

Creating a positive work culture

A set of guidelines for creating a positive and non-judgemental work environment for Registrars as they commence vocational training

For Yourself

YOU HAVE A LIFE OUTSIDE THE HOSPITAL

Registrars have a multitude of demands on their time; ward work, consults, teaching and study, family, friends, hobbies etc. It can be almost impossible sometimes to balance the competing demands of all these things.

- Recognise all the demands on your time
- Have a plan for managing these demands, don't leave things to the last minute
- Think ahead and book in leave in advance, including study leave around exams
- Support yourself and your colleagues to manage your time

ESTABLISH AND MAINTAIN A SAFETY NET

- Identify trusted people (peers, senior doctors, friends, family) you can debrief with
- Recognise there is always someone you can reach out to
- Set reasonable expectations of your relationship – remember all relationships are two-way streets
- Foster good relationships with your peers – fellow residents understand what you are going through more than anyone else, and should be viewed as supports rather than competition.

STUDY IS IMPORTANT

Not only to pass your exams but also to do your job effectively and satisfyingly.

- Make sure you leave time for study regularly
- Book in study leave for exams (see above)
- Study groups can be helpful, if it works for you find some colleagues and organise one
- Use your education allowance

Interaction with Peers

DON'T JUDGE – BE A TEAM PLAYER

In hospitals (as in other working places) there is a generalised tendency to engage in gossip – that is express unprofessional, uninformed or out of context comments about other junior doctors that could affect their professional reputation.

- Choose not to engage in gossip
- Actively promote camaraderie and cooperation amongst your colleagues
- Strenuously defend the idea of a working environment that ensures equity and respect for diversity
- Support each other and assist your colleagues during busy shifts

Interaction with other Teams

JUNIOR DOCTORS ARE ALWAYS LEARNING

If you get through your time as a registrar without a terrible consult from an intern you have obviously led some sort of blessed existence for good doings in a past life. Equally, if you have never made a terrible consult as an intern you are lying or mistaken. Consults are a valuable way for juniors to learn and mistakes happen when one learns.

- Be patient, there's always time for questions
- Give constructive feedback, specifically what was the problem and how it could be fixed
- Be nice, it will make you feel better too

PROMOTE A POSITIVE COLLABORATION WITH OTHER SPECIALTIES

- Recognise the knowledge and skills other specialties contribute to your patient's care
- Recognise the high demand on consulting teams and give people the courtesy of assuming they are doing the best they can to manage their workload
- Choose not to engage with the "old" culture of denigrating other specialties
- Remember that, strangely enough, we all actually are on the same side

Interaction with Senior Clinicians

PROMOTE A SUPPORTIVE WORK PLACE

- Punctuality does not go unnoticed
- Encourage safe clinical practice, never perform anything unsupervised if you feel uncomfortable (eg: lumbar punctures and chest drains)
- Uphold professionalism by avoiding talking negatively about any senior clinician

HAVE A ROLE MODEL – BE A ROLE MODEL

- Identify the characteristics and behaviours in the more senior doctors you admire and make them a good registrar/consultant and incorporate these into your own practices
- Even consider characteristics/behaviours you find difficult or unhelpful and make a conscious effort to avoid these behaviours in your own practice as your progress into more senior roles
- You are in a position to role model behaviours for your juniors. With great power comes great responsibility.

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