



7 Ways To Get Going As A Team Manager

Step 03. Know Your People

Getting to know the people in your team is a really important part of being their manager. In a Trust like UHB, the work we do and day-to-day pressures can mean 'the work' can often take over, but if you ask people what keeps them going in the NHS they always say one thing - the people they work with.

For many of us, it's our relationships that keep us going in the work we do and it makes a massive difference when people in a team feel known, understood and appreciated by their manager.

Make sure you know your people, understand what's important to them and work hard to remember the small things that make a big difference to each of them.

Questions

- What do you know about each of the people in your team, their families, their friends, their hobbies and interests and what's important to them?

Actions

- Book time on a 1:1 basis with each of your team and focus on getting to know them
- Note down the things they tell you are important to them. Ask them about them regularly and show you're genuinely interested
- Note down any dates that are important to them e.g. birthdays, anniversaries, special events
- Say thank you whenever someone does good for the team or our patients. Be specific and genuine...and look them in the eye when you say thank-you.