



# Compassion and Counsel

Supporting Workbook



Building healthier teams

**“We depend on our community. We depend on our work family for so much.”**

– Simon Clarke, Managing Director,  
Birmingham and Solihull Procurement Collaborative

### **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**

# “Everyone has a role; everyone has a job.”

## About this quote

Simon talks about everyone having their own important role and job in his team and across the Trust. Collectively that's what makes everything tick and come together in aid of patient care. It's a big team effort combining many professions and specialisms.

## Key actions to take / reflect on

- Stop and think about where your team fits in the wider organisation
- How do you make sure that everyone you manage knows how you and your team contribute to patient care?

# “You don’t employ smart people and tell them what to do.”

## About this quote

Simon talks about hiring the right people to make his team work. He looks for people who, collectively, can deliver what patients need. His job as a leader is to encourage and steer the team to provide the best solutions to support great quality care. Simon recognises that people will flourish in an environment where innovation is actively encouraged.

## Key actions to take / reflect on

- What do you look for when you’re hiring new people?
- Think about the environment you create with your team
- How much do you tell, versus encourage?

# “For me **family comes first** when working with our teams.”

## About this quote

Simon has a mantra that he uses with his team that is ‘kind and bold’. Kindness, compassion, and family come first. He recognises the importance of making that personal connection above anything else when leading his team. He doesn’t want to be the ‘ogre coming out of the office’ bombarding people with issues.

## Key actions to take / reflect on

- This is a great way to encapsulate the Trust values in a leadership style
- Simon recognises that this is the best way, to get the best out of your team
- Think about the personal connections you have with members of your team – do you need to do more in this area?

**“We all learn from those mistakes together, so we can collectively grow.”**

### **About this quote**

This is about the ‘counsel’ in compassion and counsel. Simon advocates nurturing people when they make a mistake, allowing people to learn and grow, and sharing that learning across the team.

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

- How do you deal with team members who get things wrong?
- There will always be times when you have to put things right with people who make mistakes. Remember Simon’s counselling approach when you do
- How can your team as a whole, help each other grow through a counselling approach?

**“I don’t worry about my job. If I see somebody in my team that is clearly going to take my job, I want to nurture them.”**

– Simon Clarke, Managing Director,  
Birmingham and Solihull Procurement Collaborative







