



Creating A “Be Kind” Code

Clear expectations can support an environment where kindness can thrive. Scientists used to think that kindness was just a part of your personality-you had it or you didn't have it. But recent research reinforces that kindness requires skills that can be learned and practiced. A commitment to kindness and a cohesive statement around its implementation can help inform action-oriented goals that will communicate the importance of kindness to positively impact your workplace while also helping create opportunities for connection between colleagues.

Methodology

This process can be used to develop your “be kind” Code. The process may be completed in one day or stretched over a week or two. The point is to dedicate time to exploring these ideas as a staff so that the resulting “be kind” Code will be meaningful for everyone involved.

Ground Rules

- Everyone participates
- All ideas are valid
- Everything is written on a sticky note (one idea per note) or board
- Listen, ask, and be curious

Imagining a Kind Place

1. Ask the group the following question and write responses on sticky notes-one response per note-and stick them on the board:
“Imagine that six months have passed and your workplace has been making progress exactly as you hoped to become the most successful and kindest workplace you could dream up. What has made your ideal work environment so successful and kind?”
2. Continue brainstorming for as long as the group is engaged and contributing.
3. Ask the group if they see any ideas that could be clustered together (common themes, etc.). Move the sticky notes so (V that ideas that have something in common are gathered in clusters.
4. Ask the group to come up with a name or title for each of the clusters.

Imagining Possibilities for a Kind Future

1. Ask the group the following question and write responses on sticky notes-one response per note-and stick them on the board:
“Imagine that six months have passed and your workplace has been making progress exactly as you hoped to become the most successful and kindest workplace you could dream up. What has made your ideal work environment so successful and kind?”
2. Continue brainstorming for as long as the group is engaged and contributing.
3. Ask the group if they see any ideas that could be clustered together (common themes, etc.). Move the sticky notes so CV that ideas that have something in common are gathered in clusters.
4. Ask the group to come up with a name or title for each of the clusters.

Kindness in Action

1. Ask the group to look over all of the names or titles of the clusters from the previous two exercises and then ask the following question and write their responses on sticky notes-one response per note-and stick them on the board:
“What can each of us do to make our workplace a kind place?”
2. Continue brainstorming for as long as the group is engaged and contributing.
3. Ask the group if they see any ideas that could be clustered together (common themes, etc.). Move the sticky notes so CV that ideas that have something in common are gathered in clusters.
4. Ask the group to come up with a name or title for each of the clusters.

Building Kindness Skills

1. Remind the group that as much as we all try, people sometimes make mistakes. Ask the group the following question and write their responses on sticky notes-one response per note-and stick them on the board:
“How do we make amends or offer sincere apologies when we make a mistake or are unkind to someone?”
2. Continue brainstorming for as long as the group is engaged and contributing.
Ask the group if they see any ideas that could be clustered together (common themes, etc.). Move the sticky notes so CV that ideas that have something in common are gathered in clusters.
3. Ask the group to come up with a name or title for each of the clusters.

Creating the “be kind” Code

1. Ask the group to look over all of the names or titles of the clusters from the previous exercises.
Ask if there is anything else they would like to include in their “be kind” Code.
2. Use the ideas that were generated to write down the “be kind” Code for your group.
3. Post your “be kind” Code for all to see and revisit it often.