

People and Culture01

Getting to know your team



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

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?"

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture02

Getting to know your team



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

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?"

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture03

Getting to know your team



What team activity or tradition makes you feel included?

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?"

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture04

Getting to know your team



What's a small sign that it's safe to ask for help in this team?

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?"

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture05

Getting to know your team



How can we better acknowledge each person's individual background and experience in everyday interactions?

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?"

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture06

Getting to know your team



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

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?"

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture07

Getting to know your team



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

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?"

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture08

Getting to know your team



What is one skill or topic you would like to learn/try or explore in the next year?

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?"

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture

Getting to know your team



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture10

Team Collaboration



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

Tips

Simple changes – like shared folders, team briefs, or buddy systems, can boost clarity. Open communication prevents knowledge from becoming siloed.

Resources

Metro North Values in Action Framework.

How can I build on this?

ASK THE TEAM: “Is there one knowledge sharing habit we could try or improve this month?”

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture11

Team Collaboration



How comfortable do you feel giving feedback to leaders that could improve how we work together?

Tips

Upward feedback takes trust, safety and an invitation to be heard. Leaders who welcome feedback model openness.

Resources

Metro North Leadership in Action.

How can I build on this?

ASK THE TEAM: “What would make it safer or easier to raise ideas or concerns with leaders?”

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture12

Team Collaboration



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

Tips

‘Failing forward’ means learning from a mistake or trying something bold. Safe spaces to debrief and reflect helps teams grow.

Resources

Psychological safety course for teams.

How can I build on this?

ASK THE TEAM: “Can we make space for sharing what we have learned – especially when things didn’t go to plan?”

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture13

Team Collaboration



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

Tips

Naming emotions and using healthy strategies (pause, breathe, walk, talk) can help. Emotion awareness improves communication and decision-making.

Resources

Staff Extranet Wellbeing Resources.

How can I build on this?

ASK THE TEAM: “Would we benefit from a shared pause or reset strategy when tensions run high?”

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture14

Team Collaboration



What’s the best team you’ve been part of, and what made it great?

Tips

High-performing teams are often built on trust, and shared goals. Reflecting on good experiences can shape future team culture.

Resources

Metro North Values in Action Framework.

How can I build on this?

ASK THE TEAM: “Which of those great-team habits could we bring into our own team?”

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture15

Team Collaboration



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

Tips

Look for things like listening, follow-through, celebrating wins, and having each other’s back. Every team can build support intentionally.

Resources

Metro North Values in Action Framework.

How can I build on this?

ASK THE TEAM: “Are there any of these qualities we would like to grow more deliberately as a team?”

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture16

Team Collaboration



What is one thing that a coworker has done to support you that you are grateful for this week?

Tips

Gratitude builds positive energy and can deepen connection. It can be simple—gratitude for a colleague, a good coffee, or a moment of calm.

Resources

Metro North Values in Action Framework.

How can I build on this?

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

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture09

Team Collaboration



What recent project stretched your skills in a positive way, and what support helped you most?

Tips

Growth often comes when challenge meets the right level of support. Peer support, leader encouragement, and access to resources matter.

Resources

Stretch Projects. Leadership Development Courses. Succession Planning.

How can I build on this?

ASK THE TEAM: “Are there ways we can better support skill growth and stretch in our current work?”

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture

Team Collaboration



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

People and Culture17

Modelling Metro North Values



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

Tips

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

Resources

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

How can I build on this?

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

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture18

Modelling Metro North Values



How do we balance striving for high performance while still showing care for each other?

Tips

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

Resources

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

How can I build on this?

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

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture

Modelling Metro North Values



Tips

Resources

How can I build on this?

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture19

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?

Tips

Speaking up takes courage and safety – leaders play a key role in making it possible. Framing feedback around shared values can reduce discomfort.

Resources

Metro North Values in Action Framework.

How can I build on this?

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

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture20

Modelling Metro North Values



What helps us stay connected to our values when we’re under pressure or tight deadlines?

Tips

Our values matter most when time is short or stress is high. Pause moments, checklists, or mini reflections can keep values visible.

Resources

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

How can I build on this?

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

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture21

Modelling Metro North Values



How do we celebrate team wins in a way that highlights collaboration over individual credit?

Tips

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.

Resources

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

How can I build on this?

ASK THE TEAM: “Is there a simple way we’d like to start celebrating team effort more regularly?”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture22

Modelling Metro North Values



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

Tips

Accountability is the easiest when expectations are shared and we check in regularly. Role modelling and follow-up conversations build consistency.

Resources

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

How can I build on this?

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

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture23

Modelling Metro North Values



What does great teamwork feel like to you? And what does it look like in action?

Tips

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

Resources

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

How can I build on this?

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

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture24

Modelling Metro North Values



What is one thing that you are grateful for this week?

Tips

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

Resources

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

How can I build on this?

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

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture25

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?”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture26

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?”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture27

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?”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture28

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?”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture29

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?”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture30

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?”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture31

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.”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture32

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?”

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture

Wellbeing & Fun



Tips

Resources

How can I build on this?

TEAMWORKCOMPASSIONINTEGRITYPERFORMANCERESPECTVALUES IN ACTION

Metro North HealthQueensland Government

People and Culture33

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION

People and Culture34

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION

People and Culture35

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION

People and Culture36

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION

People and Culture37

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION

People and Culture38

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION

People and Culture39

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION

People and Culture40

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION

People and Culture41

Make your own



Tips

Resources

How can I build on this?

Metro North HealthQueensland Government

TEAMWORKCOMPASSIONPERFORMANCEINTEGRITYRESPECTVALUES IN ACTION