

Clear leadership and expectations: Creating psychologically healthy workplaces

Instructions

- Choose the scenario that is most relevant to your team.
- Read the scenario aloud to the group.
- Choose the guiding questions that are most relevant and use them to start a discussion.

After this huddle

Staff should be able to:

- Describe how clear leadership and expectations contribute to a safe and psychologically healthy workplace.
- Recognize the impact of unclear expectations on staff and resident/client well-being.
- Recognize workplace factors that support or hinder clear communication.



Notes to the huddle leader

- Encourage open and honest discussion.
- Emphasize the role of leaders in providing clear expectations and support.
- Highlight the importance of teamwork and communication.
- Remind team members of available resources for support and guidance.

Scenario | Long-term care

Mrs. Lee, a resident with complex needs, has a new care plan. During the morning shift, Sarah, a care aide, notices that her colleague Mike is following the care plan differently than she was trained to do. When Sarah asks about the difference, Mike explains that another team member instructed him to apply the care plan in a way that contradicts what Sarah learned during her training. Sarah is unsure which approach is correct and hesitates to ask for clarification, not wanting to appear incompetent. Meanwhile, Mrs. Lee is becoming agitated because of the inconsistent care she's receiving.

Scenario | Home support

Jessica, a care aide, has been assigned a new client, Mr. Patel, who recently returned home from the hospital after a hip replacement. His care plan includes assistance with mobility, as well as medication reminders. However, when Jessica arrives, she finds that Mr. Patel's family has additional expectations, including tasks outside her usual duties. Jessica wants to be helpful but is unsure which requests she should fulfill. Jessica tries to reach out to her supervisor for clarification but hasn't received a response yet. She feels caught between wanting to support the client and staying within her professional role.

Guiding questions

LONG-TERM CARE SCENARIO

- How did a lack of clear communication or training on the new care plan contribute to the inconsistency between Sarah's and

Mike's approaches?

- How could the team leader have communicated the new care plan more effectively?
- How could leaders establish clearer channels for staff to seek clarification on care plans or procedures without fear of judgment?
- What are the potential consequences of unclear expectations in our workplace?
- How can leaders foster a culture where staff feel empowered to address discrepancies in care practices openly and constructively?

HOME SUPPORT SCENARIO

- How can home care workers navigate situations where client or family expectations go beyond the care plan?
- How can organizations ensure workers feel supported when facing uncertainty in client homes?
- What are the potential consequences of a support worker feeling overwhelmed and unsupported in this situation?
- How can leaders ensure that their team members have access to support and guidance when needed, even outside of regular work hours?
- How can technology improve communication and support for community health workers who often work independently?



Huddle leader: _____

Date: _____

Attendance:

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Additional resources

Workplace Strategies for Mental Health | *Evidence-based actions for clear leadership and expectations*

Workplace Strategies for Mental Health | *Strengthening leadership skills*

SafeCare BC | *CEO leadership blog*

Notes
