

Every Day Is A Learning Day

Supporting Workbook

"I have been that really strong advocate and sometimes push myself out of my comfort zone to advocate to other people why it is we need a service, why it is families need this and make sure that they understand why these things are so important."

The value of feedback

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"We're very proactive in getting families' feedback and making them part of our service and developing that service. I've always utilised a parent's voice to help other people understand."

Clare talks passionately about how her team uses feedback from the families she meets to develop the service they provide. Feedback is an important and valuable tool in Clare's leadership kit bag. In this context, Clare is using feedback from families in her care. But she also uses feedback from members of her team. Feedback is a valuable leadership tool and it's worth regularly asking what people think, and then using that to make improvements.

- Consider how you get feedback from your patients (if applicable) and your team
- □ What more can you do to listen to them, and use feedback?
- □ Think about the last time you had to make a case to change something
- □ Were you able to use feedback you had gathered, to help people understand why a change was required?
- □ Make asking for feedback a regular action in your team

Notes and reflections: __

Every day is a learning day

"I don't know everything, and I like to think that every day is a learning day."

Clare is candid about her skills and how she is open to learning things every day. She also describes how students now rotate through the bereavement unit when that wasn't always the case. Clare decided to do this so that students could learn and not be daunted by the situation. Confidence comes with experience. If you've only tried something new once, you may not be confident immediately. It takes lots of practice. Clare's approach to this gave students a taste of what to expect, so they could develop into fully competent and confident midwives.

Consider the development plans you have in place with your team

Do you know the breadth of confidence within your team?

□ What do they need to practice?

Notes and reflections: _____

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The strength of a team

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"You are only as strong as your team. So encourage them, develop them, share your knowledge, share your experience, and learn along with them."

Clare talks about learning as a team. She encourages reflection and sharing experiences. Clare's environment can be emotionally challenging, it takes people out of comfort zones, so being open about how they are feeling and what they have learned during a shift is important for the team. They have regular huddles and reflect on what they would do differently, next time.

□ You've considered individual development plans – what about team development?

□ How do you foster an environment where people share experiences and learn?

Be open about what you need to learn

Notes and reflections: _____