



Starting the conversation about joy in work

How can we explore the notion of experiencing and helping others to experience feeling joy about their work?

Here are a few conversation starters that could help you to delve further into what joy in work means to you and the people you work alongside.

Helping people talk to each other is all about welcoming and celebrating the diversity of opinion and personal approaches that we each bring to the table when striving to create a strong safety culture, which joy is an important element of. There is ample evidence of the role joy plays in safer care – [which Suzette summarises here](#). So, the questions below are all written in an appreciative style.

With a conversation such as this, there are no right answers, and rather the idea is to allow people to speak, be listened to, heard and understood.

We hope that these conversation starters could help you involve people, connect with them and build stronger relationships, and that what you discover enhances your approach to patient safety.

You can use these in whatever way suits you; during a kitchen table, in a team catch up, huddle, meeting, Schwartz Round, one to one or just over a chat and cuppa with a colleague and friend.

These are just examples too so feel free to create your own and do share those with us via email or social media (using the hashtag #su2s) and we can share more widely to help others.

What does joy in work look and feel like to you?

Can you share some examples of when someone's actions helped increase the sense of joy you feel at work?

What role does positivity play in joy at work for you?

Tell me about an experience when the people you work with have increased your sense of joy in work?

How can we help people reconnect with each other more often throughout the work day?

What steps can we take to look at what works well when we care for patients safely so that we can do more of it?

What can you do to help make sure that values like kindness, humility and supportiveness are rewarded and seen as essential?

How would initiatives such as 'learning from excellence', #kind2018 and saying thank you to the people you work with make a difference for you?

What would you like to see the leaders in your organisation do more of to help create an environment where joy in work can thrive?

What can we do to help build on this way of developing relationships and having conversations so that they become part of the everyday fabric of what we do every day?