



LEAD with humanity

Look out for your peers and others on your team.
Healthy culture isn't handed down by
management; it's built by us, shift to shift.

RESPOND with empathy



Acknowledge the stress in the room out loud
before firing back instructions.



How to Fold Your Pocket Coach:

1. Fold the page completely in half lengthwise (tall and skinny), crease it well, and open flat.
2. Fold the page completely in half widthwise (short and fat), crease it well, and open flat.
3. Fold the outer top and bottom edges into that middle widthwise crease, then unfold. (You will see your 8 horizontal panels).
4. Fold widthwise again. Cut along the middle vertical crease line ONLY from the folded edge to the center intersection. (Stop cutting at the middle!)
5. Open flat. Fold lengthwise. Push the left and right sides toward the center; the middle slit will pop open like a diamond and collapse outward into your 4-page flip booklet.
6. Need to see it? Scan or visit: <https://youtu.be/zSeKZHI66Oc>

Better-QD

INTERPRET with curiosity



Instead of thinking 'Why is this person attacking
me?', ask
'What kind of pressure are they under right now?'

Better-QD

your daily dose of better

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Contribute Your Wisdom: caremiga.com/betterqd

By Nurses, For Nurses.

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PAUSE and CHOOSE



When a doctor snaps or a monitor won't stop
beeping, count to three before speaking.
Control the room by controlling your breath.

The Nurse's EI Reset

A Better-QD Pocket Coach

Goleman, D., & Chivers, C. (2014). Optimal: How to sustain personal and organizational excellence every day. Harper Business.



The Four Domains of Emotional Intelligence