

## Belonging, 2.2: Greetings

### Brief Summary

- Our brains are predictive machines. How we are greeted shapes our predictions for how we will be treated.
- Feeling unwelcome makes it harder for us to ask questions - which makes mistakes more likely. This is especially true when we are in a new place or with a new team, as we feel more vulnerable.
- Greeting people and checking they feel comfortable is a really easy win for creating a stronger sense of belonging.

### Exercises

- 1) When have you been made to feel safe and welcome? When have you been made to feel unwelcome? What were the key differences in these experiences?
- 2) Think about your first encounters with people in your team the last time you were at work - how were you greeted, or not? How did you greet others?
- 3) What could you do to support new members of the team to feel like you are approachable?

### Resources and links:

- <https://www.sciencedirect.com/science/article/abs/pii/S0738399110000509> - Article highlighting both the importance of and skills for brief communication in over-stretched NHS settings. Patient-focussed.
- <https://www.sciencedirect.com/science/article/abs/pii/S0260691720314209>
- <https://pmc.ncbi.nlm.nih.gov/articles/PMC11025575/>
- Two small-scale studies on the 'alienation' that occurs when senior medical staff fail to greet their teams.

## Evaluation:

We would really appreciate your feedback through these short questionnaires on the videos and their usefulness. Your feedback will help us improve future content.

### Prior to watching the videos



### After watching the videos

