

Positive Culture  
Team discussions

### 3. Finding ways to have fewer bad days

This graphic shows what typically makes a bad day for staff at our University. People were asked to remember a recent, memorable bad day at work when they were unable to deliver the quality of work they aspire to and identify the key driver of that. The bigger the box, the more often that theme was identified as a key driver of a bad day.

**Discussion: What makes for a bad day at work in your team, when you are not able to deliver the quality you aspire to?**



**BUILD constructive feedback**

- B** Describe the Behaviour. Observations not judgments. (Understand their context. Step into their shoes. Unsaid).
- I** Describe the Impact on... you, others, outcomes or the work
- L** Listen to them. \*What was happening there?? (Don't ask 'why?')
- D** Ask 'what might you Do differently?' its a dialogue

©2012 feedback authors © April Strategy Ltd

\*What makes a good day at work for you? In Our Shoes = 845

BUILD is our approach to speaking up. It allows us to have critical conversations without being critical, to understand the impact of our behaviours but get past what isn't working into a discussion about what would work better instead. You can find out more about BUILD and improve your feedback skills

- Guide for Step 3 – Direct Feedback
- Helpful e-learning is also available

Positive Culture  
Team discussions

### Discussion: Which of these actions could you take as a team?

- Identify the behaviours that you don't want to see in your team
- Acknowledge that we are all human and get it wrong sometimes
- Support each other to change by giving constructive feedback in a respectful way
- View constructive feedback as an opportunity to learn
- Show compassion and empathy towards colleagues at moments where pressure or stress may be impacting on their behaviour
- Look after people's wellbeing – and our own – notice if people appear to be struggling

Your team actions: