

# Why did the Grinch steal Christmas?



<b>Title:</b>	Christmas is missing!
<b>Date of significant event:</b>	25/12/2020
<b>Date of meeting:</b>	25/12/2020
<b>Meeting lead:</b>	Mayor of Whoville
<b>Team members present</b>	Town of Whoville, Grinch and Max the dog

## What happened?

The town of Whoville woke up Christmas morning to find that all the Christmas decorations, gifts and food had gone. After investigation, the Christmas items were found in a sack at the top of Mount Crumpit.

Cindy-Lou Who told the town that the incidence was her fault as she had recently set a trap to catch Santa to ensure that her Christmas list was delivered, however she did not know how the Christmas items ended up on Mount Crumpit.

## Why did it happen?

- System factors:**
- Whoville threw a Christmas party every year, each bigger and better than the previous year, despite what any neighbours may think.
  - The residents of Whoville had become focused on material possessions, that they had forgotten to remember the feelings involved within the season of Christmas.
- Human factors:**
- Cindy-Lou Who had personally invited the Grinch to the party, so he felt included. She did not know about previous tension between the Grinch and the Mayor of Whoville.
  - The Mayor of Whoville had teased the Grinch when they were children. The Mayor saw it as fun, the Grinch saw it as bullying. The Mayor continued this teasing when they were adults, making the Grinch upset and angry.
  - The Grinch stole Christmas as an act of revenge on the residents of Whoville.

- Patient factors:**
- Max the dog was very obedient and went along with the Grinch's plan to steal Christmas.
  - Max's inability to vocalise in Who-speak meant that he could not update the town about the Grinch's plans
- Owner factors:**
- The Grinch had over bonded with Max and could not identify that he was not 100% focused on the same plan.
- Communication factors:**
- The Grinch had been isolated on Mount Crumpit for years, with only Max to talk to. His bad feelings about Christmas had built up.
  - The town of Whoville had not spoken to the Grinch for years and saw him as a scary monster that did not need to be included.

### What has been learned?

Maybe Christmas doesn't come from a store.

Maybe Christmas, perhaps, means a little bit more.

### What has been changed?

- CPD/training required:**
- Mayor and other residents of Whoville to take team training in sensitivity
- New or updated protocols/checklists/guidelines:**
- Christmas to be about family and friends, and not gifts and parties.
  - All Whoville residents, and those from Mount Crumpit to be invited.
- Further audit required?**
- To reassess next Christmas
- Other:**
- The Grinch's heart grew three sizes that day.

### Follow-up date

**Today's date:** 25/12/2020

**Review date:** 25/12/2021



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