



The Balance

Supporting Workbook



Building healthier teams

“I love every day of my job.”

– Maria Aslam, Specimen Reception Manager

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

“Working for the NHS, the decisions I make have got to fit the service need. They have got to fit in with patient care, Trust vision and Trust aims that we have, and also the welfare of myself.”

About this quote

Maria talks about feeling empowered by her role. She qualified as a biomedical scientist but now has a leadership role in Specimen Reception across four sites. Maria is very aware of the responsibility that comes with her role and how she is accountable for what the service and patient care needs are. She carries this with her every day, helping her to make decisions that are fair and for the right reasons. Maria acknowledges that it can be a challenge balancing the key needs she has identified with the need to look after herself.

Key actions to take / reflect on

- Think about the needs of your role and your own needs. How do you maintain the right balance?
- Maintaining the balance in difficult times can be challenging. Have a look at Leading Through Covid, it may help you with a reset and focus:
[🔗 https://buildinghealthier.co.uk/episode/leading-through-covid/](https://buildinghealthier.co.uk/episode/leading-through-covid/)

“I like to be there for my team as much as I can.”

About this quote

Maria talks a lot about being available and visible for her team.

She has experienced this herself when working with other leaders. Maria understands the value of looking after her team and she takes pride in being there for them.

Key actions to take / reflect on

- Your team is a big reflection of you. Sit back for a moment and think about your team and how they present. What are the standout behaviours and values?
- Being there for your team will influence how they perform. Check The Mirror is helpful in illustrating the point:

<https://buildinghealthier.co.uk/episode/check-the-mirror/>

“Listening resolves everything.”

About this quote

Maria makes a bold statement here, and she also describes listening as an art. Her approach is one of listening a lot to her team and how they're feeling. She likes to pick up on emotions and challenges by really listening to her team. Maria is also very clear you don't always have to give solutions. The art of really listening is often enough to help.

Key actions to take / reflect on

- Do you listen to respond, or listen to understand?
- Think about your last Team Meeting or 1:1
 - How much time did you spend talking?
 - How much time did you spend listening?
 - Are you happy with the balance?

“Listening to them, helps them, and if you can help them, it helps me, it helps my service and the welfare of myself.”

– Maria Aslam, Specimen Reception Manager



