

People-Centred Needs

Supporting Workbook

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"My role is to make sure that people can come to work, engage in the shared goal, enjoy engaging in the shared goal, and that way we will give the best patient outcomes."

Patients and team – meeting people's needs

"In the same way I would look at my patients from a personcentred lens, that's how I look at my team members as well."

Wumi takes a person-centred approach with her team, just as she does with her patients. She is interested about what those on her team need, and she recognises that across her team, needs differ. So, taking a person-centred approach is individual and helpful.

- □ Think about how you could apply this approach with your team.
- □ Taking a people-centred approach will mean that your 1:1s and checkins with your team will need to be robust and effective.
- □ Listen to how Wumi takes accountability for meeting the needs of her team. She doesn't see it as anyone else's job.

Notes and reflections:

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The importance of wellbeing

"We recognise that we're a family. We're a team. We support each other."

Wellbeing is an essential part of Wumi's leadership approach. At the centre of this is a large 'wellbeing tree' painted on the wall at Edgbaston Ward. Staff, patients, and their families are encouraged to write notes on the tree which enable them to share what is important to them when they're on the ward. Wumi then weaves this feedback into her briefings and approach to staff training.

□ What opportunities are there for you to make what is important to your team, visible?

☐ The wellbeing tree is there for Wumi's team, and the patients and families who visit the ward. It's inclusive and backs up Wumi's 'family' approach.

Notes and reflections: ____

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The value of feedback and suggestions

92 "Staff feel listened to and their voice counts."

Wumi likes to hear feedback and suggestions from her team and has a suggestion box for those people who don't want to share in person. Wumi takes care to act upon these suggestions. It shows she's listening and that makes people in the team feel valued.

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- ☐ Think about a time when you didn't think your voice was heard. What was the impact on you?
- □ How do you make sure that your team knows you're listening?

Notes and reflections:

Engaging the team

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"I want to make sure that staff are happy. They're excited to come to work."

Wumi works hard to make sure work is as fun as possible. She collaborates with others across the Trust to introduce competitions and initiatives. For example, Edgbaston Ward's 'Bake Off' competition has been extremely popular. The fun has a purpose. Wumi wants to keep recruiting new people to a minimum. She works hard at engaging her team and recognising their contributions. In turn, this has generated a team who are proud of what they achieve and stand for.

□ Ask your team what initiatives they'd like to try out.

□ Ideas that come from the team are more likely to get buy in and engagement.

□ Consider how fun initiatives could work in your area of the Trust.

Notes and reflections:

