

Clarity over Chaos



The culture within healthcare is frequently driven by the normalisation of unrealistic expectations, where high-achieving individuals unintentionally set a baseline that is impossible for others to sustain. This issue is exacerbated by a "warped reality" often found on social media, where only the successes of colleagues are visible, leading others to assume they are uniquely failing when they encounter "icky stuff" or mistakes. In many instances, the variables that make a task easier for one person—such as years of experience or life circumstances outside of work—are ignored, leading to a gross oversimplification of what is reasonable and achievable for the entire team.

**OFTEN THE LEADERSHIP
WORK ISN'T ASKING PEOPLE
TO GIVE MORE, IT'S
CREATING ENOUGH CLARITY
THAT THEY NO LONGER FEEL
THEY HAVE TO.** *Naomi*

TEA ROOM NOTES



Is the clinical role designed to be achievable, or has a lack of system efficiency forced individuals to believe that struggling to keep up is a personal failing?

Action for Impact

Articulate "What Good Looks Like":

Be explicit and unmistakable about expected team behaviors so that staff members do not fill the clarity gap with over-inflated, self-imposed pressures.



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