Intelligent Kindness

Person centred approaches and active listening

From September 2020 to March 2021, the Health and Social Care Alliance Scotland (the ALLIANCE) in partnership with Social Security Scotland, delivered 40 digital learning and development sessions, based on the principles of Intelligent Kindness, to 1,000 colleagues across Social Security Scotland from Modern Apprentices to Senior Civil Servants.

ALLIANCE National Lead for Caring and Outreach, Tommy Whitelaw, hosted sessions based on the importance of person centred care, self-care and active listening to individuals all over Scotland.

Taking his personal experiences and key messages from the ALLIANCE ‘You Can Make A Difference’ campaign, the ‘What Matters to You? movement and the vision of Scotland’s Chief Nursing Officer, Tommy's sessions aimed to empower colleagues across all roles to reflect on how they can and do make a difference through their work and practice.

I was delighted to be asked to be the Executive Team Sponsor for the Intelligent Kindness sessions […] The timing of these sessions when we have all been working in very different and often challenging circumstances due to COVID 19, and helping us to think about how we behave towards one another – colleagues, clients, stakeholders, family and friends! – has never been more important. I certainly found the sessions I attended both moving and thought provoking and I know from speaking to other colleagues that these sessions really did have a profound effect on people. We now need to make sure we hold on to that impact and make sure it continues to be embedded within the culture of Social Security Scotland.

Event Sponsor, Janet Richardson, Deputy Director of Operations, Social Security Scotland

We all lead busy lives but we know that when we take the time to listen and hear with compassion and kindness we actually feel better, do our jobs better and improve the lives of others. Great work Tommy on improving lives.

Irene Oldfather, Director, Health and Social Care Alliance Scotland (the ALLIANCE)

97% of colleagues feel the sessions will make a positive impact on their area of work
94% felt that the sessions were relevant for use in Social Security Scotland
93% of colleagues felt that the sessions were informative
92% felt the sessions were a good use of their time

40 sessions
1,000 colleagues
I found this session thought provoking, touching and inspiring. It reminded me of the need to put people at the heart of everything we do and the importance of asking, not assuming. A real touchstone - in both professional and personal situations I've referred back to my notes many times since attending.

Local Delivery Relationship Lead – Highlands, Culloden

"What matters to you?"

This question put so personally and passionately by Tommy Whitelaw really resonated with me. I found I could incorporate this approach into my monthly conversations with my team ensuring an appropriate change and direction of sympathetic questioning and concern.

Team leader East Dunbartonshire, Kirkintilloch

The intelligent kindness session delivers a powerful message and reminds us all how important kindness is. We all get caught up in our daily lives and forget to be kind to one another, whether it is at work or our private lives... Tommy reminds us of this and shows us that we and our stories matter. I believe multiple seeds of kindness have been planted through these sessions - towards others and ourselves. This will make the world a better place one step at a time.

Debt Team colleague, Dundee

I found this session thought provoking, touching and inspiring. It reminded me of the need to put people at the heart of everything we do and the importance of asking, not assuming. A real touchstone - in both professional and personal situations I've referred back to my notes many times since attending.

Local Delivery Relationship Lead Scottish Borders, Galashiels

For more information and to arrange a session please contact carervoices@alliance-scotland.org.uk @ALLIANCECarerVo