



Building healthier teams



Embracing New Challenges

Supporting Workbook


“I love challenges. Each one has been a new challenge, but a different challenge. Each have had their good and bad points, but with nursing as a vocation there is the opportunity to go wherever you want.”



The value of peer support

 **“I looked at what jobs and roles I wanted to do, and the matron for infectious diseases and tropical medicine came up so I thought, where’s a better place to go during a pandemic than infectious diseases?!”**

Jen describes her move into a role which was not only a step up, but also a new specialism for which she had little experience of. She talks about it being exciting, unfamiliar, and even a little scary. During this time, Jen valued the support of other matrons and those around her who knew the specialism. She wasn’t afraid to seek that support from people and she looked for other ways to support the team, whilst she was learning. Whilst it was a difficult time, Jen didn’t let the unfamiliarity put her off. She embraced the challenge, created a support network, and found ways to support her team. It would have felt very different for Jen without that support.

-  Embracing unfamiliar circumstances and opportunities can bring rewards.
- Are you curious about unfamiliar territory, or apprehensive?
- In a new role, what support network would you use whilst building your knowledge, experience, and confidence?

 Notes and reflections: _____



Build strong relationships



“My advice to build those relationships would be to meet with people, and to listen to people.”

It may seem obvious to say meet with people and listen to them, but the importance of this cannot be underestimated. As a leader, understanding what is going on for the people around you is vital. Many of the leaders featured on Building Healthier Teams talk about listening, visibility and having an open door. It’s no coincidence that Jen advocates the same approach.




- Have a strategy in place for knowing what is going on for your team.
- What challenges are they facing?
- Do you know how they feel, collectively, and individually?




Notes and reflections: _____

Out of your comfort zone

 “Then you step into the next thing and actually, it’s not quite as hard as it was.”

Jen talks about stepping out of the comfort zone to gain valuable experience. She recognises how confidence in anything, comes with experience. You will never be 100% confident in something new the first time you try it. You must experience it once, twice, and probably more times to become confident. Jen describes how she has repeated her approach several times with different roles and whilst she still experiences some apprehension, taking on a new challenge has become easier for her. She pushes out of her comfort zone, gets to know people, builds strong relationships, and learns new skills. Each time she does this, it gets a little bit easier.

-  Think about something that you’re confident with.
- How did you feel the first time you tried it?
- Compare that with how you feel about it now.
- Remember, confidence comes with experience.

 Notes and reflections:
