

Joy in Work

Mental Health and Wellbeing
Improvement Collaborative

Introductions

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Overview

So what are we trying to do?

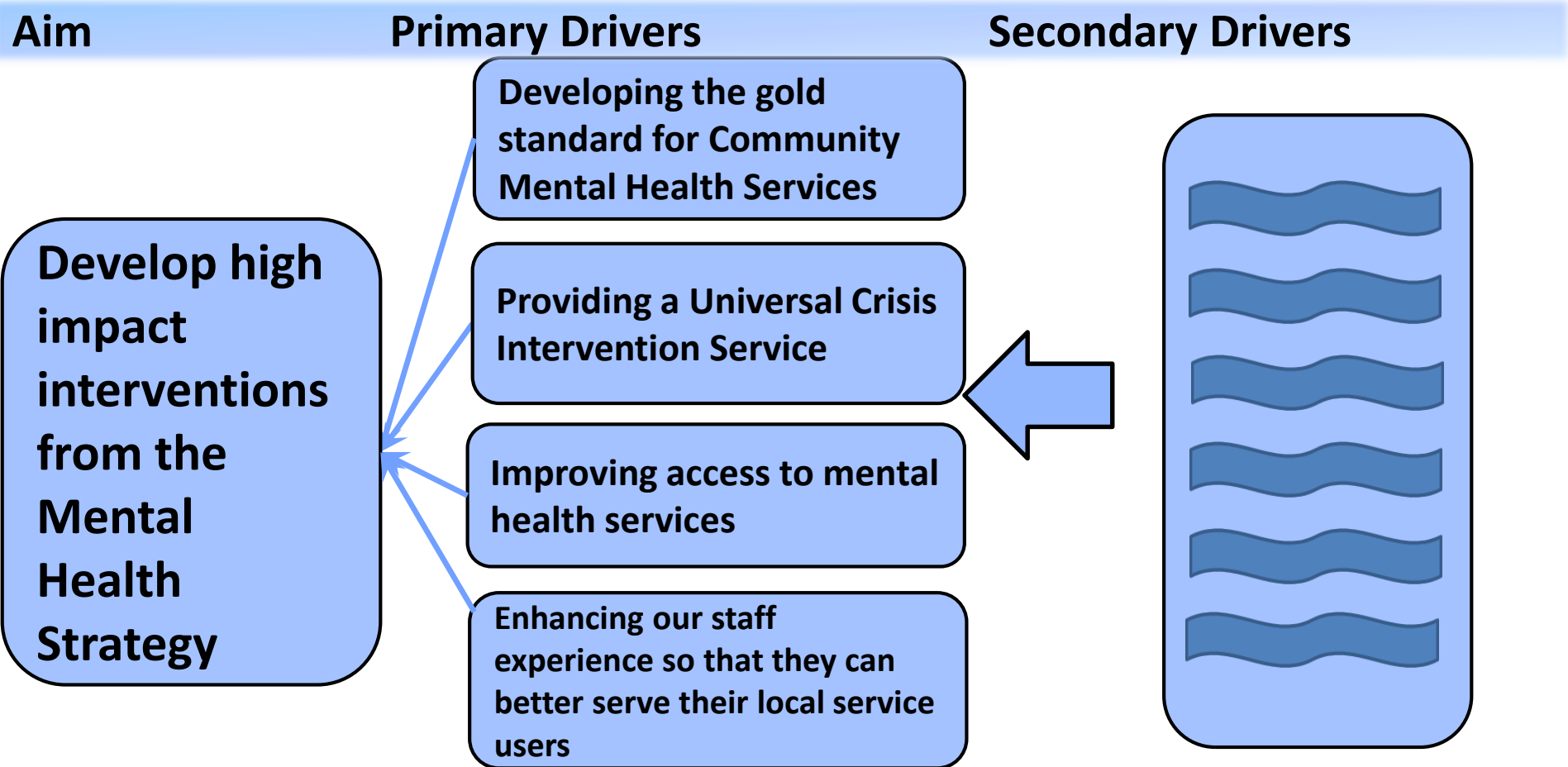
- Describe the key leadership behaviours that raise staff engagement and restore joy
- Identify the key changes in our system for Joy in Work
- Take away at least one intervention you can test in your organisation to ensure that staff feel meaning, choice, camaraderie and purpose
- Inform the wider Collaborative on all of the above!

MHWBIC Driver Diagram

Aim **Primary Drivers** **Secondary Drivers**



MHWBIC Driver Diagram



MHWBIC Driver Diagram

Aim **Primary Drivers** **Secondary Drivers**

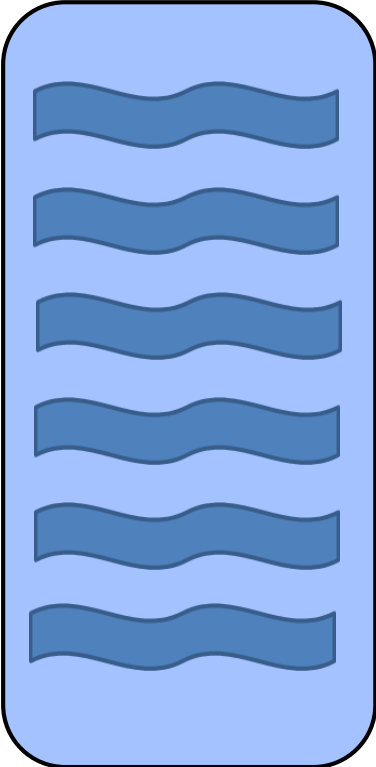
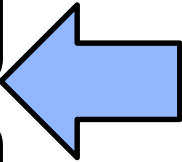
Enhancing our staff experience so that they can better serve their local service users

Develop staff skills to support changing roles and settings

Improve Leadership and Management practices

Improve staff fulfilment at work

Improve how we listen to those with lived experience and staff, and support them to be their best



Shaun content –
expert international view

Johnathan content –
practical experience from Scotland MH
teams

Activity:

What brings YOU joy in your work?





W. Edwards Deming

“It is *not enough* to do your best; you must know what to do, and then do your best”

What brings us joy in work?

Table themes

What gets in the way of that?

What gets in the way of that?

Table themes

4 steps for leaders

- Ask staff what matters to you
- Identify unique impediments to 'Joy in Work' in your local context
- Commit to a systems approach to making joy in work a shared responsibility at all levels of the organisation
- Use Improvement Science to test approaches to improving joy in work in your organisation



Aim

- Co- produce with your teams to get to meaningful words and language
- Improving staff experience and wellbeing so that staff are better able to meet the needs of our service users

Content

- Explore theories, use appreciative enquiry, ask 'What matters to you', Involve everyone

Execution theory

- Use the Model for Improvement to test and learn
- Test asap, 'Start before you are ready'

Measurement and learning

- Co-design the measurement system with the team
- Use meaningful language
- Keep data collection simple
- Make your data easy to see and understand

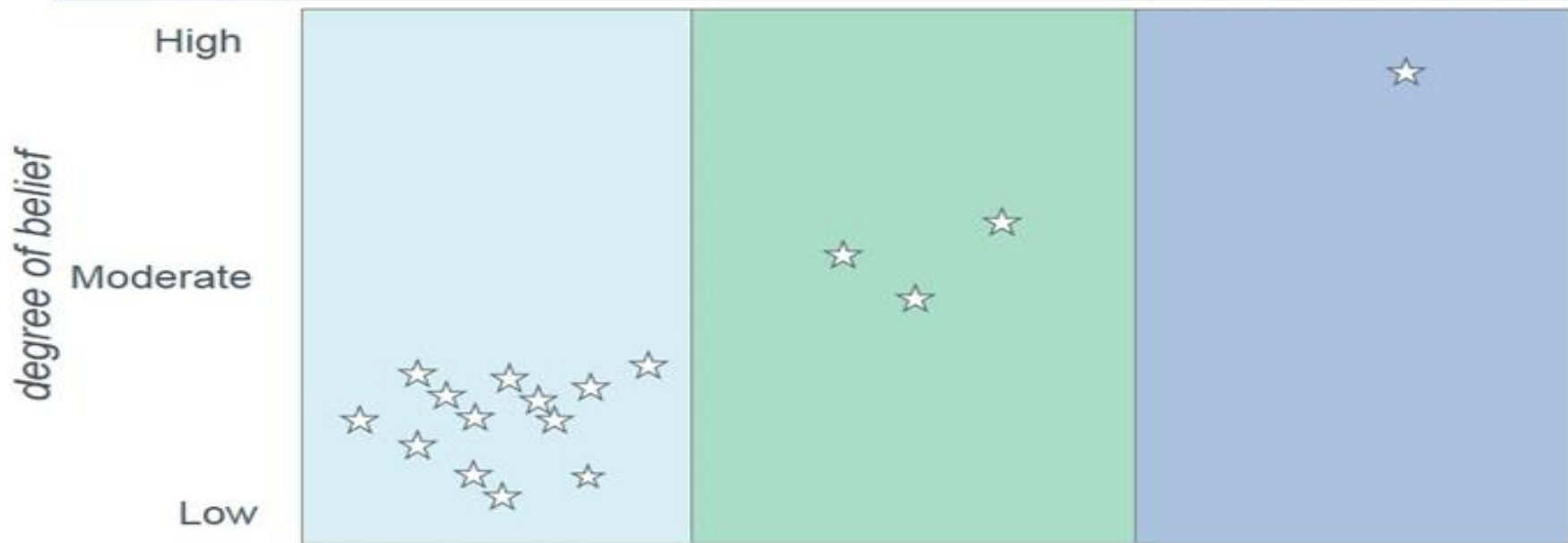
Communication and dissemination

- Be open and honest about what you are trying to do
- Capture stories as you go
- Share activity with your leaders

What makes a great key change?

- **High impact** intervention
- Describes the relative **advantage**
- Is compatible with our **values**
- **Simple**
- **'Triable'**
- **'Observable'**
- **'Scaleable'**

Degree of Belief in Change Ideas



Innovation

Generate/discover new models of care with evidence of improvement in a small number of settings.

Testing

Test whether a model works or can be amended to work in specific contexts.

Scale up and Spread

Implementation of models shown to apply in a broad range of contexts.



“Leaders must wake people out of inertia. They must get people excited about something they’ve never seen before, something that does not yet exist”

Rosa Beth Moss Kanter



Activity:

So what will you do by next Tuesday?

- Start one conversation around what matters to your colleagues
- Test one change to remove what's impeding joy by Christmas 2019
- Re-look at opportunities for intervention at your system level

What will you do by next Tuesday?

To share with National Team

To take home

Name:

Email:

Our commitment...

- We will continue these conversations across regional workshops in the New Year
- We will share the learning with all of you
- We will help you when you get stuck so that we can all learn together
- We will celebrate how good this feels!

“A **desk** is a

DANGEROUS

place from which
to watch **the world.**”

John le Carre

“Get out of
the office”