



Kind, Connected and Bold

Supporting Workbook



Building healthier teams

“I liken my team to the vascular team of the NHS; they go everywhere. The ethos I try and promote with my team is to be kind, and not to assume.”

– Simon Jarvis, Director of Facilities

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’s very easy to assume when you see someone, and how they’re behaving, and base that on your own values without really understanding the detail as to why they find themselves in the position they’re in.”

About this quote

Simon talks here about judgements. Judgements we all make from time to time and assumptions that we can make about people in certain circumstances. What Simon encourages his team to do is to not judge. Be kind and connect to that person in that moment. Make a human connection. Simon sees this as a crucial part of the service offering that his team are responsible for and of course, kind and connected form two out of the three UHB Values.

Key actions to take / reflect on

- How can you link what your team does every day to the UHB Values, whether you manage a patient-facing team or not?
- What do kind, connected, bold mean to you?
- What would it take for people to describe you and your team, using the Values?

“We want people (on the team) to be comfortable having those conversations. It might be about the weather or Coronation Street, it could be anything... but putting people at ease and having those friendly conversations really matter.”

About this quote

Simon acknowledges that whilst “kind” may seem an obvious value, people’s focus on the day job can sometimes get in the way. He actively looks for people on his team to make kindness a fundamental part of the day job. Patients encounter his team when they are vulnerable, worried, anxious, and upset. It is hugely important that the team engage with people, be kind and compassionate and do as much as they can to put people at ease.

Key actions to take / reflect on

- Think about the ethos you promote with your team
- Consider building the Values into the way you recruit for new members
- How can you align your interview questions with UHB Values, to make sure you find the right people?

“The value ‘Bold’ is an interesting one isn’t it, and actually it’s something we’re asking our colleagues in Facilities: **What does that mean for you?**”

About this quote

Simon talks about engaging with his teams to think about what ‘Bold’ means for them. Bold could be interpreted in different ways by different people and so it’s helpful that Simon has started that conversation with his teams. Simon also talks about his own personal experience of coming from a background in hospitality, the automotive industry, and ending up in the NHS. He’s candid about not really knowing how it happened, other than being a bit bold, and having the confidence to really push out of his comfort zone and try something different.

Key actions to take / reflect on

- Consider what your version of ‘Bold’ looks like
- How do you show up in a way that could be described as bold?
- Talk to your manager about your comfort zone and what pushing out of it might look like

“In terms of a junior manager or someone coming into this organisation, it’s great that we’ve got that value of being Bold. It almost gives you permission to look outside the box and try something different.”

– Simon Jarvis, Director of Facilities



