

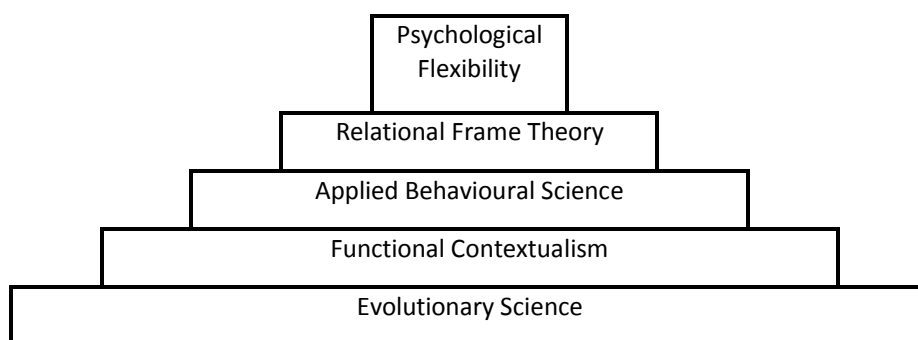
Creating a Deliberate Caring Culture

Kyle G. McWilliams, Ph.D.

Eml: kyle@mcwilliamsconsulting.co.nz

1

A Moment of Geek



2

Relational Framing

LEARN IT IN ONE
DERIVE IT IN TWO
PUT IT IN NETWORKS
CHANGE WHAT YOU DO



3

RFT



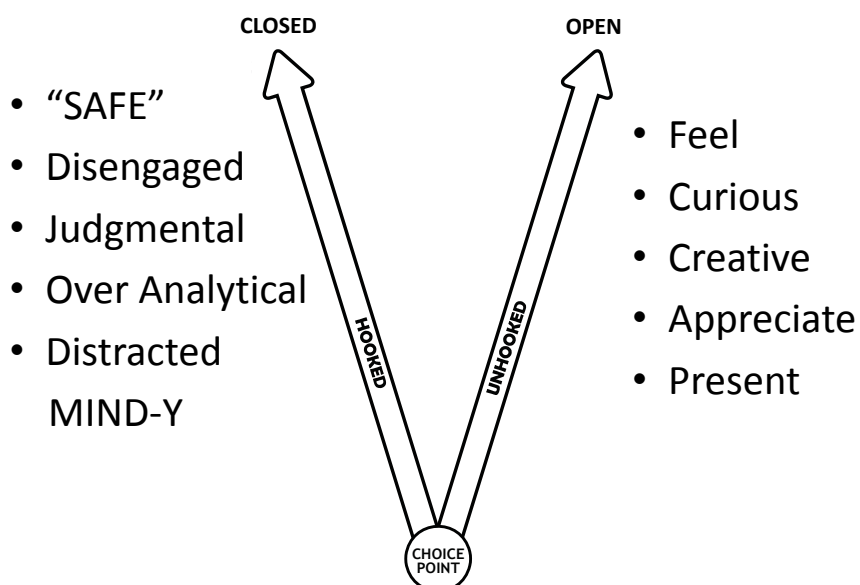
4

Human Yearnings

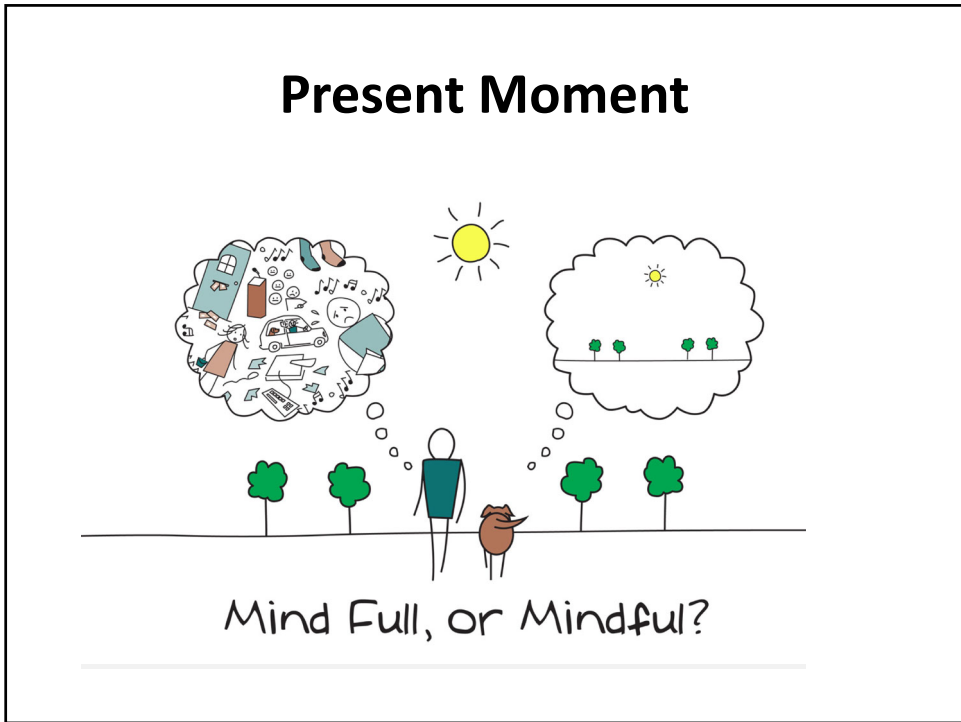
	Yearning	Psychological Inflexibility	Psychological Flexibility
Open	Coherence	Cognitive Fusion	Cognitive Defusion
	Feeling	Experiential Avoidance	Acceptance
Aware	Orientation	Distracted	Present Moment
	Belonging	Strong Self Concept	Self as Context
Engaged	Self Direction	Lack of Values	Values
	Competence	Inaction, Impulsivity	Committed Action

5

Being Open: Choice Point



6



7



8

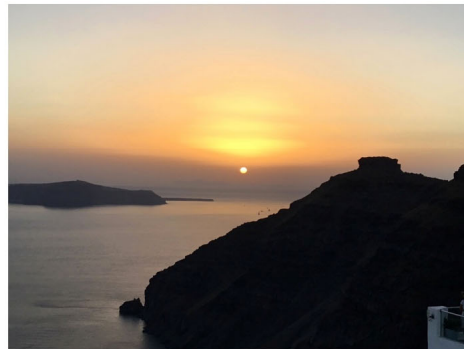
Levels of Behaviour



9

Maths Problem or Sunset?

$2 \times 2 =$
 $3 \times 4 =$
 $6 \times 6 =$
 $10 \times 4 =$
 $12 \times 5 =$
 $13 \times 13 =$
 $123 \times 123 =$



10

Human Yearnings

	Yearning	Psychological Inflexibility	Psychological Flexibility
Open	Coherence	Cognitive Fusion	Cognitive Defusion
	Feeling	Experiential Avoidance	Acceptance
Aware	Orientation	Distracted	Present Moment
	Belonging	Strong Self Concept	Self as Context
Engaged	Self Direction	Lack of Values	Values
	Competence	Inaction, Impulsivity	Committed Action

11

$$E = MC^2$$

12

A: B-C

13

Antecedent	Behaviour	Consequence	P/N	I/F	C/U
Phone Rings	Pick up Phone	Speak to Someone	P	I	C

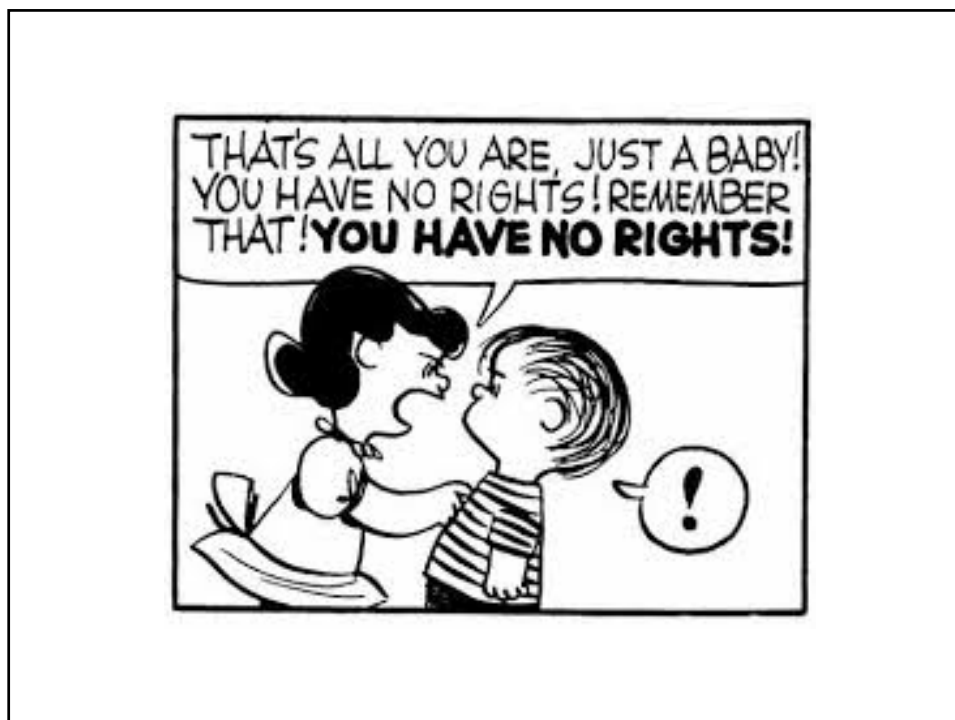
14

Antecedent	Behaviour	Consequence	P/N	I/F	C/U
Dark Room	Turn on Light	SEE	P	I	C
Cooking	Touch Hot Stove	Burn and PAIN	N	I	C

15

- Identify
- Identify
- Define
- Observe
- Intervene
- Test

16

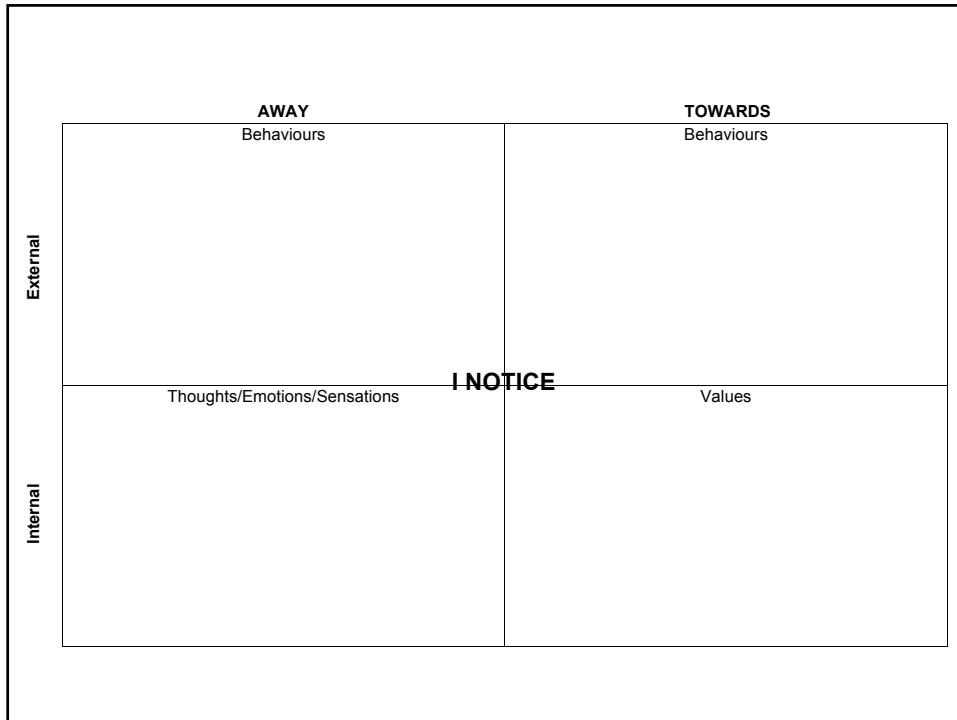


17

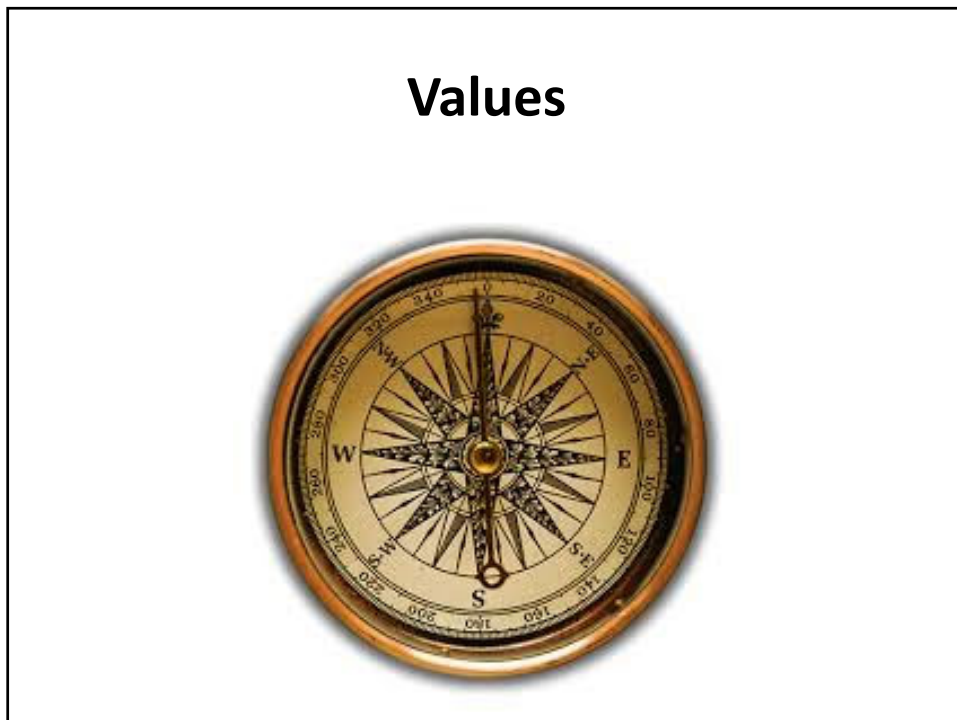
Hart and Risely

	Professional Children	Welfare Children
Total Words Heard	42 000 000	13 000 000
At 48 months		
Positives	700 000	100 000
Negatives	100 000	200 000
Total	800 000	300 000
Reading Age at 5 yrs	6 years	4.5 years
Reading Age at 8 yrs	10-12 years	6.5 years

18



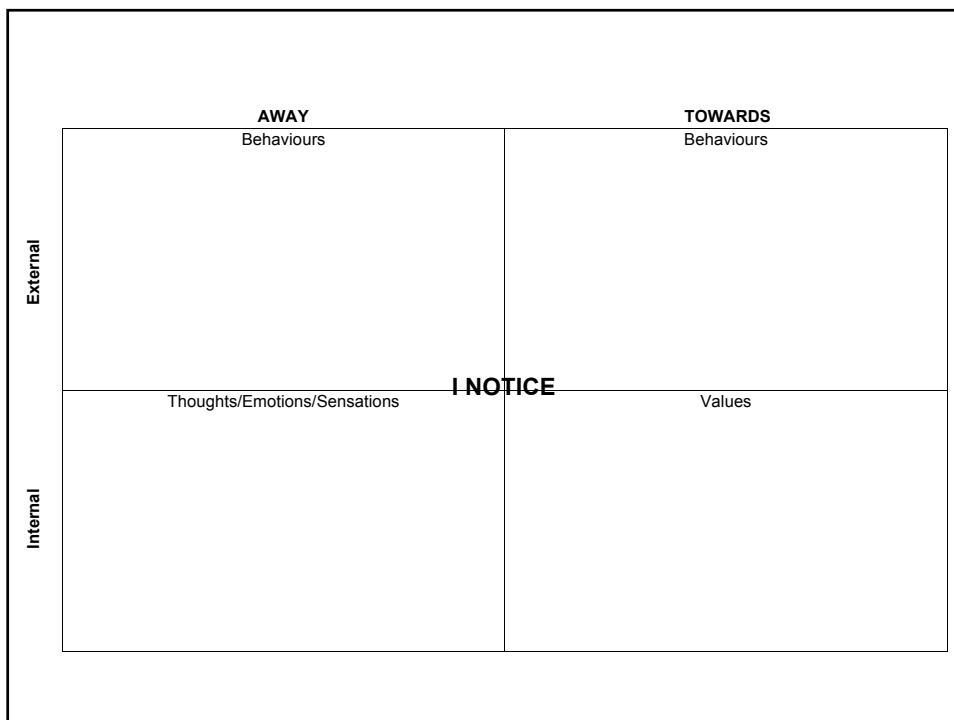
19



20

Acceptance	Courage	Fun	Love	Self Awareness
Adventure	Creativity	Generosity	Mindfulness	Self Care
Assertiveness	Curiosity	Gratitude	Order	Self Development
Authenticity	Encouragement	Honesty	Open mindedness	Self Control
Beauty	Equality	Humour	Patience	Spirituality
Caring	Excitement	Humility	Persistence	Skilfulness
Challenge	Fairness	Industry	Pleasure	Supportiveness
Compassion	Fitness	Independence	Power	Trust
Connection	Flexibility	Intimacy	Reciprocity	
Contribution	Freedom	Justice	Respect	
Conformity	Friendliness	Kindness	Responsibility	
Cooperation	Forgiveness	Learning	Safety	

21



22

	AWAY	TOWARDS
External	Behaviours	Behaviours
	<input type="checkbox"/> Work more <input type="checkbox"/> Procrastination/distracted behaviours <input type="checkbox"/> Engage in an incompatible values action (turn values into problem to be solved)	Exercise <input type="checkbox"/> Run <input type="checkbox"/> Rowing machine <input type="checkbox"/> Brisk walk <input type="checkbox"/> Walk the dogs <input type="checkbox"/> Mow the lawns Commitment <input type="checkbox"/> Go for a 5-min run on Saturday morning at 10.00 a.m.
	NOTICE	
Internal	Thoughts/Emotions/Sensations	Values
	<i>Thoughts</i> <input type="checkbox"/> Don't have time <input type="checkbox"/> Will feel like an asthma attack <input type="checkbox"/> Will hurt my back <i>Feel</i> <input type="checkbox"/> Sore <input type="checkbox"/> Tired	<input type="checkbox"/> Self care <input type="checkbox"/> Family care <input type="checkbox"/> Learn and grow <input type="checkbox"/> Curiosity <input type="checkbox"/> Appreciation

23

Committed Action

- What is the **one** behavioural change that will make the biggest impact for you to move forward?

24

Identify a Keystone Safety Values-Based Action

- Criteria
 - Aligns with your values.
 - Able to engage in at least weekly.
 - Can see and count this action.
 - >7/10 it will occur.

25

Committed Action

- What is the **one** behavioural change that will make the biggest impact for you to move forward?

26

	AWAY	TOWARDS
External	Behaviours	Behaviours
	<input type="checkbox"/> Work more <input type="checkbox"/> Procrastination/distracted behaviours <input type="checkbox"/> Engage in an incompatible values action (turn values into problem to be solved)	Exercise <input type="checkbox"/> Run <input type="checkbox"/> Rowing machine <input type="checkbox"/> Brisk walk <input type="checkbox"/> Walk the dogs <input type="checkbox"/> Mow the lawns Commitment <input type="checkbox"/> Go for a 5-min run on Saturday morning at 10.00 a.m.
	I NOTICE	
Internal	Thoughts/Emotions/Sensations	Values
	<i>Thoughts</i> <input type="checkbox"/> Don't have time <input type="checkbox"/> Will feel like an asthma attack <input type="checkbox"/> Will hurt my back <i>Feel</i> <input type="checkbox"/> Sore <input type="checkbox"/> Tired	<input type="checkbox"/> Self care <input type="checkbox"/> Family care <input type="checkbox"/> Learn and grow <input type="checkbox"/> Curiosity <input type="checkbox"/> Appreciation

27

	AWAY	TOWARDS	
External	Behaviours	Behaviours	Success
	WE NOTICE		
Internal	Thoughts/Emotions/Sensations	Values	

28

	AWAY		TOWARDS
External	Behaviours		What Success Looks Like
	<input type="checkbox"/> Turn people into maths problems to be solved <input type="checkbox"/> Avoid/escape responses <input type="checkbox"/> Tell/instruct/command people what to do	WE NOTICE	<input type="checkbox"/> People going home safe <input type="checkbox"/> Safer work practices <input type="checkbox"/> An openness and transparency to learn, to share, and to report <input type="checkbox"/> Safety is positive - reward high safety performance (while addressing low performance when necessary) <input type="checkbox"/> Systems that are usable and fair <input type="checkbox"/> Leaders visibly leading safety
Internal	Thoughts/Emotions/Sensations		Values
	<i>Thoughts</i> <input type="checkbox"/> I'm too busy right now <input type="checkbox"/> It's not that important <input type="checkbox"/> Can't you sort that yourself <i>Emotions</i> <input type="checkbox"/> Discomfort <input type="checkbox"/> Anxiety <input type="checkbox"/> Frustration		<input type="checkbox"/> Care <input type="checkbox"/> Trust <input type="checkbox"/> Curiosity <input type="checkbox"/> Open/Honest <input type="checkbox"/> Achievement <input type="checkbox"/> Recognition/Accountability

29

	AWAY		TOWARDS
External	Behaviours		Behaviours
	<input type="checkbox"/> Turn people into maths problems to be solved <input type="checkbox"/> Avoid/escape responses <input type="checkbox"/> Tell/instruct/command people what to do	WE NOTICE	<input type="checkbox"/> Improve Safety Leadership of Leadership Team <input type="checkbox"/> Have X number of deliberate values-based face-to-face safety conversations (on site) <input type="checkbox"/> Deliberately respond meaningfully to raised safety concerns. <input type="checkbox"/> Make deliberate values-based safety decisions.
Internal	Thoughts/Emotions/Sensations		Values
	<i>Thoughts</i> <input type="checkbox"/> I'm too busy right now <input type="checkbox"/> It's not that important <input type="checkbox"/> Can't you sort that yourself <i>Emotions</i> <input type="checkbox"/> Discomfort <input type="checkbox"/> Anxiety <input type="checkbox"/> Frustration		<input type="checkbox"/> Care <input type="checkbox"/> Trust <input type="checkbox"/> Curiosity <input type="checkbox"/> Open/Honest <input type="checkbox"/> Achievement <input type="checkbox"/> Recognition/Accountability

30

Values-Based Action: Follow Up

- Daily
 - Self Generated
- Weekly
 - Self Generated
 - Peer-to-Peer
- Monthly
 - Key Stakeholders

31

Values-Based Action: Follow Up

Ask three Questions

- What have I/we done?
- What have I/we learned?
- What do I/we choose to do now?

32

Kyle G. McWilliams, Ph.D.

Ph: +64 21 773 190

Eml: kyle@mcwilliamsconsulting.co.nz