

Channel Positivity

Supporting Workbook

"If I was to describe my job, in a nutshell, I'm the bit of glue that holds the jigsaw together"



Appropriate challenge

"You need somebody to put in that appropriate challenge, somebody to help meet those targets."

"I'm definitely a fixer."

As an operational manager, Georgia has a focus on making the service run as smoothly as it possibly can and hitting the targets that are required. As a result, there are times when she has to get involved and ask people to do things that they may not otherwise have to do. She approaches this in a good way by explaining the context and describing the bigger picture in an informative and positive way. Georgia prides herself in fixing issues. Not just for patients but also for colleagues. She wants both patients and staff connected with her service to have a good experience at Good Hope.

F	☐ Reflect on Georgia's description of her job being the glue that holds the jigsaw together.
	☐ How would you describe your job in a nutshell?
	☐ In the context of the service that you lead or are part of, who is the fixer?
	☐ Remember to keep focused on why, what and how when addressing issues to keep things running smoothly.
Ø	Notes and reflections:

Channel positive energy

99	"For me the biggest focus is to channel positive energy all the time."					
	"If you are showing other people that you are hardworking, you're dedicated to your job and that you're excited to be here, that's going to have a domino, hopefully happy, effect." "Obviously realistic, you know, we've all got challenges, but it's					
	about managing those in the most positive approach possible."					
	Georgia is someone you would describe as 'glass half full'. She approaches every day in a positive frame of mind. Problems become challenges. If someone in her team is having a bad day, Georgia aims to make it just that little bit better.					
F	☐ There are always two ways to approach a problem – positively or negatively.					
	☐ A positive approach is far more likely to gain a good outcome.					
	☐ What can you take from Georgia's approach?☐ What would be the impact on your team and your service?					
	☐ When an issue crops up, ask yourself, 'how can I approach this from a different angle?'					
\oslash	Notes and reflections:					

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	"If there's something that can help with your development that you're being offered, then absolutely take the chance and grab it."
	Georgia's message here is that opportunities to develop are all around us. Talking to colleagues, understanding how they got where they are and their backstory, can be so helpful. A few questions and lots of listening can take you a long way.
F	☐ What are you working on, on yourself? Who can help?
	☐ Think about the people you work with – what's their story?
	☐ Ask your manager in your next 1:1 about their journey.
	☐ If there's something you're struggling with, who can you ask for help?
Ø	Notes and reflections:

"Take advantage of your manager and their knowledge."