



**“If there’s opportunities there for you to develop, take those opportunities. They don’t come around all the time.”**

– Lyn Taylor, Office Manager - Therapies Department

### 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

**“It was nice to get used to the IT environment and bring that back with me, that way of working, so when I did come back to Therapies, I’d got a completely different approach and I’d learned a lot of new skills that I didn’t know I had before.”**

### **About this quote**

Lyn took the opportunity of a secondment to push herself out of her comfort zone and go and work in a completely different environment. She had to learn new policies, procedures, and ways of working. When her secondment ended, she was able to take what she’d learned and develop her role, and subsequently her team.

### **Key actions to take / reflect on**

- Consider the opportunities presented to you to move out of your comfort zone. What are they? How could you use them?
- Consider the opportunities for members of your team to work elsewhere for a period for their development. They will come back with new ideas.
- Take a look at this nudge:

[🔗 https://buildinghealthier.co.uk/nudges/17-responsibility-brave-learning/](https://buildinghealthier.co.uk/nudges/17-responsibility-brave-learning/)

Sometimes getting out of your comfort zone needs you to be a bit brave, but as a leader, you can take that responsibility and look for ways to learn.

**“I’m in a very busy role supporting therapies with the IT systems, there’s over 600 staff and perhaps 90% of them know my name. They may not know my face, but they certainly know my name.”**

### **About this quote**

Lyn is in a demanding role where she is providing support services to many people. This could be hugely stressful, but Lyn manages this by being extremely organised. She is always on top of what needs to be done, and she runs a rigorous prioritisation system which she reviews at least once every day. This ensures a high quality of service and helps her manage the expectations of those who rely upon her service. Lyn focuses strongly on what to give her attention to, every day.

### **Key actions to take / reflect on**

- Watch or revisit this episode:
  - <https://buildinghealthier.co.uk/episode/wheres-your-attention/>
- Many people find distractions can detract from their performance. But we can make choices to manage distractions - chose what to focus on, choose what to prioritise and choose what to give our attention to.
- Lyn’s approach means she can deliver on this Trust Leadership Behaviour:
  - <https://buildinghealthier.co.uk/nudges/16-pro-active-positive/>

**“I felt I was leading them to develop their own skills, teaching them what I had learned and giving them support. I was encouraging them to develop so I felt at that point it was more a development role for them rather than myself.”**

### **About this quote**

Lyn’s approach to leading people is all about supporting and developing them.

She doesn’t really view it as “managing” them but talks about supporting and developing people. With 11 people across 3 sites this also means communication and being available for her team is a priority.

### **Key actions to take / reflect on**

- Evaluate the skills and knowledge of your team. What do they need to develop?
- Schedule regular time to check on your team’s development plan.
- This Trust Leadership Behaviour is also worth reviewing in this context:  
<https://buildinghealthier.co.uk/nudges/14-care-develop-celebrate/>

**“I think you have to be consistent, but also recognise that everyone has a different work life balance... not every piece of a jigsaw puzzle is the same shape and size, they’re all individual. So putting them together, if you look after your team, you get a good picture at the end of it.”**

### **About this quote**

Lyn takes an individual approach to looking after her team. One size doesn't fit all. Her team knows that she considers all requests and helps where she can. If she has to say no, she backs it up with reasons to show how it's been considered.

### **Key actions to take / reflect on**

- Think about how your team is made up - how does the picture look?
- Think about how you approach requests from your team.
- Does your approach measure up to the Trust Leadership Behaviour?

<https://buildinghealthier.co.uk/nudges/15-open-minded-curious-fair/>

**“Anyone in the trust going into a management role now, support your team, respect your team, and listen to your team. I think if you can do those three things, you’ll get a lot back.”**

– Lyn Taylor, Office Manager - Therapies Department







