

Getting to know your team

VALUES
IN ACTION

What helps you begin to build trust with a colleague that you haven't worked with before?

Metro North Health | Queensland Government



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Getting to know your team

VALUES
IN ACTION

Can you recall a time when it felt okay to say "I'm not sure". What contributed to that?

Tips
Trust grows from reliability, openness, and respectful communication.
Starting with shared goals and showing curiosity helps bridge gaps.

Resources
Metro North Values in Action Framework.

How can I build on this?
ASK THE TEAM: "Is there something small we can try to build trust across the team - like regular check-ins or shadowing each other briefly?"

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People and Culture

Getting to know your team

VALUES
IN ACTION

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Tips

Psychological safety is built when mistakes or gaps are treated as learning moments. Leader reactions and peer support matter most.

Resources

Psychological Safety course for Managers.

How can I build on this?
ASK THE TEAM: "What can we do as a team to make it easier to say "I don't know" or ask for help?"

People and Culture

Getting to know your team

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People and Culture

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Tips

Friendly tone, eye contact, offering time, or simply saying "I've got space if you need anything."

Normalise help-seeking and reinforce that it is a strength.

Resources

Metro North Values in Action Framework.

How can I build on this?
ASK THE TEAM: "How can we make it easier or more normal to ask for and offer help in the team?"

People and Culture

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Tips

Start by asking and listening—pronunciation, cultural events, or different work histories matter.

Avoid assumptions, curiosity and respect go a long way.

Resources

See TMS for more specific culture awareness sessions.

How can I build on this?
ASK THE TEAM: "Is there one small change we could make - like language, celebrations, or introductions - to show more appreciation for each other's backgrounds?"

People and Culture

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Tips

Small, kind gestures (listening, a coffee, space to vent) can make a difference.

Be aware of what works for different people.

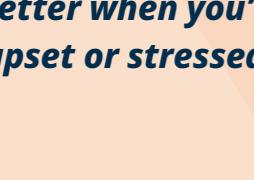
Resources

Peer responder support.

How can I build on this?
ASK THE TEAM: "Would anyone like to create a 'team care list' - ways we can support each other when someone's having a rough day?"

People and Culture

Getting to know your team

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Tips

Learning goals don't have to be formal - curiosity counts! It could be clinical skills, leadership, communication, tech tools, or wellbeing. Knowing what team members want to learn can open up peer learning or growth opportunities.

Resources

Add/update to your PDP.

How can I build on this?
ASK THE TEAM: "Is there a small learning opportunity we could support each other with this month, like a buddy-up, shadowing, or quick course/guest speaker?"

People and Culture

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Tips

Regular rituals like shared lunches, casual check-ins, or team wins board can reinforce belonging.

Involvement in decision-making also fosters inclusion.

Resources

Metro North Values in Action Framework.

How can I build on this?
ASK THE TEAM: "Is there a team habit we want to start or bring back that helps us feel more included?"

People and Culture

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Tips

Encourage sharing strategies that are simple and personal—like walking, music, breathing, or switching tasks.

Normalise conversations about mental health.

Resources

Encourage access of support e.g. Peer responder, TMS.

How can I build on this?
ASK THE TEAM: "Would you like to try any of these strategies as a team this week - like a mindful minute or a group walk?"

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Tips

What's one thing (i.e. activities, habits, tools) you do that helps when you're feeling stressed or overwhelmed?

Resources

What's one thing (i.e. activities, habits, tools) you do that helps when you're feeling stressed or overwhelmed?

People and Culture

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Tips

What helps you feel better when you're upset or stressed?

Resources

What helps you feel better when you're upset or stressed?

People and Culture

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Tips

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Tips

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People and Culture

People and Culture

Team Collaboration



What one change could make knowledge-sharing easier within our team?

Team Collaboration



VALUES IN ACTION

Can you think of a time when something didn't go as planned, but still turned out to be a positive experience?

People and Culture

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Team Collaboration

VALUES in ACTION

When you feel a strong emotion like frustration, worry and excitement at work, what's your best way to manage it?

13 People and Culture

A cartoon illustration of a woman with long, wavy red hair. She is wearing a simple purple sleeveless dress and has her hands on her hips. She is positioned inside a white circle. The background is a solid yellow color. To the left of the circle, there is a large dark blue triangle pointing upwards. To the right, there is a large light blue triangle pointing upwards. The overall style is clean and modern.

Team Collaboration



VALUES IN ACTION

What are the top 3 qualities of a truly supportive team?

The slide has a dark blue header with the 'Metro North Health' logo and the 'Queensland Government' crest. Below the header, the text 'People and Culture' is in a light blue box, and 'Team Collaboration' is in a dark blue box. The main content area has a yellow background with a large white circle containing a cartoon character holding a tablet. To the right of the character is a circular logo with the text 'VALUES IN ACTION'. The main text is a large, bold, italicized question: 'What recent project stretched your skills in a positive way, and what support helped you most?'. The bottom right corner of the slide features the 'Metro North Health' and 'Queensland Government' logos.

Modelling Metro North Values



What everyday behaviours in our team show respect – and where could we improve?



Respect shows up in tone, listening, acknowledgement and inclusion. It can be small: saying thank you, using names, and inviting ideas.

Metro North Values in Action Framework. Values Charter. MNValues@health.qld.gov.au.

ASK THE TEAM: "Is there one team habit we could strengthen to show more respect in daily interactions?"

TEAMWORK INTEGRITY
COMPASSION PERFORMANCE RESPECT
VALUES IN ACTION

Modelling Metro North Values



When you see behaviour that doesn't align with our values, how easy is it to speak up? What would help make it easier?



Speaking up takes courage and safety – leaders play a key role in making it possible.

Framing feedback around shared values can reduce discomfort.

Metro North Values in Action Framework.

ASK THE TEAM: "What's one thing we could try to make calling out misaligned behaviour feel safer and more normal?"

TEAMWORK INTEGRITY
COMPASSION PERFORMANCE RESPECT
VALUES IN ACTION

Modelling Metro North Values



What would help us hold each other accountable to our values?



Accountability is the easiest when expectations are shared and we check in regularly.

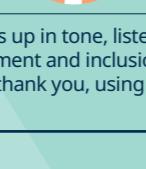
Role modelling and follow-up conversations build consistency.

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ASK THE TEAM: "Could we try a regular team value check-in to see how we are tracking and support each other?"

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COMPASSION PERFORMANCE RESPECT
VALUES IN ACTION

Modelling Metro North Values



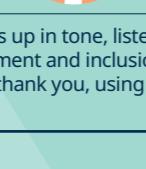
Performance and compassion can co-exist - Clear goals + empathy + better outcomes. Small check-ins or supportive feedback helps teams feel safe while aiming high.

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ASK THE TEAM: "Could we create a team ritual that helps us stay connected and focused during high-pressure periods?"

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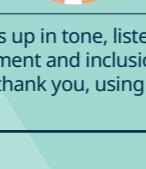
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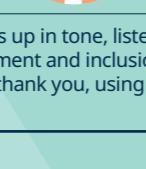
Team celebrations can boost morale, reinforce shared effort, and prevent silos. Recognition doesn't need to be formal – acknowledge contributions in meetings and everyday interactions.

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ASK THE TEAM: "Could we build in one value check-in practice for busy times like a quick huddle or visual prompt?"

TEAMWORK INTEGRITY
COMPASSION PERFORMANCE RESPECT
VALUES IN ACTION

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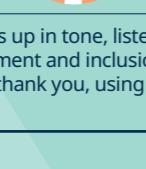
Effective teamwork often means shared responsibility, open communication and mutual trust. Look for behaviours, not just outcomes: listening, backing each other up, adapting together.

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ASK THE TEAM: "Are there a few key teamwork behaviours we want to commit to as a group?"

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COMPASSION PERFORMANCE RESPECT
VALUES IN ACTION

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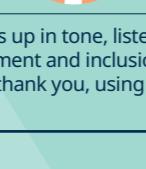
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Gratitude builds positive energy and can deepen connection among teams, boost mood, build team morale, and shift focus from stress to strength.

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ASK THE TEAM: "Would we like to make this a regular question to share in our huddles, chats, and meetings?"

TEAMWORK INTEGRITY
COMPASSION PERFORMANCE RESPECT
VALUES IN ACTION

Wellbeing & Fun



What are early signs that stress is rising – for you and your team mates? How do we usually respond, and what more could we do?



Tips

- Noticing stress early helps prevent burnout.
- Watch for changes in tone, energy, withdrawal, or overworking.

Resources

Psychological First Aid Training for All staff.

How can I build on this?

ASK THE TEAM: "Could we create a team signal or plan for when things feel too much?"

Wellbeing & Fun



What routines, resources, or habits help you stay positive and energised when work gets hectic?



Tips

- Energy comes from breaks, connection, hydration, movement, laughter and purpose.

What works may differ – learn from each other's strategies.

Resources

One team loves setting the tone using the song "Affirmation Song" by Doggyland, Snoop Dog.

How can I build on this?

ASK THE TEAM: "What's one small energising habit we could build into busy days as a team?"

Wellbeing & Fun



Do you think your team could lean in and support you if you needed to take unplanned leave?



Tips

- Team resilience means building flexibility and shared task awareness.
- Psychological safety includes knowing it's okay to step away when needed.

Resources

Unplanned Leave QHEPs page.

How can I build on this?

ASK THE TEAM: "Could we map our critical tasks to ensure we're always ready to back each other up?"

Wellbeing & Fun



What small opportunity might we be overlooking to make our work more flexible or adaptable as a team?



Tips

- Trust grows from reliability, openness, and respectful communication.
- Starting with shared goals and showing curiosity helps bridge gaps.

Resources

Flexible Working Arrangements QHEPs and Unplanned leave Managers Guide.

How can I build on this?

ASK THE TEAM: "What's one flexible idea that we could try to implement to ease the workload?"

Wellbeing & Fun



What little ritual instantly lifts the team's energy – like a coffee chat, stretch break etc.



Tips

- Rituals create rhythm, connection, and culture.
- Even 2-minute 'reset' rituals can recharge a group.

Resources

These can be team specific, but some examples include team coffees or Air squats at handover.

How can I build on this?

ASK THE TEAM: "Is there a small, feel-good ritual we'd like to start doing regularly?"

Wellbeing & Fun



How can we turn an everyday task into a friendly game or fun challenge?



Tips

- Fun brings positivity and enjoyment into our work.
- Keep challenges light and inclusive for everyone.
- Using creativity helps to turn routine into collaborative mini goals.

Resources

Metro North Values in Action Framework.

How can I build on this?

ASK THE TEAM: "Could we create a mini-challenge around one of our regular team tasks this week?"

Wellbeing & Fun



Is there a task - administrative or otherwise - that you complete regularly but feel could be carried out more efficiently?



Tips

- Opportunities to provide constructive feedback are elements of high performing teams.

Resources

This may be an existing documented processes, or an opportunity to clarify a process or a task.

How can I build on this?

ASK THE TEAM: "What small improvement could we make either as a team or individuals that would enhance our day-to-day?"

Wellbeing & Fun



What is your favourite quick 'brain refresh' activity during the workday – and how could we make space for it?



Tips

- Brain refreshers help with focus, mood, and problem-solving.

Think: walk, music, mindfulness, chat, doodle, or stepping outside.

Resources

- Mindfulness moments
- The 60 second farewell

How can I build on this?

ASK THE TEAM: "Should we explore a regular 5-minute team brain break?"

Wellbeing & Fun



How can I build on this?



Tips

- Resources

How can I build on this?

Make your own

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Tips

Resources

How can I build on this?

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