

Leading with care

What is it?

Having the essential personal qualities for leaders in health and social care; understanding the unique qualities and needs of a team; providing a caring, safe environment to enable everyone to do their jobs effectively.

Why is it important?

Leaders understand the underlying emotions that affect their team, and care for team members as individuals, helping them to manage unsettling feelings so they can focus.

What it is not?

Making excuses for poor performance • Avoiding responsibility for the wellbeing of colleagues in your team • Failing to understand the impact of your own emotions or behaviour on colleagues • Taking responsibility away from others.

Help and support

If you would like further help and support, please don't hesitate to contact the helpdesk on +44 (0)1242 282 979 or by emailing 360support@jcaglobal.com.

Alternatively, you can view **Frequently Asked Questions** by following this link: <http://modelfaq.jcaglobal.com>