

Six Guiding Principles for a Quality Improv(e) Mindset



<p>Trust</p>	<p>Trust your partners and yourself</p> <ul style="list-style-type: none"> • You are enough • The people you are working with are the right people • Embrace capability to reduce fear
<p>Acceptance</p>	<p>Don't negate or deny what's in front of you</p> <ul style="list-style-type: none"> • 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..."
<p>Empowerment</p>	<p>Set people up for success</p> <ul style="list-style-type: none"> • Give and take • Promote safe risk-taking • Practice generosity, kindness and grace
<p>Awareness</p>	<p>Tune-in to what's going on around you</p> <ul style="list-style-type: none"> • Listen, watch, & concentrate • Anticipate needs • Be ready to jump in and help
<p>Movement</p>	<p>Keep things moving forward</p> <ul style="list-style-type: none"> • Movement encourages fresh thinking • If your situation isn't what you want/need, make a change • Try "If not this, then what?"
<p>Commitment</p>	<p>Stay with it until its done</p> <ul style="list-style-type: none"> • Trust the process • Work through tension • Stay in the relationship

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

