Transforming organisational culture through conversations

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Keeping conversations ‘Above the Line’.

How will this cultural transformation occur?

SPEAKING WITH GOOD JUDGEMENT

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SWGJ Program key concepts

The Basic Assumption

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

- is intelligent
- is capable
- cares about doing their best
- wants to improve

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With Good Judgement approach

**DOES**
share observations, opinions & judgments

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

Receiving With Good Judgement

- Mutual Respect
- Listen to Understand
Receiving With Good Judgement

Understanding blind spots!


Practice and support

SWGJ Foundations → SWGJ Coaches → SWGJ Mentors

Ongoing support
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
Institute for Learning Professionals
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)