



Building healthier teams



Be Well Versed

Supporting Workbook

“Work above your station. Always aspire and be well versed in what’s happening on the ranks above and around you.”



💡 You don't have to be an expert in everything, but it's great to have an awareness

💬 "It's more to do with having an awareness of what's happening with the team members around you."

"It's about understanding the bigger picture."

"It's impossible to be an expert in everything."


Aleisha was encouraged early on in her career to work above her station. She explains this as less about being able to do more tasks, but more about understanding why leaders and managers may be asking for things to be done a certain way or at a certain time. Understanding the rationale is important. Aleisha has done this by making sure she knows what's going on around her, even if she isn't a clinical expert in the service being delivered.

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- Think about opportunities you have to get an understanding of the demands of your manager's role.
 - What would it take for you to be well versed, in the next step up?
 - It's important to understand what you need to do, but also, why.
 - Find opportunities to understand the rationale of why things are done.




Notes and reflections: _____

What are you working on, on yourself?

-  **“What I work on, on myself, is lowering the pressure.”**
- “There are times when you can’t achieve everything on that checklist.”**
- “In terms of self-awareness I have that on my side.”**

Aleisha is open about what she needs to work on. She puts pressure on herself to get things done and sometimes that pressure can be unnecessary. Whilst she prides herself on her organisation skills, she also realises that not everything can always be done today. She has high levels of self-awareness and knows when it’s time to close the book and go home.

-  Think about what you are aware of that you need to work on.
- How open are you about your development needs?
- What’s your plan to address them?
- Reflect on what impact your development needs may have on your team.

 Notes and reflections:


We all work in different ways – and that’s a good thing

 **“Not everybody works like me.”**

“It took empathy and understanding on my part to understand what was important to each of us.”

“We individualise care for patients, but I don’t necessarily think we always do that for our colleagues.”

Aleisha has learnt that not everyone can work the way she does. She describes a time when she needed to listen to a member of her team, because they didn’t work in the same way. This was making it difficult to achieve the outcomes they were looking for. Again, Aleisha’s commitment to being open to what she needs to work on helped her. She listened, empathised and understood. This gave a platform from which both could move forward.

-  Being aware that not everyone works like you is important.
- If someone doesn’t work like you, it doesn’t mean they’re doing it wrong.
- Understand the differences you have within your team.
- Play to strengths to achieve a common goal.
- Individualise your approach to each of your team.

 Notes and reflections:


Keep your standards high

 **“My team would say that I’m thorough.”**

“It’s not always something that is liked.”

“I do have very high standards.”

Aleisha makes no apology for having high standards. It’s been drummed into her from a young age. Punctuality. Always being smart and professional. Whilst some of her team can think this is a bit ‘old fashioned’, Aleisha has these as non-negotiable things that her service is built upon.

-  What are your non-negotiables?
- Are there standards that could help the service you deliver, be even better?
- Talk to your team about standards. What’s important to them?



Notes and reflections:
