

RESPECT.
EVERYONES
OPINION MATTERS,
SO LETS TALK.



YOUR NHS IS A GREAT PLACE TO BE WHEN YOU AND YOUR COLLEAGUES ARE GREAT PEOPLE TO WORK WITH

Your health and well being are linked to your experience at work and the patient care that your NHS delivers is dependent on you and your colleagues behaving well and giving your best.

This discussion pack helps you focus on practical ways that you and your team can make sure that you are working with respect. The different ingredients all link to at least one dimension of the Knowledge and Skills Framework so you can use the brief to show how you have worked with respect at your next performance review.

How to use this brief

Go through the pack with your team, you might want to look at one section each time you have a team meeting or you might decide to spend a whole day going through the pack. It's up to you and your team.

Simply start a conversation, we've suggested some questions to get you going.

Write down the actions you agree, these might be individual commitments or things you all agree to as a team. Let others know what you've agreed to do. Why not make a poster so that you can all see it – that way you won't forget!

Reflect on your actions the next time you meet – How did you get on? Will you keep the changes up, what would you change, what more can you do?

KSF CORE DIMENSIONS 01 & 02 COMMUNICATION & PERSONAL DEVELOPMENT

Do we know who our employee of the month is? Being valued and being recognised for our contribution to the work of a team makes us feel great, it also motivates others to do their best.

Question 01

Do we recognise when someone has done a good job? And what do we do about it?

Question 02

Could we do something more as a team to say well done?

Question 03

What can we do to tell others about the good work we do as a team?

Question 04

Can we use the performance review process to recognise contribution and motivate each other?

KSF CORE DIMENSION 01

EAR, EAR!

Being listened to helps us feel respected but it seems that listening is the one bit of communication we forget all about.

Question 01

Are you a good listener?
How do you know?

Question 02

How do you share information?
Which ways work best?
How do you know?

Question 03

What happens when we don't agree? How do you make your view point heard and how do you listen to others? Do you move forward positively?

KSF CORE DIMENSION 02 PERSONAL DEVELOPMENT

Take control. It's your job and its your responsibility to make sure you have the skills and knowledge to do it well. Being confident in what we do, helps us relax and do our best.

Question 01

How clear are you about your role?
How clear are others – what do they expect from you?

Question 02

Are your skills and knowledge up-to-date? How do you know?
How could you demonstrate this to others?

Question 03

Do you know how to find out about learning opportunities?

Question 04

Can you think about unusual ways to learn? Maybe we could go to a Board meeting or shadow someone else for a day!

KSF CORE DIMENSION 06, 04 & 01 EQUALITY & DIVERSITY, SERVICE IMPROVEMENT & COMMUNICATION

**Variety is the spice of life.
Spice is something rich,
something valuable and
something to be treasured.
In a successful team the
ideas and contribution of
each individual are valued.
Teams benefit from the
richness of ideas within it.
Lots of perspectives
solve problems.**

Question 01

How creative is your team?
Do you try new things or do
you squash new ideas?

Question 02

Does your team listen to some
people more than others?

QUESTION 03

When planning a change do you
think about how it might affect
different people? Do you actively
seek out fresh perspectives?

Question 04

To find if the work you are doing
is improving services do you ask
for lots of opinions?

KSF CORE DIMENSION 05 & 03

QUALITY AND HEALTH, SAFETY & SECURITY

**We all make mistakes,
its how we deal with them
that matters.**

Question 01

If we see someone about to make a mistake do we speak up?
Do we provide support?

Question 02

When we spot problems what do we do? Can we use problems to improve quality?

Question 03

When we make a mistake what do we do? Do we tell others so that the same mistake doesn't happen again? Do we tell others so we can find out ways not to end up in the same situation again?

KSF CORE DIMENSION 06 & 01 EQUALITY & DIVERSITY AND COMMUNICATION

We all have bad days but there is no excuse for behaving badly. Bad behaviours have a negative impact on our teams and damage the care we provide. Small things like answering someone else's phone and saying hello to everyone when you arrive at work go a long way to making the workplace better.

Question 01

Do you know what behaviours are expected of you at work?

Question 02

Do you know how you behave? How could you find out?

Question 03

What do you do when you see someone behaving badly?

Question 04

As a team do we know what our rules are about behaving well and speaking out? Should we have a behaviour charter?

ACTION

Write down what you come up with, both individually and for your team, and use it at your next Annual Development Review as evidence.

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