



WEL With You November 2018



Dear colleagues – I trust that all is well with you.



World Quality Day (#WQD18) was introduced by the United Nations in 1990, and the theme for 8 November this year is **Quality: A question of trust**. The global focus is on celebrating the importance of trust within an organisation and your contribution to its growth and maintenance.

This day offers you an opportunity to celebrate the achievements of your team and organisation, and to recognise those who uphold **trust** to sustain and improve performance every day of the year.

(For more information, go to: <https://www.quality.org>)

I share this because it resonates with our commitment towards quality service delivery and striving to strengthen innovation, growth and sustainability in our daily work settings.



The National Department of Health uses a working definition of 'quality improvement' to mean "achieving the best possible results with the available resources" (QI Guide, 2012).



Our daily practice and understanding of **quality** (ikhwaliti, ubunjani, kwaliteit) as it is linked with **trust** (ithemba, ukukholwa, vertroue) was articulated by a WEL participant who said:

My team members can tell me things that are not too good about me. They help me to see things and for me to try do things differently. You have to trust people to hear these things about yourself. — Free State workshop, 2013.



Did you know that nursing was first done by men in India in 250 BC? I draw your attention to International Men's Day on 19 November, which bears the theme of **men as positive role-models**, and I challenge you to unpack this in a scheduled meeting as an additional agenda item, or to discuss this over lunch. This may well lead to creative engagements for the focus later this month around the **'16 Days of No Violence Against Women and Children'** campaign that carries over into December. I am keen to hear how this pans out, so do let me know.

Discussions inevitably result in heightened emotions, so how then do you process **negative emotions**? Consider thinking about it as 'energy in motion'. As always, you have a choice: you can stay stuck within that emotion, you can suppress it (pretend that it is not there), or you can process it.

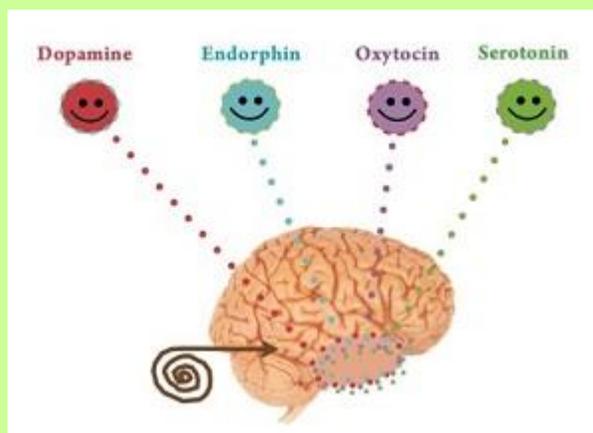


Consider acknowledging the emotion by giving it a name. Anxiety? Depression? Anger?

Then identify its trigger within you by saying to yourself: 'I feel this because ...' This will help you to define the origins of the emotion, and you can draw on the insights of your buddy or support person to process your understanding before you let go of it.

Mental health and emotional well-being not reserved as an annual theme for October. Our wonderful bodies produce the following hormonal neurotransmitters that relay messages from one area of the brain to another, affecting our mood, appetite, sleep, memory, learning, body temperature, perception of pain, and social behaviour:

- dopamine – released when we experience reward
- oxytocin – released when we bond with others
- serotonin – released when we master a challenge
- endorphins – released when we persist and complete things



So, you can choose which of these chemicals you want your body to raise in order to restore your natural emotional balance.

Our practice for this month:

- Consider your attitude towards quality and trust.
- Initiate a discussion in your work setting on 'men as positive role-models'.
- Pay attention to your emotions.



As ever, I welcome your feedback and input.

For previous issues of WEL News, go to:

<http://www.hst.org.za/searchcentre/Pages/results.aspx?k=WEL%20News>



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Contact us for a seven-day WEL process over six months, or a two-day process, or life-coaching.