

# Strength & Power Of The Team

Supporting Workbook



Building healthier teams

**“Now I am here where I am today  
as a community physiotherapist,  
loving what I do, being able to see patients  
in their own homes and I’m really fortunate  
to lead a team at the same time.”**

– Harriet Brown, Therapy Team Lead

### **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**

**“There’s something there about resilience and having your own resilience. When the environment around you or somebody around you is saying, I don’t think you can do it, to really dig deep and go right: How can I help myself to get where I want to be?”**

### **About this quote**

Harriet talks passionately about her role and how she overcame some obstacles to become qualified. It took determination and resilience. When she dug deep and persevered, Harriet got to where she wanted to be by asking herself some key questions: How can I help myself? Who do I need to ask for support? What do I need to do to look after my mental well-being? Who do I check in with, learn some more and develop the skills I need?

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

- Try Harriet’s strategy when things don’t go as well as you’d hoped. It can make the difference between achieving what you want or falling short
- Make a checklist of Harriet’s questions and work through the answers
- Always look for the positives in any situation. Even if you feel up against it, adverse situations can bring out things you can learn from. Make a note of things you’ve learned from different situations that you can refer to
- Have a clearly identified support network. This could be a mix of friends, colleagues, and family. People who will really listen to you and not just tell you what to do

**“We really ensure and instil that staff feel supported when they’re on their own, because ultimately they are, they might be seeing a patient for the first time they’ve never met before, and they need to know that back in the office or in the wider community there’s someone there who can support them in their time of need if they need some help.”**

### **About this quote**

With Harriet’s role she has accountability for over 20 people who often work alone and out in the community. Harriet has worked hard to make sure those colleagues feel like they have the weight of the team behind them when they’re alone, making decisions. They know they will be supported in whatever they decide.

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

- Whether your team works remotely or not, think about how you create an environment where colleagues feel supported and have the strength of the team behind them
- Make sure you schedule time when the team is all together
- Discuss with your team, the service you provide. How is it going? How can you develop it further?
- What are the challenges for your team? Discuss and agree strategies with your team as a group

**“So we get to feel it with our patients and make a difference in the patients’ lives, but as a leader, I kind of feel privileged to be able to make a difference in my team member’s life.”**

### **About this quote**

Harriet recognises that whilst looking after and helping patients, as a leader, she has that responsibility to her team also. She takes as much interest in her team as her patients, finding out what makes them tick. It’s a recurring theme from leaders featured on Building Healthier Teams. Harriet talks a lot about empathising with her team members. She’s able to take a pause with them when it feels right, to recognise that someone is in need, and to tell them that it’s ok to feel like that and that she’s felt the same.

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

- Harriet talked about setting the pace based on how her team feels. Do you do the same?
- Take a pause in each 1:1 with your team. How are they doing? What’s going on in their world?
- This is especially helpful in appraisals and personal development conversations. Take the time to really listen to your teams’ needs and aspirations

**“I’ve definitely felt that through my career I look back and think, my days, I feel inspired by that person. I can picture her now. She always had time for me. She always knew what I needed kind of before I needed it. And she was 100% behind me.”**

### **About this quote**

Harriet talks about having a leadership role model earlier in her career who had a big impact. She now aims to emulate that role modelling and wants her team to feel the same way about her.

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

- Ask for feedback from your team on a regular basis - how do they feel about you?
- Think about the behaviours you want your team to exhibit. Are you happy with your role-modelling?
- Ali Fisher’s episode on the ABC of personal impact is helpful for this aspect of leadership. Watch again here:  
<https://buildinghealthier.co.uk/episode/personal-impact-abc-model/>

**“I think for staff to feel that they can be unique and are fully trusted and respected in their roles and the decisions that they make is really important, so that when that physiotherapist goes out in the community, she feels 100% confident in what she’s doing, because she’s got the backing of a team leader and a line manager behind her to go: What you think is right, we think is right.”**

– Harriet Brown, Therapy Team Lead







