

The FAST Pathways® Academy - 'One Point' in Action

Jane's a nurse with 30 years experience. After almost 15 years working with the same team, she'd moved to a new department, and was struggling to settle in. She was working with some big egos, and a couple of times when she'd shared her opinion, she'd been cut short.

She'd tried to set it aside, but she was finding it increasingly difficult to speak up about anything – even when she felt that the decisions being made weren't the best for the patient. That was deeply frustrating, especially as her patients' outcomes mattered more than what anyone thought of her.

Once she'd singled out frustrated as the gap's main emotion, she took a few minutes to notice how she was experiencing it. The voice in her mind was busy rattling out all the ways in which she could be cut down. How they wouldn't listen, how rude they might be, and how bad it would feel. It was loud and domineering, blocking out whatever else she'd been trying to think, and scaring her into keeping her ideas to herself. So she imagined it had controls like a radio.



She turned down its volume, and as it got quiet, she softened its tonality, making it less domineering. As the voice changed, she noticed the hot, tight knot of frustration which had formed in her stomach starting to cool and loosen.

Having brought herself out of that uncomfortable fight-flight, she worked on strengthening her One Point, to feel sound and solid, knowing that her opinions were based on just as much experience as anyone else's, and feeling absolutely right to share them. Letting that feeling work its way round her whole body, replacing and doubt and hesitancy that used to be there.

The following week she called to tell me that not only had she spoken up twice that day, it was so natural that she hadn't even noticed herself doing it. A colleague with whom she'd shared her problem had spotted the change and pointed it out to her. She still experiences those gaps of 'something doesn't feel right about this decision', but that guides her to pinpointing what might have been missed and making sure it gets considered, which is much better for both her and her patients.