Critical care is a challenging environment to work in, however there are things that help reduce the emotional impact of the work. The following are ideas for your teams.

**Developing leaders**

A good leader has developed strong sense of emotional intelligence and self-awareness. Encourage new leaders to engage in leadership development to include coaching and 360° appraisals.

**Increase civility**

We know rudeness increases clinical error. Although we can all become stressed in this environment we should beware of creating a permissive environment for rudeness to thrive. Look at the [Civility Saves Lives](https://www.civilitysavslives.org) campaign.

**Learning**

Encourage learning through excellence and try creating protected learning time. It’s important to manage a mistake through ‘what went wrong?’ not ‘who went wrong?’ For more information: Look at the [Just Culture](https://www.justculture.org) campaign.

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**Have you noticed changes in your team?**  
**Why not have a conversation?**  
**Don’t be afraid to ask, ‘are you ok?’**