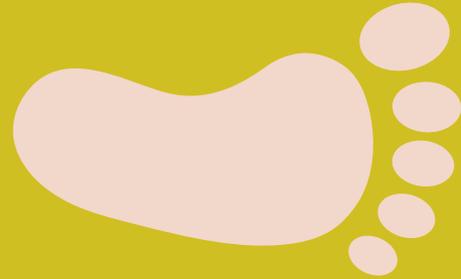


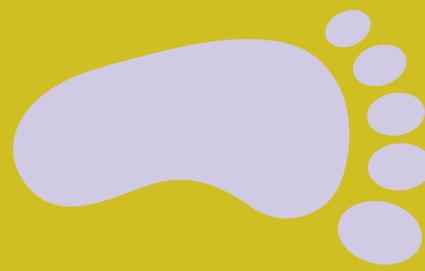


**1a. Noticing moments
we value,
however small**

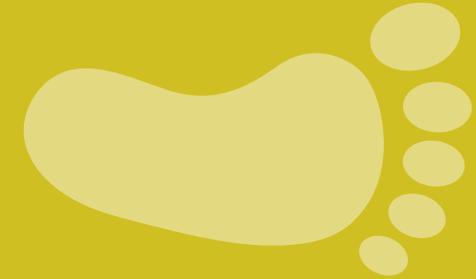
**1b. Tapping into
emotion (Page 2)**



**2. Sharing what you
valued with those
involved**



**4. Sharing the impact
and/or learning
(Page 3 and 4)**



3. Being specific

Steps to 'Celebrating' within Caring Conversations

Steps 1a and 1b to **'Celebrating'** within Caring Conversations

Being on the look out and noticing moments, however small, that are worth celebrating.

We celebrate the small moments. We're not waiting for the big 'wins' or exceptional events in order to let someone know the impact they had. We value the smallest of moments, that are cause for celebration, as it is through highlighting these moments that we help these things we value to happen more of the time.

Tapping into our emotions as a signal that something has happened that is worth celebrating.

If we experience feelings, such as those listed below, because of what someone else had said or done, this can provide a prompt to think a little more about what it was that lead us to have these feelings. The words in the table below are a selection of possible emotions/experiences you might have when there is cause to celebrate. There is a blank square provided for you to add other emotion experiences, that for you fit with feelings you have when someone has done something that you have valued..

Valued	Connected	Energised	Surprised	Comfortable
Reassured	Amused	Interested	Calm	Grateful
Hopeful	Bold	Delighted	Strong	Proud
Intrigued	Heard	Relieved	Understood	Fondness
At ease	Mischievous	Confident	Inspired	

Steps 2,3 and 4 to **'Celebrating'** within Caring Conversations

What We Might Focus On When We Want to Share the Detail of What We are Celebrating and/or Valuing

- **Feelings**- how you felt in the situation
- **Outcomes**- the difference the persons' words/actions/ways of being made at the time, or later on
- **Learning**- key learning that has emerged for you from this situation



The Delight is in the Detail: Some Examples

You helped me to feel calmer when you shared that you were unsure too, and that we'd figure it out together

Your hello to me in the morning sets me up for the day- i pay more attention to saying hello to others because of you

I came away with a new burst of energy after reading your email

You've really made me think about some set ideas I have about what families might want from me, I'm going to take on-board the questions you ask them

I know its not necessarily in your job description to check-in with patients, can I just say you do it so beautifully- I've noticed how relaxed people seem around you

We're really lucky to have you join our team, I can see how you are helping us to bring out the best in one another

You've got a way of bringing welcome relief to intense situations

I felt so reassured when you said you had everything in hand, I could see you were going out of your way to make sure things got sorted

Is there anything that feels **new or different** about **the type of celebration and feedback** in the examples above?