [Sign up here](#) for more FREE resources.
- Join the [Shapes Collective Facebook group](#).
- [Email Rachel](#) or reach her on [LinkedIn](#) or [Twitter](#).

QUOTE TO REMEMBER:

'I think the most important bit of the whole program was to reinforce those initial principles: connect with genuine concern, listen deeply, coach people to their potential, but be ready to serve others.'

What You Will Learn from the Activity

Everyone may seem to act like everything is okay. But this pandemic is a time of emotional stress and burnout for many. This is particularly true for people working in healthcare.

This activity serves as a reminder to check in on yourself and the people around you. Don't just ask if a colleague has completed a task; inquire about their well-being as well. Create that human connection.

A genuine act of inquiry can spark a meaningful conversation that can lead to improved mental health. In addition to establishing a connection with your co-workers, compassionate leadership can also provide them with the emotional assistance they need. What can you do to help and serve them at a particular moment?

Completing this short exercise will also help you realise how the traditional command-and-control leadership is an outdated model for influencing people. When people are under this type of leadership, they don't have a voice and aren't too invested in the outcome. By bringing them in and valuing their opinions, you're one step closer to a more open workplace.

Finally, this activity will help you recognise the benefits of implementing compassionate leadership among your team members. Through compassionate leadership, they can make better decisions and produce more meaningful results.

Activity: The Five Questions of Compassionate Leadership

What are your key takeaways about compassionate leadership?

As a leader, how do you coach and inspire others? How do you ensure communication and collaboration among your teammates?

With the checking in approach, you change the way you ask people about their experience. How can you be a more supportive leader through this checking process?

Invite a colleague to go through the five questions with you. Try answering as candidly as possible. As this is a conversation, there's no right or wrong answer. So don't feel pressured. Be genuine and open to the possibilities that this conversation brings. Write down the interesting points you've gleaned.

1. How are you doing today?
2. How is your team doing?
3. How are your colleagues doing?
4. What can you do to help them?
5. What can we do to help you?

What are your observations after using the five questions in conversation?

How do you think your team will benefit from these five questions? What about your organisation?

CPD time claimed:

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