Challenging the status quo: doing things differently through Appreciative Inquiry.

Author: Nicola Drayton NBMLHD.

I like seeing staff smile when talking to patients, feels friendly and welcoming and makes staff look approachable

Smiling reduces stress and makes me more relaxed

Smiles make other people feel like they can approach you

The workplace feels lighter, welcoming and less stressed

Why AI?

We were fortunate enough to be invited by the NSW Nursing and Midwifery Office to participate as one of the Local Health Districts in a body of work designed to understand the student midwife experience using AI (ESME).

What is AI?

The key principles of AI are designed to: understand what we believe to be true determines what we do, the way we talk influences how we & others act, story telling is a key part of everyday life, what we do is guided by our image of the future, change is fostered through positive relationships.

How have we used AI?

Following completion of the ESME project we established a monthly working party with the midwifery service. These meetings were different to usual meetings in that each stakeholder (MUM, CME, CMC) was asked to bring along a staff member & student to each meeting. At each meeting a new AI method is introduced & used to explore an aspect of communication/human interaction.

What have we noticed?

Communication is primarily about human connections. There has been acknowledgment of a greater appreciation for one another as individuals. A deeper realisation that everyone has something valuable to contribute. An understanding of what it means to belong and the key attributes that create a sense of belonging.

What are we still curious about?

How the other senses will look in our midwifery practice. How AI overtime influences the way we communicate. How we can use AI on a broader scale to influence workplace relationships.

Exploring our **strengths** told us what **mattered** most to us is providing **Women Centred Care.**

The meetings are **more collaborative & inclusive,** it is evident that **conversation** contributions are **valued.**

A **great outcome** from this work would be that it **simply becomes** the way we **work together** all the time.

Taking the time to **check in** with one another tells us we are **appreciated** and **displays kindness.**

VIEW NOW

HALLELUJAH

Celebrating that our students are being well supported   Being kind inclusive & friendly   Inclusive in conversations 'Great you're here'.

Smiling   Building confidence in skills & knowledge   Being felt to to relaxed

NSW GOVERNMENT | Health Nepean Blue Mountains Local Health District