



Eight Staff Meeting Activities That Shine the Light on Compassion



www.planetree.org



www.languageofcaring.org

Take the Team's Pulse

Savoring Our Successes

Shine the light on compassionate acts.

1. Split your group into pairs. Give each pair a sheet of paper for notes.
2. Ask each pair to interview each other by asking:

What were your high points and successes at work within the last week? Make sure you include times when you felt your compassion made a difference.

3. Each person must provide a minimum of 10 high points/successes.
4. Afterward, go around the group multiple times and have each person take a turn reading one of their partner's responses.
5. Make sure to thank everyone for sharing and express your happiness with the team's many successes.

Take the Team's Pulse

Lovingkindness Check

Pose this question to your entire team, and then ask each of them to share examples. It's simple and direct.

***Was your care or service delivered with loving kindness today?
Share one example!***

Connect and Share

Your Hoped-for Reputation

Traits, skills, accomplishments and behaviors shape a person's reputation.

Ask your team the following questions:

- 1. What do you want your reputation to be at work?***
- 2. What traits, skills, accomplishments and behaviors do you want to be known for by your colleagues and by the people you serve?***



Connect and Share

About You on Your 90th

Frame this with the following explanation: “To be a great team, we need to support each other. There’s a lot of evidence that people are instinctively supportive of each other when we know what’s important to one another. Let’s try a creative approach to learning more about what’s important to each of us. I’m confident we can help each other advance our values and goals in our everyday work.”

1. Present your team with this scenario:
Picture this. At your 90th birthday party, people are singing your praises. What kinds of things do you hope to hear them say about you and your life? I hope everyone will talk for a full minute.”
2. Give everyone a turn to talk about this. If fewer than 10 people are present, take turns sharing with the whole group. If you have more than 10 people, divide into two groups. Adjust your group size to the time available.

Connect and Share

Empathy

By calling attention to empathy and having people self-reflect, they will be more likely to express empathy. Ask your team these questions:

- 1. *What does empathy mean to you?***
- 2. *How do you rate yourself on empathy, and why is that so?***

Connect and Share

Compassionate Acts

In pairs or small groups, share stories that counteract compassion fatigue and help people savor the energizing feelings created by compassionate acts:

- 1. When in the last week did you act with compassion in your work or family life? Tell the story. What did you do? What was the result? How did you feel afterward?***
- 2. When in the last week did someone else show compassion for you? Tell the story. What did they do? What was the result? How did you feel afterward?***



Connect and Share

Loving Care, Every Day

When inspirational healthcare leader Erie Chapman ran a hospital in Ohio, he had all managers ask their staff this question every day. This is an amazing way to keep people's focus on their real mission.

Make a habit of asking your team this wonderful question:

How have you shown loving care today?

Thinking of Those We Serve

Easing Anxiety

Make the point that in healthcare, anxiety reduction is a powerful driver of patient satisfaction and healing. Patients and their families appreciate the caregiver who makes an effort to reduce their anxiety. They perceive this as compassionate.

Have your team discuss these questions and share the results:

- 1. Think about those you serve. Choose one point in your services when the people you serve are most likely to feel anxious.**
- 2. What is one thing you can do to prevent anxiety at that point for the people you serve?**
- 3. In situations where prevention isn't possible, what can you say to the person that might ease their anxiety?**