



OD Matters Bulletin

Issue 2 – November 2018

Welcome to the second edition of the Organisational Development (OD) Matters Bulletin, the monthly news brief from the Organisation Development Team.

Thank you to everyone who spoke to the OD team at the clinical briefing days in October.

We had some excellent constructive feedback comments such as:



We are also pleased to announce that we are piloting a number of OD initiatives -more information is detailed below - updating the OD pages on EAST24 which will provide more detailed information about the training available, and a refocusing on Leadership Development to deliver the Leadership Strategy.

One of the biggest changes on the horizon is the new Learning Management System which will change the way we record training and give you the opportunity to have your own professional records. We will be sharing more information over the next few weeks.

I hope you enjoy this month's OD Matters and find it a helpful read!



RACHAEL BEARD
Head of Organisation Development



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New ILM level 3 in Leadership and Management

Within what we call the [Leadership Pipeline](#) we are delivering three pilot cohorts of the new two-day ILM level 3 Award in Leadership and Management.

This new ILM course is made up of two modules:

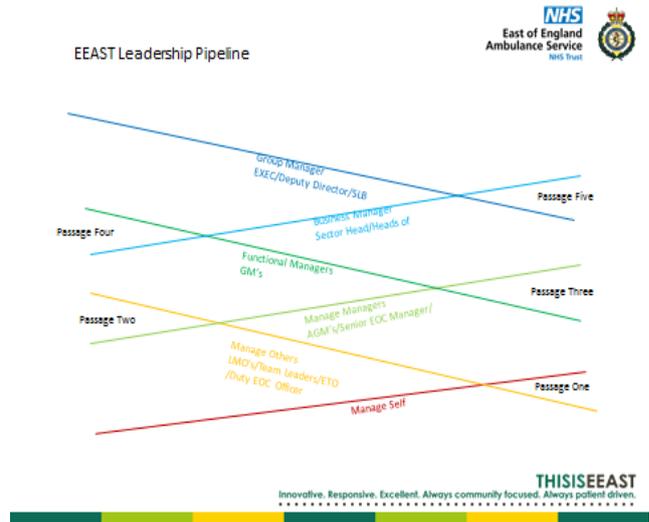
- ❖ Understanding Performance Management
- ❖ Leading and Motivating a Team Effectively.

This fantastic course will provide you with a range of key management skills that are so straightforward; you can put them right into practice in your own role. It will build your leadership capabilities to motivate and engage teams and manage relationships confidently.

We still have spaces available for managers/team leaders to join cohort 3 which will be delivered in March.

More information can be found on East24 [ILM 3 Leadership & Management Programme](#)

If you are interested in taking part please email OD@eastamb.nhs.uk or contact the OD Team on 01638 564017



ILM-endorsed online learning modules

We are piloting two new online ILM endorsed courses to support managers who wish to build an understanding of Compassion at Work and Using Neuroscience to Inform Management Conversations.

Compassion at Work

To enable managers to explore what is meant by a compassionate management style and reflect on how this can inform their management skills.

Using Neuroscience for Management Conversations

Explore learning from neuroscience and reflect on how this can inform their management conversations.

Both modules are organised over four weeks with a review in week five and include:

- weekly blogs and activities
- a reflective journal document
- videos.

If you have already attended Compassionate Conversations training, you will automatically be given access to the above modules on Learnzone; if you haven't, and you want to complete these modules please contact OD@eastamb.nhs.uk

New Corporate Induction

The Organisational Development team have been reviewing and revising the Corporate Induction session and will be delivering pilot sessions of a new-look programme over the next two months in Bury St Edmunds, Newmarket, Chelmsford and Welwyn Garden City.

If you have not attended a Corporate Induction day we will be contacting you to arrange for you to attend.

Management Masterclasses

We are introducing Management Masterclasses made up of eight modules which are all topics been identified to build knowledge and capability within the management team.

Each masterclass has been designed to be interactive, informative and practical, delivered by experienced trainers and HR professionals, and standalone modules but also align well for those managers looking to attend the full series.

They are:

- Managing performance – half day workshop
- Sickness absence – in development
- Recruitment and selection - half day workshop plus online resources
- Talent management and succession planning - half day workshop
- Managing a disciplinary / grievance - half day workshop
- Supporting Staff through Change - half day workshop
- Resilience and mindfulness - 90-minute webinar plus online resources
- Managing in a coaching style - half day workshop plus online resources

Please find the full details of the masterclasses on EEAST24 [here](#).

Action learning sets

Managers in the Suffolk and North East Essex have started two cohorts for this pilot.

Each cohort will attend three sessions, which have been arranged to support them dealing with change and working through problems. Action learning sets are an approach to solving real-life problems that involve taking action and reflecting upon the results.

Please find the full details of the Action Learning Sets on EAST24 here.



Coaching

We are excited to introduce, as part of the Management Pipeline, one to one, confidential coaching with a qualified, professional coach. We recommend coaching for all managers who may need support in a new role, seeking a career change to are going through a challenging period.

Coaching will provide you with the opportunity to explore options to overcome challenging situations in a way that suits you. It can help with decision making, future planning or dealing with change. A coach will facilitate this through discussion and will not direct, advise or judge.

Coaching sessions are flexible and the location, method and frequency will be decided by yourself and the coach.

For further information and details of how to apply please go to [EAST24 Coaching section](#).

New Learning Management System

Launching soon...

The new Learning Management System is taking shape with exist data currently being uploaded and data cleansed the system will be called Evolve.

Compassionate Conversations

The Trust's new approach to appraisals, Compassionate Conversations, has been designed to support leaders to engage with their people in a way that leads to them feeling valued, supported, empowered and accountable for what they do and how they do it.

Based around the four pillars (Performance, Talent, Value, Wellbeing), Compassionate Conversations takes a holistic approach to the individual staff member, providing the opportunity to engage by discussing performance and values and their talent and wellbeing needs.

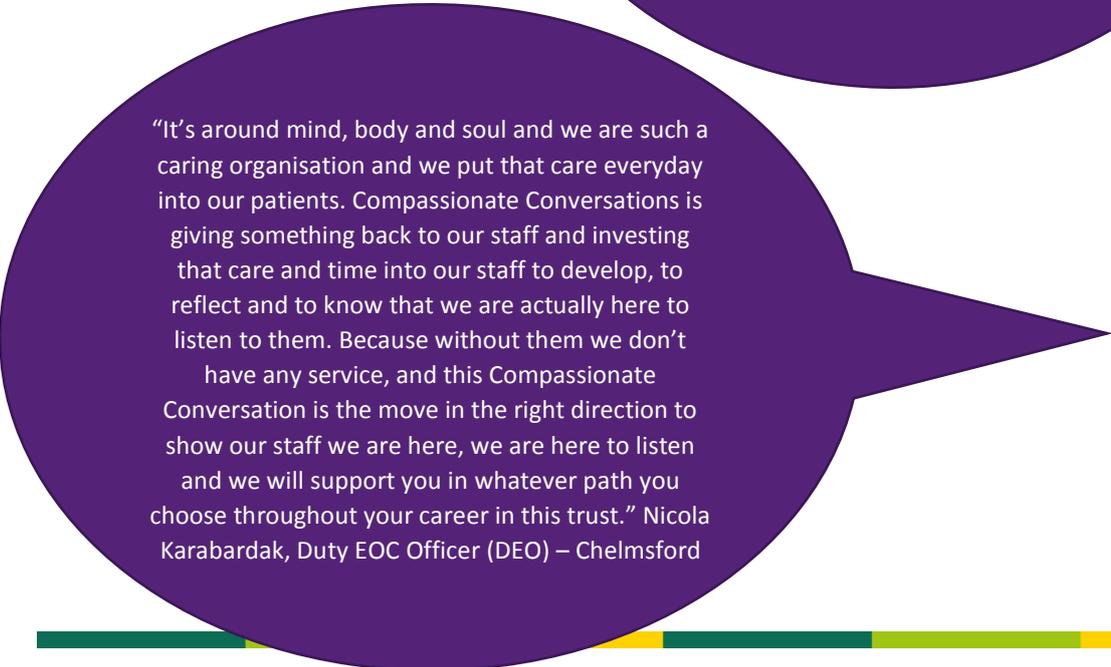
Empowering our staff to identify what development needs they require to support them meeting and achieving their role objectives, linking to future career aspirations and ultimately talent & succession planning.

Access to Compassionate Conversations information and training is being delivered face to face across the Trust to our Managers as well as e-learning packages, toolkit and information resources available on Learnzone.

Some of the feedback we've heard so far....



"The compassionate conversation framework is fantastic, it allows for a free flowing and meaningful conversation that is really directed at the individual' The process is important to the team here, as it captures not only performance and development but wellbeing too. Wellbeing is a hugely important aspect and the compassionate conversation really opens up the question, how do you feel at work?." Andrew Gay, Commercial Contact Centre Manager



"It's around mind, body and soul and we are such a caring organisation and we put that care everyday into our patients. Compassionate Conversations is giving something back to our staff and investing that care and time into our staff to develop, to reflect and to know that we are actually here to listen to them. Because without them we don't have any service, and this Compassionate Conversation is the move in the right direction to show our staff we are here, we are here to listen and we will support you in whatever path you choose throughout your career in this trust." Nicola Karabardak, Duty EOC Officer (DEO) – Chelmsford

We're also continuously reviewing and evaluate the process and toolkit, using your feedback we've updated some of the terminology to make it more user friendly and clear for you. Keep the feedback coming!

For further information and details of how to apply please [click here](#) or email OD@eastamb.nhs.uk.

Training & Workshops

➤ Compassionate Conversations

This face to face training helps managers support understanding of the interactions between managers and their staff, and how Compassionate Conversations enable each of us to understand how we contribute to our team objectives and therefore the organisation, as well as focusing on developing our current and future potential.

Remember you can access the full toolkit, videos and e-learning packages on East 24 at this link:

[Compassionate Conversations](#)

Spaces still available on the following workshops at HQ, Melbourn, ground floor meeting room:

11 December	10.00-13.00	11 spaces
8 January	10.00-13.00	14 spaces

➤ Meaningful Conversations

This is an interactive scenario-based training session aimed at managers, where you will observe and comment on facilitated discussions helping you identify what good looks like in a meaningful conversation. This is an opportunity for you to develop leadership competencies such as motivational support, attention to communication, influencing others and flexibility, which you can apply in a range of management workplace discussions including Compassionate Conversations.



Spaces still available on the following workshops:

Meaningful Conversations - HQ, Melbourn, ground floor meeting room.

24 or 30 January 2019	09:30-12:30	TBC
21 February 2019	09:30-12:30	TBC



➤ Safer Recruitment

This programme is important if you are a recruiting manager or HR colleague. On completing this course you will be able to:

identify key features of a safer recruitment process that will help to deter, reject and prevent the appointment of unsuitable applicants to your organisation develop skills and understanding needed to put in place safer recruitment processes be able to identify the risks associated with recruitment of staff and volunteers for work with children and young people.

Please help us to have an improved recruitment process and pulling together as a team across EEAST!

Spaces still available at the workshop on 12th February between 09:30 – 16:30.



Want to request a training place? Ensure you have discussed and agreed your attendance with your line manager. To avoid disappointment and course cancellation, it is imperative you arrange for your own course bookings in advance so our team can contact the correct people in the event that we have to cancel or amend the course in any way. Please contact the OD team on OD@eastamb.nhs.uk or 01638 564017 stating the date and course you would like to attend.

Statutory Training

Thank you to everyone who completed PU and Mandatory Training in October. Unfortunately, last month we had to email all staff who were non-compliant with completing their 17/18 online assessment – that's 1,500 emails. Since sending that email and the end of October 223 people went online and completed their 17/18 assessment.

Email reminders are now sent out on a monthly basis by the OD team to all staff that are showing as out of date with training requirements.

We received a number of queries this month concerning the emails please see some of the below queries with answers:

Query	Answer
I have forgotten my Learnzone password	Email OD@eastamb.nhs.uk who will then reset the password for you
Don't have a working laptop	Please discuss with your line manager
Require time to complete assessment	
Time to be abstracted to complete	
How long does it take to complete the assessment?	Maximum of two hours

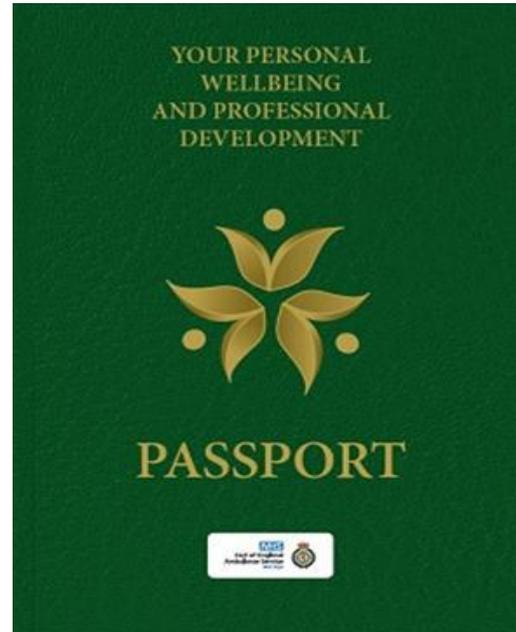


The Wellbeing and Personal Development Passport

The passport allows you to earn up to £250 towards your own personal, professional or wellbeing development. All you have to do is complete six tasks, gaining six stamps along the way. These tasks are all about taking responsibility for your own wellbeing. Ultimately, the care we provide for our patients relies on all of us being as well and happy at work as possible.

This first version is a trial, and will end 31st March - so you have just over four months to complete the tasks. After that your feedback will be used to see how we can develop this for the future.

Further information can be found [here](#)



You can get your passport from The Wellbeing Hub – email wellbeing.info@nhs.net or call 03456 089 945. The passport is sent out with a user guide that explains what you need to do to qualify for your stamp, and will answer the questions you might have.

Helpful reminders...

- Any course/OD related queries should be forwarded to OD@eastamb.nhs.uk
 - Please be aware that OD are reviewing East24 content to ensure that all development opportunities and relevant processes are up to date, clear and easy to follow. This may take time and we would like to thank you for your patience.
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Meet the Team



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We will be responsible and accountable

We will encourage a culture of continuous improvement and high performance

We will not tolerate any bullying

We want everyone to feel safe and empowered to do their jobs

We value our staff and volunteers, and listen to their views

We will demonstrate compassion in dealing with patients and one another

We support and encourage our people to speak out when something is wrong

LEADERSHIP CHARTER