



Working Alongside

Supporting Workbook



Building healthier teams

“I think it’s my personality, I’m very caring and I want to give it back to the patients and the department where I work.”

– Ghazala Bi, Radiographer

Getting the most out of this workbook

- Print out this workbook to aid in your reflections
- Take a few minutes to watch the episode
- Review the actions to take throughout the workbook
- Reflect on the key phrases that stand out to you
- Think about how you can apply that to your team



Watch the Episode Again

“I think the care I saw given to my sister when I was 10 years old, I think made me the way I am now.”

About this quote

Ghazala talks about her experience of being involved with the care her younger Sister received when Ghazala was only 10 years old. This has guided her to a career in Health and Social Care. Ghazala shows up every day looking forward to the challenges and wanting to give something back, to make a difference.

Key actions to take / reflect on

- Think about your purpose. Why do you do the job you do?
- What experiences do you have that could connect you to your patients, and to your team?
- Find ways to share your purpose with your team. It can help to build a human connection
- Do you have an opportunity to reset and go again? Watch <https://buildinghealthier.co.uk/episode/showing-up/>

“When I was a band 5, they became friends, but now we’re going to different sections I still have that relationship but I still know the boundaries and that I have to treat everybody the same, equally.”

About this quote

Ghazala has built relationships with her colleagues over a number of years. She has also progressed in her career, but she hasn’t let that change the way she leads. Ghazala makes sure that she treats her team equally regardless of any long-standing relationship she may have with some of them.

Key actions to take / reflect on

- Take a look at your team and this you know really well, and those who may be more recent joiners. How do you treat those relationships? Have you got the boundaries set?
- Evaluate the strengths of your team. Is there an opportunity to work better together?
- Take a look at this nudge:
<https://buildinghealthier.co.uk/nudges/23-better-together/>

**“If the team are struggling,
I’ll go outside and help them,
I’m not going to sit in the office...
it’s about working alongside.”**

About this quote

Ghazala is there for her team. She doesn’t keep her door shut.

She will go and work alongside her team if they need help.

Ghazala does this because she recognises if her team are struggling then patient experience could suffer, so she does what needs to be done.

Key actions to take / reflect on

- Take some time each day to think about where you are situated. What does it say about your leadership style? Are you behind your team on the computer, or are you working alongside when you need to?
- Helpful nudge:
 - <https://buildinghealthier.co.uk/nudges/22-put-it-down/>
- Revisit the episode:
 - <https://buildinghealthier.co.uk/episode/check-the-mirror/>

“We want to keep people in our department. We don’t want them to leave. If you don’t look after them, they will leave. That’s why it’s very important we **listen to them and say thank you, that they really are appreciated in what they’re doing every day.”**

About this quote

Ghazala recognises the importance of acknowledging the contribution of her team. She takes opportunities to tell them how they are appreciated.

This happens in team meetings face to face, and more widely across the Radiology department via email.

Key actions to take / reflect on

- Add an appreciation slot to your team meeting agenda, for the whole team to share “thank yous”
- Make sure your team go home knowing that they’re appreciated
- Check out these nudges:
 - <https://buildinghealthier.co.uk/nudges/25-culture/>
 - <https://buildinghealthier.co.uk/nudges/13-show-you-care/>
 - <https://buildinghealthier.co.uk/nudges/20-dont-wait/>

“We’ve got really good relationships within our department, it isn’t about our manager, it’s about how we work alongside each other.”

– Ghazala Bi, Radiographer



