

Empowerment in action

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Your role in BT

Provide service to users

Ensure patient gets the right product

Ensure BT policies are followed

Minimise wastage



Typical BT scenario

Your busy dealing with other things

Most junior person makes the call to you

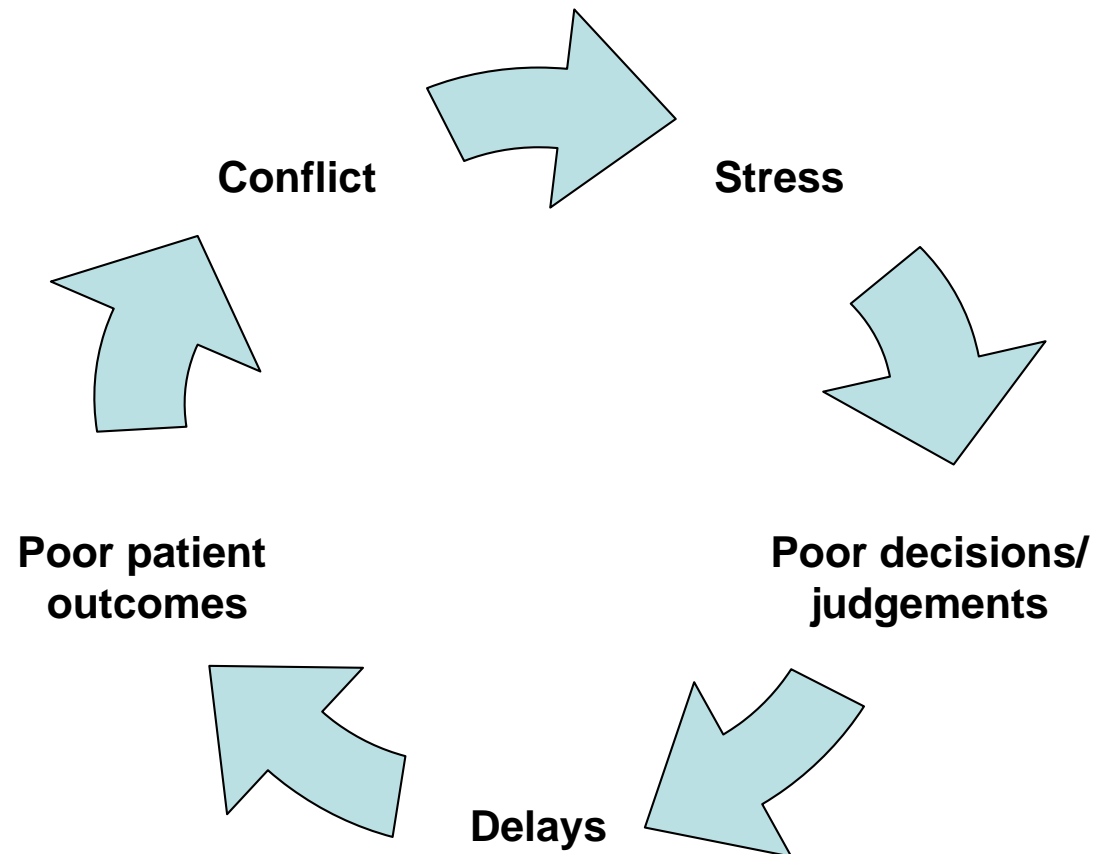
They don't have all the facts or information

Multiple people looking after patient

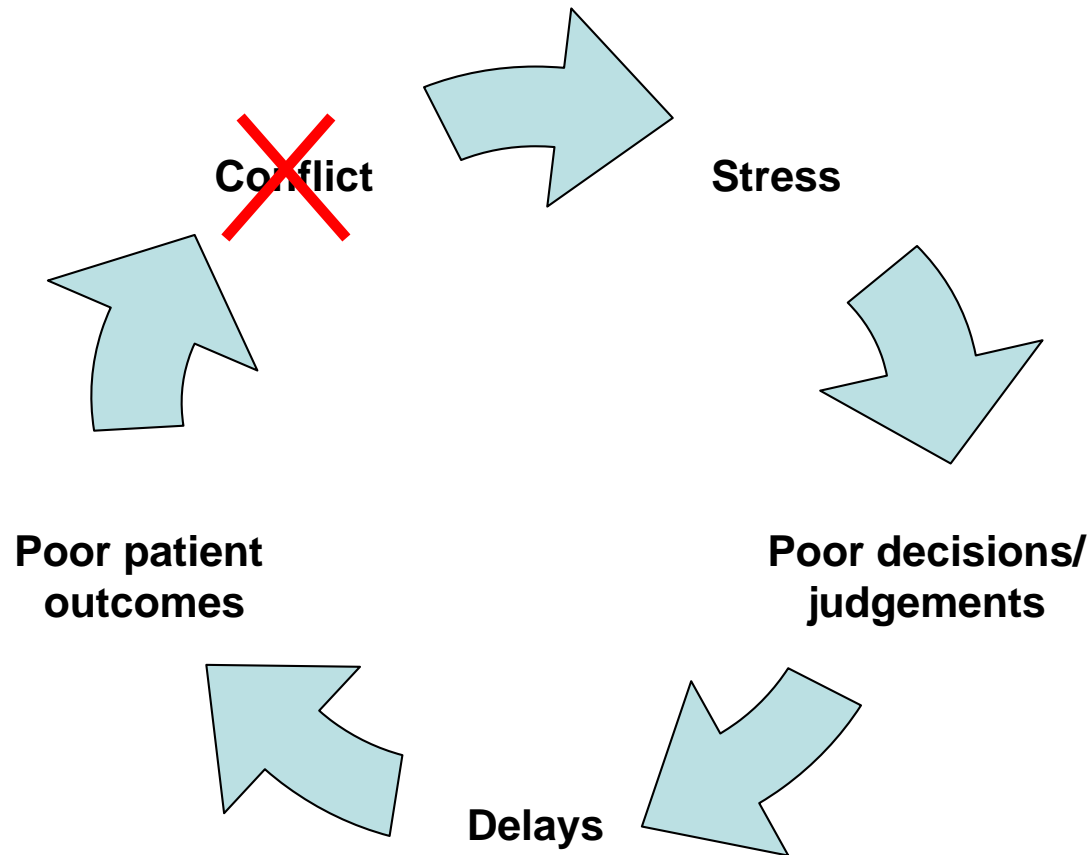
Focus is the patient rather than the “rules”



All these has the potential for...



Break the cycle...



How I avoid conflict

Answer bleep/call promptly

Speak clearly and assertively

Take control of the situation

Positive behaviours

Take control of the situation

Get organised

Communicate/involve with other key departments

Be proactive

Say what you mean and do what you say!

Have confidence in your decisions / judgements

Take responsibility for your own actions

Positive behaviours

Actively listen

Show empathy

Maintain others self-esteem

Be assertive when you need to be

Offer solutions / alternative options

Building self confidence

Take responsibility for your own learning
Keep up to date with BT practices
Reflect on own practices
Follow up after exceptional cases/situations
Ask for feedback
Accept feedback / criticism