



Building healthier teams




Connections

Supporting Workbook


“If we don’t ask them, we don’t get that connectivity to say what do we need to do different?”



Use your experience


 **“I saw this advert in a local paper for warehouse operatives, and I thought, I could do that. 30 years later, here I am still in distribution in warehouse and logistics.”**

In this episode Dave talks about his experience in Warehousing and Logistics, prior to his time at the Trust. He worked for Tesco and Furniture Village – two culturally different organisations. Dave noticed that the focus on customers at Furniture Village, drove a connected culture which encouraged conversations between different teams, and the customers. Dave has taken this ethos into his role at UHB. Whilst the Trust doesn't have customers, it does have patients, with multiple teams across the organisation having to work together to deliver what patients need.


-  UHB may be your 1st job, or your 50th. Either way, you have previous experience to bring to your role.
- If you're 18 and starting your first job, you have 18 years of life experience to bring to a role.
- Consider what learning you have brought to your role and when you use it.
- How can your team benefit from your experience?

 Notes and reflections: _____

Build your connections

 **“It’s no good saying well, we don’t really talk to them. They don’t really talk to us.”**

Dave talks about making connections with people across the Trust. Sometimes this has happened when something goes wrong. He makes a good point, that unless someone makes the effort to reach out, connections are not always made. Reaching out is a good thing to do, builds relationships and a spirit of co-operation. Working together for the benefit of patients. Dave also suggests that picking the phone up rather than using email is a preferable way to connect and establishes that human connection.

-  Identify the key relationships you and your team have with departments across the Trust.
- Are there relationships that need strengthening?
- Are there new connections that can be made?
- Ask questions of your connections – what do they like about what you do? What could be done better?
- Next time you’re considering an email to another department – try picking up the phone instead.

 Notes and reflections: _____
