



#32 Healthy healthcare teams. With Roz Lindsay

Roz Lindsay is a vet turned trainer and facilitator for teams who work in healthcare, including veterinary science. She has a passion for people development and has a particular interest in leadership, team development and the neuroscience/psychology of human interaction.

What will I learn from this episode?

- Things to consider if you are thinking of leaving clinical practice.
- What the most common problems are that healthcare teams face.
- What turns a good team into a dysfunctional team, and what to do about it.
- The stories we tell ourselves that perpetuates unhelpful workplace politics.
- A better way of thinking about stress. (Tip - it's more that 'just' an emotion!)
- - How to utilise the power of relationships to restore trust.

One thing to remember: Stress is a neurophysiological response, not 'just' an emotion. So what can we do about it?

Stressful situations cause a physiological response: blood leaves your neocortex as it rushes to the rest of your body to prepare you for 'fight or flight'. This leaves you less capable of successfully dealing with the cause of the stress. Here's what you can do:

1. Identify the fact that you are becoming stressed. Pick the physical signs that signal the arrival stress, like a knot in your stomach, tense muscles or changes in your breathing pattern.
2. Identify the stressor. What *exactly* is making you feel this way?
3. Implement strategies to wind down the emotion.
In the short term this means getting some oxygen back into your neocortex by:



- taking some deep breaths (it's not Zen, it's simple physiology!)
- naming the emotion that you are experiencing. This kickstarts your logical neocortex.

Long term solutions include identifying regular causes of stress and finding strategies to reduce these situations or preparing yourself better for them if they are unavoidable.

Roz says:

“The first thing that I look for is trust. When a team is not functioning effectively I’m going to say that in about 80% of the time there will be an element of distrust in the team.”

Roz’s resources:

Roz’s leadership training programmes:

<https://engageyourhealthcareleadership.com/about/>

<https://engagingpotential.com.au>

Engage your healthcare leadership podcast: <https://podcasts.apple.com/au/podcast/engage-your-healthcare-leadership/id1462153591>

Dare to lead, Brené Brown <https://daretolead.brenebrown.com>

The Last Lecture book, by Randy Pausch: <https://www.amazon.com.au/Last-Lecture-Randy-Pausch/dp/1401323251>

The Last Lecture video: https://www.youtube.com/watch?v=ji5_MqicxSo

Fish, by Stephen Lundin <https://www.booktopia.com.au/fish--stephen-c-lundin/book/9781444792805.html>

The Leadership Antidote Podcast with Dr. Kim Hines: <https://podcasts.apple.com/au/podcast/the-leadership-antidote-podcast/id1492022689>