

Compassionate Leadership



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[Planning for a crisis](#), micro-course, 5.3 minutes

This module explores the crisis management process, looking into how organisations can prepare for the unexpected, who should be involved in the crisis management team and how the response can be communicated to both internal and external audiences when disaster strikes



[Dealing with conflict](#), micro-course, 3.1 minutes

This module explores the reasons for conflict, how to handle it and most importantly how to resolve it.



[Resilience for Leaders](#) - video, 2.4 minutes.

As a leader you will face a very specific set of challenges. This video looks at some of the challenges you'll likely face and what you can do to create a resilient working environment.

eBooks

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[Leadership and Crisis Management](#) - Book chapter

Rapid response teams (RRTs) were developed to respond to clinically deteriorating patients in an effort to reduce preventable in-hospital deaths. Upon activation, they must simultaneously correct deranged physiology, perform necessary procedures, communicate with other providers, and triage the patient to the most appropriate level of care.



[The Art and Science of Compassion, A Primer: Reflections of a Physician-Chaplain](#)

Compassion is a core value in healthcare. A recent survey shows that 85% of patients and 91% of doctors value compassion, making it the most important principle in healthcare. This book is designed as a short, “all-in-one” introductory text that covers the full spectrum of compassion, from the evolutionary, biological, behavioural, and psychological, to the social, philosophical, and spiritual. Written with busy trainees, clinicians, and educators in mind, it aims to address the following questions concisely: What is compassion? Is it an emotion, a motivation, or is it multidimensional? Is it innate or a trainable skill? What do different scientific disciplines, including neuroscience, tell us about compassion? Why is “compassion fatigue” a misnomer? What are the obstacles to compassion? Why are burnout, moral suffering, and bullying so rampant in healthcare? Why does compassion decrease during medical training? And, finally, what does it take to cultivate compassion? It is my hope that by providing readers with a solid conceptual framework, the materials presented here will inspire, reinforce, and integrate with the experiential component of compassion that requires diligent cultivation, training, and practice.



[What Does It Take to Cultivate Compassion? – Book chapter](#)

The many challenges and obstacles to compassion that we encounter can be viewed as “positive disintegration”¹: the stress, anxiety, and crises that we face are important opportunities for our personal growth, maturation, and transformation.



[Excellence in compassionate nursing care: leading the change](#)

We are passionately interested in the importance of nursing values and believe that excellence in compassionate nursing care lies at the heart of nursing practice and that leadership is key to making this happen. Every nurse, whatever their position and role, has a vital leadership role to play in ensuring excellent care remains at the heart of nursing practice. From the preface Highly committed nurses often feel disillusioned, disempowered and angry when they are faced with negative media reports about poor standards of care. They are genuinely concerned, and want to address issues, when patients and clients feel they are not being cared for with compassion. However, complex and under-resourced healthcare environments pose many challenges. Developing ideas and initiatives from the highly successful *Compassion and Caring in Nursing*, in this new book Claire Chambers and Elaine Ryder focus on these potential difficulties and offers practitioners a chance to build on their current knowledge and experience, and consider ways to take the lead and act as catalysts for change. Each chapter focuses on a particular issue and case scenarios.

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