



Building healthier teams




# Inspiring Confidence

Supporting Workbook


**“Like any happy dysfunctional family, you’ve got lots of different personalities, lots of different types of people, but we find ways to communicate, to work around each other and to adapt to being one happy bunch.”**



## Common ground

 **“As much as we want to give, it’s also about understanding what they would like to gain from their job and from their role. I think the biggest thing is about finding commonalities and finding common ground with everybody.”**

Peaches works in haematology and oncology, which can be daunting for new starters on the wards. Peaches’ job is to make sure that new people get a good start, which inspires confidence. She listens to people to get a clear understanding of what their aspirations are. Some new starters are scared, and some are more confident. Everyone is different. Peaches takes an individual approach and discovers what is important to everyone who joins. She finds common ground with them and encourages the team to share with each other. Peaches is also clear that as well as finding individual common ground, they all have a common goal of patient care.

-   Think about how much you know about your people.
- Could you know more about your people and how much do they know about each other?
- How could you get new team members to find common ground?

 Notes and reflections: \_\_\_\_\_

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## Identifying and optimising talent

### “Ultimately you want to major on people’s strengths”

Peaches finds out what people are good at and then aims to capitalise on their strengths. She encourages her team to make the most of their strengths and channels their activity in that direction. Peaches looks to find things that will make people shine. This approach is part of Peaches’ leadership style, where she takes care of her people and helps them to achieve and learn what they need to, to progress. Ultimately that may mean the team members move on because they have developed a wide range of skills, experiences, and a valuable knowledge base. Peaches points out that rather than being seen as a negative, new team members should see that progression is available.

-   What is your strategy for playing to the strengths of your team?
- Discussing strengths as a team can help build teamwork.
- Documenting a team profile highlighting strengths and areas for development can be a crucial element of your leadership plan.

 Notes and reflections: \_\_\_\_\_

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