

Case study – NHS Eastern and Coastal Kent Communications Team – Team Coaching Away Day

The brief

This away day was designed to provide an opportunity to explore effective team working; understand individual team roles; characteristics, strengths and areas for development; develop a shared team vision and attitudes and behaviours to optimise team effectiveness.

The aims of the workshop were:

- To bring the team together in a relaxed setting, to understand team strengths and areas for development
- To acknowledge and celebrate the team's work and successes
- To provide an opportunity for positive feedback and do some thinking around behaviours and attitudes that will help us to achieve higher performance
- To build on the outputs from previous team away day (February 09)
- To provide an opportunity to encourage team members step outside their comfort zones and view change as an opportunity for growth
- To think about future challenges and how the team needs to adapt for the future
- To make the day a stimulus for action

Client feedback

"We were entering a new phase, with new team members and new ways of working, and I wanted to hold a session that would help us focus on the positives for the future. I also wanted to acknowledge past achievements and recognise obstacles to success. It was essential that the team felt involved in planning for the coming year, and thought individually and collectively about how they could have an impact.

"Carole gave a structure to my aims and ensured that the session covered all elements in a creative and engaging way. She was aware that there could be some resistance to new ways of working, and wariness about roles, but managed to gain the team's confidence with her approach.

"I was delighted to see how they all got involved and entered into the spirit of the day. We are still seeing the benefits and the team often refer back to things that were said on the day."

Glynis Alexander, Deputy Director of Communications and Citizen Engagement, NHS Eastern and Coastal Kent

The solution

We designed and facilitated this team event, with activities tailored to provide opportunities for the team to engage with each other and the future challenges they were facing. This included:

- Defining the qualities of high-performing team
- Understanding team roles, team strengths and weaknesses using the Belbin self-perception inventory tool (diagnostic work pre-event)
- Developing a shared team vision
- Creative approaches to bring the team vision to life
- Techniques for managing change and challenging personal boundaries
- Action planning

Feedback from participants after the away day

- "It helped us to understand our team strengths and weaknesses."
- "I will be positive and remember team/individual successes."
- "So good to see people come out of their shells."
- "Everyone very positive."
- "The exercises provided an insight to my colleagues' thoughts."
- "Loved the honesty of everyone - with constructive comments."
- "The visioning experience was very useful."
- "I will be bolder and think more creatively about the future."

For more information about how Blue Horizon Associates can help your team achieve its potential, contact:

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