



Building healthier teams



Channel Positivity

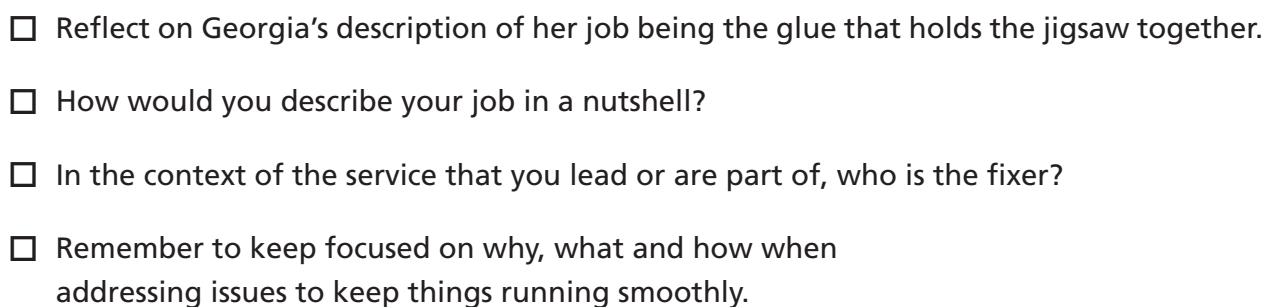
Supporting Workbook

**“If I was to describe my job, in a nutshell, I’m the
bit of glue that holds the jigsaw together”**





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.





"Obviously realistic, you know, we've all got challenges, but it's about managing those in the most positive approach possible."

- ☐ 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?'





Learn and observe



“Take advantage of your manager and their knowledge.”

“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.



- ☐ 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?



Notes and reflections:
