

NHS: Team Tonic

Audience: 300

Location: Various

Project: Team Workshop



Background & Objectives

NHS Essex needed help to devise and support their induction and change programme in the newly formed Commissioning Support Unit (CSU). This would be the biggest change in roles and organisational structure for 20 years and required significant changes in working culture and behaviours to meet the challenges.

The workshops would prepare team members for the changes: alter mindsets to be more customer focused; build awareness of the new Unit and its benefits; encourage team members to take responsibility for developing the behaviours needed and act as an opportunity to network and strengthen team working.

The Experience

The two day workshop, which began with two, one-hour facilitated behavioural skills workshops, was developed to build an understanding of the changes required. The facilitated sessions focused on 'Life Balance' and 'Resilience Through Change'. Delegates completed a two-hour team exercise, which encourage networking with new colleagues and highlighted the team working skills required within the CSU.

Results & Outcomes

The programme was well received and helped to communicate and support the changes taking place. Delegates welcomed the chance to network with the wider team and discuss the challenges and opportunities they each faced.

