



TRUST IN TEAMS

PREP PROMPT

Share an example of a highly cohesive team you've been a part of.

PRINCIPLES FOR TRUSTING TEAMS

- ADMIT weaknesses & mistakes
- ASK for help
- ACCEPT feedback and input
- GIVE each other the benefit of the doubt
- APPRECIATE each other's contributions
- AVOID politics
- OFFER and ACCEPT apologies

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
What's a high-trust team you see in our culture? What makes it so?	Talk about a team you've been a part of at BSWH that showed high levels of trust.	What's something your current team could do now to improve trust?	What's an aspect of trust that you want your team to remember for?



TRUST, ONE PERSON AT A TIME

PREP PROMPT

Describe the most trusting relationship in your life.

PRINCIPLES FOR TRUST

1. Consistent Behavior
2. Clear, Courageous Communication
3. Integrity
4. Think in “We” terms

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Who would you consider to be the most trustworthy person in our culture?	Who do you think is the most trustworthy person at BSWH?	Pick a relationship where you'd like to build trust and have a conversation about how to do it.	What's an aspect of trust that you personally want to be remembered for?



MAKING MESSAGES MEMORABLE

PREP PROMPT

What's a memorable message you gave to someone outside of work?

PRINCIPLES FOR MEMORABLE MESSAGES

C onnection
E motion
N eeded
T wist

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Describe a notable or memorable message from an event in our nation's history.	Examine a message that had an impact in the BSWH System.	What's a message your team needs to communicate and to whom?	How can you be intentional about delivering the right kind of messaging on a consistent basis?



PRAISE'S PERVASIVE POWERS

PREP PROMPT

Do you have a particular "praise artifact" that you keep and cherish?
(Like an award you were given, a letter from someone, etc.)

PRINCIPLES FOR PRAISE

- Reward effort and intention
- Be specific
- Be spontaneous
- Be encouraging

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Can you describe an example of someone in the US or world being publicly praised?	Can you describe any system-wide examples of individuals or groups being praised?	Make a list of five people on your team you will praise this next work week and why.	How can you be intentional about programming "praise" into your life?



DECISION MAKING STYLES

PREP PROMPT

Describe a big decision you've made in the past year.
Which of the 4 Decision Making Styles below best describes you?

4 DECISION MAKING STYLES

- Analytical
- Behavioral
- Conceptual
- Decisive

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Can you think of public decision makers in the world in each of the 4 Decision Making Styles?	What do you think is the dominant Decision Making Style within BSWH?	Looking at the members of your team, can you identify each person's Decision Making Style?	What should your team do moving forward to balance the DM Styles people have and leverage everyone's strengths?



PRACTICAL DECISION MAKING

PREP PROMPT

When do you feel most vulnerable in decision making?

TIPS DURING DECISIONS

1. BREATHE
2. DELAY
3. AFTER ACTION REVIEW (AAR)
4. HAVE A PROCESS

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
What's a movie or book that has had an impact on your professional life by seeing others' experiences?	Can you think of a decision at BSWH that was made too quickly? What about one that took too long?	When do you feel your team is most vulnerable in decision making?	Discuss how your team could incorporate the AAR concept in your current rhythm to improve learning.



BILLBOARD INNOVATION

PREP PROMPT

What habit, practice, or place provides you with the most creative energy?

4 DIMENSIONS OF EMOTIONAL CREATIVITY

1. EFFECTIVENESS
2. NOVELTY
3. AUTHENTICITY
4. PREPARATION

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
What's the most innovative company in the world? Why?	What is one innovation BSWH has introduced to effect positive change in our world?	What big challenge does your team face that needs innovative, new approaches?	What problem(s) can you solve on behalf of the next generation of leaders in your organization?



CREATIVE JAMMING

PREP PROMPT

If you could recreate one aspect of your daily work, with no limit on resources or technology, what would it be and why?

1. MASTER YOUR CRAFT
2. SUSPEND JUDGMENT

The hidden payoff in team innovation is joy.

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Who's someone in our culture today who is a master in their field?	What do you think BSWH is "known for" in the medical profession?	Discuss an area of possible innovation where your team needs to "suspend judgment" to explore solutions.	Moving forward, how can your team highlight the joy that comes from teamwork?



COMPASSION SATISFACTION

PREP PROMPT

Describe the perfect day that would leave you feeling renewed. Where would you go? What would you do (or not do)?

THE 3 R'S OF SELF-CARE

REFRESH

REFUEL

REJUVENATE

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Describe where you feel most cared for as a customer.	Who do you admire at BSWH for their ability to care for others & themselves? What habits do they practice?	How can you help cultivate compassion satisfaction for teammates at BSWH?	How might our profession look different if self-compassion was more widely practiced?



DIVERSITY OF HOPE

PREP PROMPT

What are your sources of hope in this life?

2 FUNCTIONS OF HOPE

1. Helps people cope with negative situations
2. Motivates people to pursue positive outcomes

CASCADE CHATS

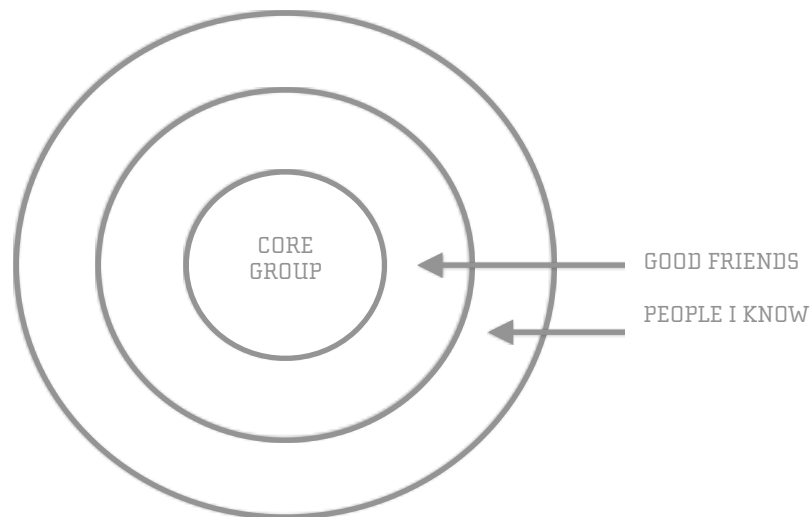
I	II	III	IV
Culture	BSWH	Now	Legacy
Name an organization that projects the most hopeful outlook for our world.	In what specific ways does BSWH foster hope within our communities?	What patient or teammate most needs hope from you right now?	Can you design a habit for your team that will consistently promote hope?



CONNECTION'S RESILIENCE CONNECTION

PREP PROMPT

Who's in your "Core Group" at work?



CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
Can you think of a core group of entertainers that have been together for multiple decades?	What's a strong example of a "connected team" at BSWH?	What's an activity your team can do in the next week to build cohesion?	How can you better help new team members feel connected at work?



BOUNCING FORWARD

PREP PROMPT

If you made a movie about a time in your life when you showed resilience, what would the title be?

TIME-IN TIPS

- SET YOUR INTENTION
- DAILY MEDITATION
- 3 GOOD THINGS
- JOURNALING
- GRATITUDE
- EXERCISE
- SPEND TIME OUTSIDE
- LEARN ONE NEW THING
- MIND-BODY CONNECTION
- RESONANCE BREATHING
- PURPOSE AND MEANING

CASCADE CHATS

I	II	III	IV
Culture	BSWH	Now	Legacy
In what ways does our modern world encourage gratitude?	What's an example of BSWH as a culture "bouncing forward" from a tough time?	What habit can your team start to improve the most stressful times?	At the end of your time in healthcare, what do you want to be known for?