# Six Guiding Principles for a Quality Improv(e) Mindset

| Trust | Trust your partners and yourself  
|       | • You are enough  
|       | • The people you are working with are the right people  
|       | • Embrace capability to reduce fear |
| Acceptance | Don’t negat or deny what’s in front of you  
|           | • Honor “gifts” and “offerings”  
|           | • Balance polarities/tensions – things that feel contradictory  
|           | • Helpful words: “Yes, and…”, “And”, “I hear you”, “Thank you” or “Something to also consider...” |
| Empowerment | Set people up for success  
|             | • Give and take  
|             | • Promote safe risk-taking  
|             | • Practice generosity, kindness and grace |
| Awareness | Tune-in to what’s going on around you  
|           | • Listen, watch, & concentrate  
|           | • Anticipate needs  
|           | • Be ready to jump in and help |
| Movement | Keep things moving forward  
|          | • Movement encourages fresh thinking  
|          | • If your situation isn’t what you want/need, make a change  
|          | • Try “If not this, then what?” |
| Commitment | Stay with it until its done  
|             | • Trust the process  
|             | • Work through tension  
|             | • Stay in the relationship |

**quality improv(e)**  
an adaptive approach to classic quality improvement

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