Break the *Silence*

*Personal leadership as a weapon to speak up*

Romana Malik  
MD | MSc Healthcare Management  
PhD-Candidate  
*r.malik@olvg.nl*

Nesibe Akdemir  
MD | LLM  
PhD-Candidate

Fedde Scheele  
MD | PhD  
Professor Health Systems Innovation and Education
Today..
Today..

- Table discussion (5 min)
- Plenary discussion (10 min)
- Intermezzo (10 min)
- Excercise in pairs (25 min)
- Plenary discussion (15 min)
- Wrap up - toolkit speaking up (5 min)
What is speaking up?

Speaking up is defined as health care professionals raising concerns for the benefit of patient safety, either to the parties themselves or via a reporting system, upon recognizing risky or deficient action of others.

Okuyama et al.
Speaking up: the barriers

• Perceived personal safety of speaking up
• Individual barriers
• Perceived efficacy of speaking up
• Contextual factors
Speaking up: the range

ACCEPTABLE BEHAVIOR

TOO WEAK  OK  DOING GREAT  OK  TOO STRONG

DON'T SPEAK UP, GO UNNOTICED  DO SPEAK UP, GET REJECTED
How to expand your power?
What is personal leadership?

- Consciousness
- Selfobservation
- Selfmotivation
- Selfmanagement
Reframe your thoughts

Describe the situation as if you’re looking through a camera

1. Thoughts: What are you thinking?
   – Credibility scale 0-100?
2. Feelings: What are you feeling?
   – How strong is the feeling 0-10
   – Happy, scared, angry, or sad
3. Behavior: How do you react, what are you doing?
4. Reframe your thoughts
   – Be critical; is the thought rational?
   – Formulate a rational thought
   – Check credibility 0-100
5. Effect of reframing your thoughts on:
   – Credibility on the first thought 0-100
   – Feeling 0-10
   – What could you have done better in a similar situation starting from the rational thought
6. How would you communicate your message?
Toolkit Professional Leadership

• Perspective-taking
• Signal flexibility
• Gain allies
• Display expertise and show passion
Nonviolent communication skills

• Observations
• Feelings
• Needs
• Requests
Thank you for your attention!

Romana Malik  
MD | MSc Healthcare Management  
PhD-Candidate  
r.malik@olvg.nl

Nesibe Akdemir  
MD | LLM  
PhD-Candidate

Fedde Scheele  
MD | PhD  
Professor Health Systems Innovation and Education