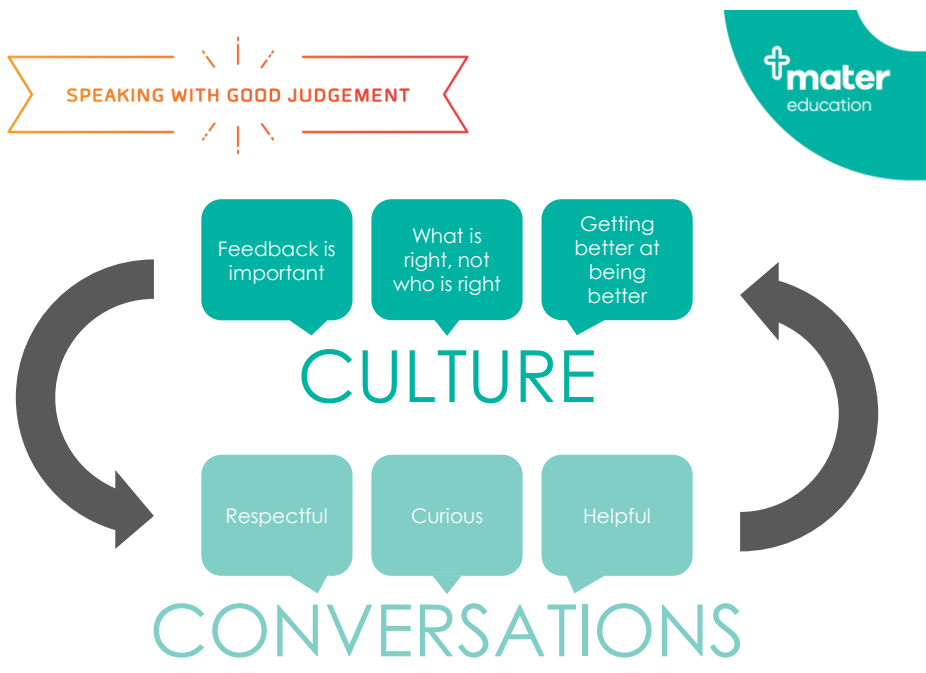


**SPEAKING WITH GOOD JUDGEMENT**

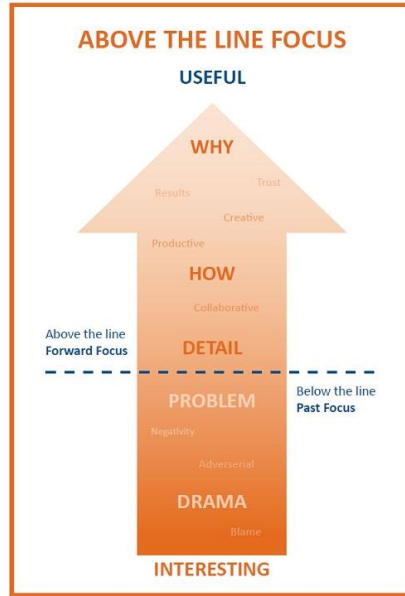
# Transforming organisational culture through conversations

Jo Griffin, Program Lead, Mater Education

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### Keeping conversations 'Above the Line'.



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### How will this cultural transformation occur?



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## SWGJ Program key concepts

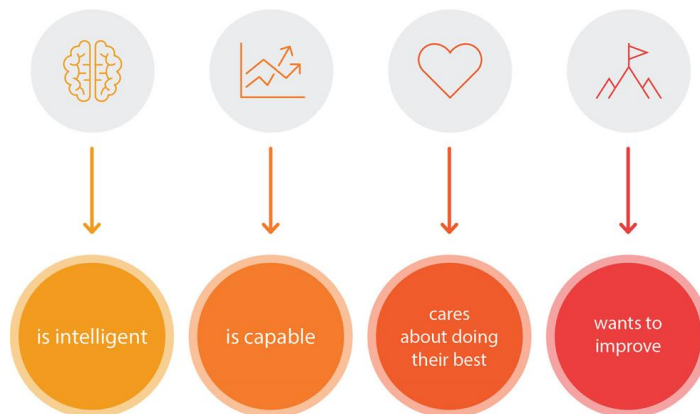


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## The Basic Assumption



We believe that everyone participating in the Speaking With Good Judgement program...



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### With Good Judgement approach



Transparency of Thought

**DOES**  
share observations, opinions & judgments

**DOES NOT**  
assume a stance of certainty and righteousness



The Basic Assumption

CURIOUS      RESPECTFUL      HELPFUL

### Receiving With Good Judgement



Mutual Respect



Listen to Understand

CURIOUS      RESPECTFUL      HELPFUL

## Receiving With Good Judgement



# Understanding blind spots!



Heen, S., & Stone, D. (2015). Thanks for the feedback: The art of receiving feedback well. USA: Penguin Publishers

## Practice and support



## Ongoing support

Organisational learning – Just in time education – Virtual/eLearning – Evaluation – Research

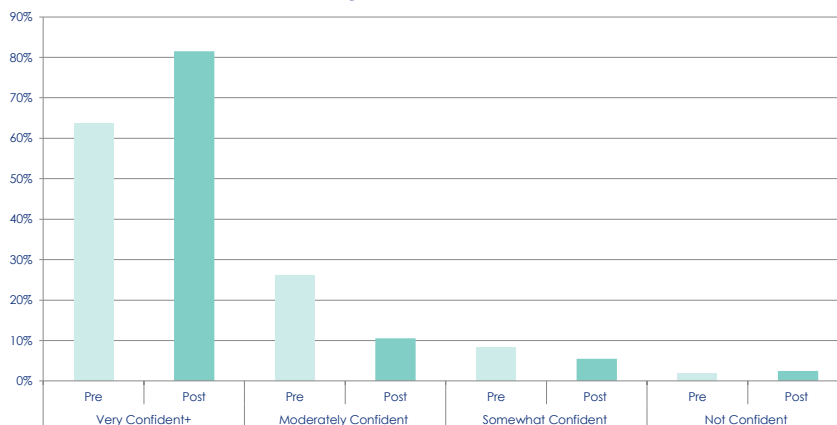
## What has been delivered in first 18 months of the SWGJ Project at Mater?



- 200 SWGJ Foundations Sessions since March 2018 across three main sites – South Brisbane, Springfield and Redlands
- 3300 employees have now attended a SWGJ Foundations Program session – 45% of all Mater employees
- 27 SWGJ Program Instructors and Facilitators
- 147 Coaches with 25 new Coaches trained in November/December 2019
- 4 current active research studies – with two more planned in 2020
- 3 successful conference abstracts including 2019 IHI Patient Safety Congress in Houston, TX, and 2019 Asia Pacific Health Leadership Congress
- 70 SWGJ in-services for Mater teams



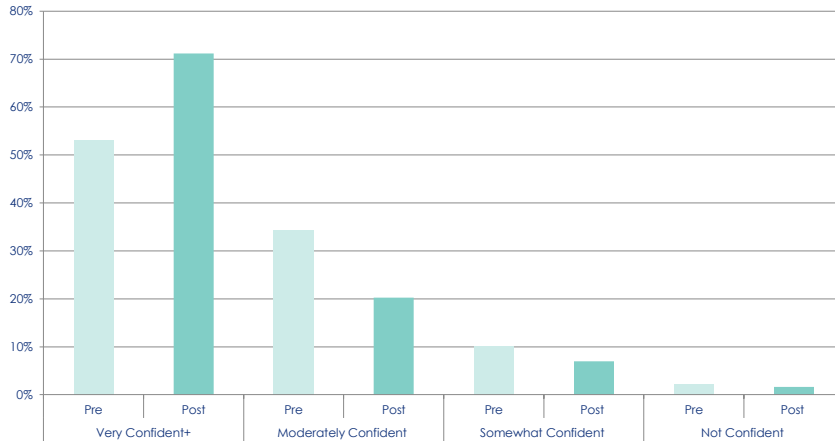
I am confident that when speaking with my colleagues, I hold the assumption that they are capable, intelligent people who care about doing their best and want to improve.



**Q1. Number of participants Very or Extremely Confident increased by 17.86%**



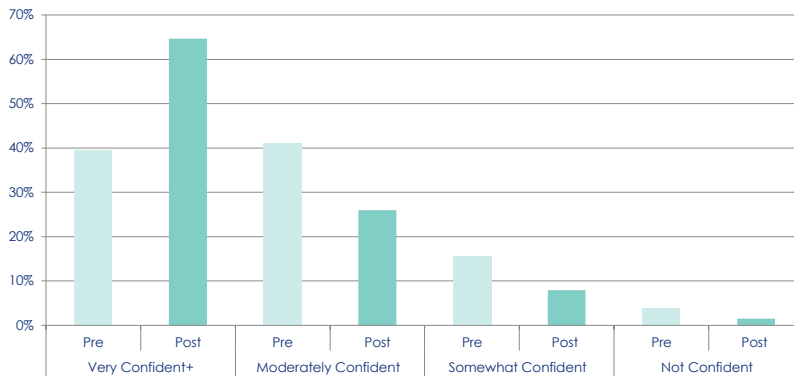
**I am confident that I receive feedback well.**



**Number of participants Very or Extremely Confident increased by 18.01%**



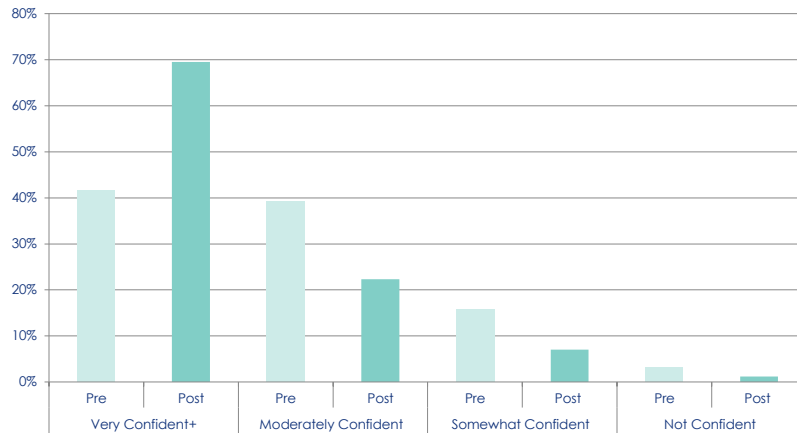
**I am confident in speaking up, even in difficult situations.**



**Number of participants Very or Extremely Confident increased by 25.39%**



**I am confident that I possess the skills to be able to speak up, even in difficult situations.**



**Number of participants Very or Extremely Confident increased by 27.8%**

### Current SWGJ research



1. An Evaluation of an Educational Intervention to Increase Speaking-Up, Psychological Safety and Safety Climate in a Hospital Setting
2. Speaking With Good Judgement; barriers and enablers of a culture change program within a hospital setting – a cross sectional study\*
3. When and why do employees speak up at work? An episodic study of employee voice behaviour\*
4. Coaches focused – coach resilience, enabling and disabling frames #

\*With UQ School of Business and Psychology

# With Centre of Medical Simulation, Harvard Boston







**Sheryl Nielsen** Education Lead  
**Tamyon Scott** Program Administrator  
**Rachel Brimelow** Research Officer  
**Jo Griffin** Program Lead

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 2019 Australian Learning Impact Awards**

Finalists and Runner Up  
 Learning Excellence in Practice Award

*Awarded to a team within an organisation  
 (private or public sector) who provide  
 outstanding learning and development  
 services for their organisation*

(announced Saturday 28 September 2019)



# Questions or comments?

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