

Kindness Leadership Network



Our Commitment to Kindness

We know that kindness matters. Across different sectors and jurisdictions, all our evidence and experience tells us that people's lives and wellbeing improve when they experience human connection. But we also know that embedding kindness into the systems and culture of our organisations is complex and challenging.

The Kindness Leadership Network (KiLN) came together to explore how to do this. Over the last two years we have developed a better understanding of what it takes and what it means to embrace kindness as an operating principle. Through reflecting on our practice during the COVID-19 crisis, we know that it is possible; but sustaining this into the future demands that we change the way that we do things.

Therefore, as members of KiLN, we have committed to working towards the following goals. The actions that flow from each of these will depend on the type of organisation and where they are on their kindness journey. But if you share our belief in the power of kindness to improve outcomes for people, communities and organisations, we invite you to join us in this Commitment to Kindness.

1. Listening

We will create time and space to listen, to understand what kindness means for everyone in our community.³

2. Understanding

We will build a shared understanding of what kindness means within our organisations, and consider how to use recruitment, appraisal and other HR processes to promote the types of attitudes, behaviours and culture that we want to see.

3. Permissive

We will give people in our organisations the permission to put kindness at the heart of their everyday practice, recognising that this often requires acting flexibly and responsively.

4. Systemic

We will identify where systems and processes (our own and those we work with) get in the way of kindness – and we will work collaboratively to change these.

5. Reflective

We will create time and space for reflection: to share challenges and celebrate successes, but also to reflect on how we are, because we know that a culture of kindness is built on the wellbeing of the people in our organisations.

6. Learning

We will develop ways to measure the difference we are making, and tell an authentic story of change.



³“Our community” refers to everyone that an organisation exists to work with, support or provide services to.