

HEE Regional
Communications and
Engagement Team

Craig Trembirth,
Ismaeel Nakhuda,
Trudi Phillips/Isabel
Ripavecchia





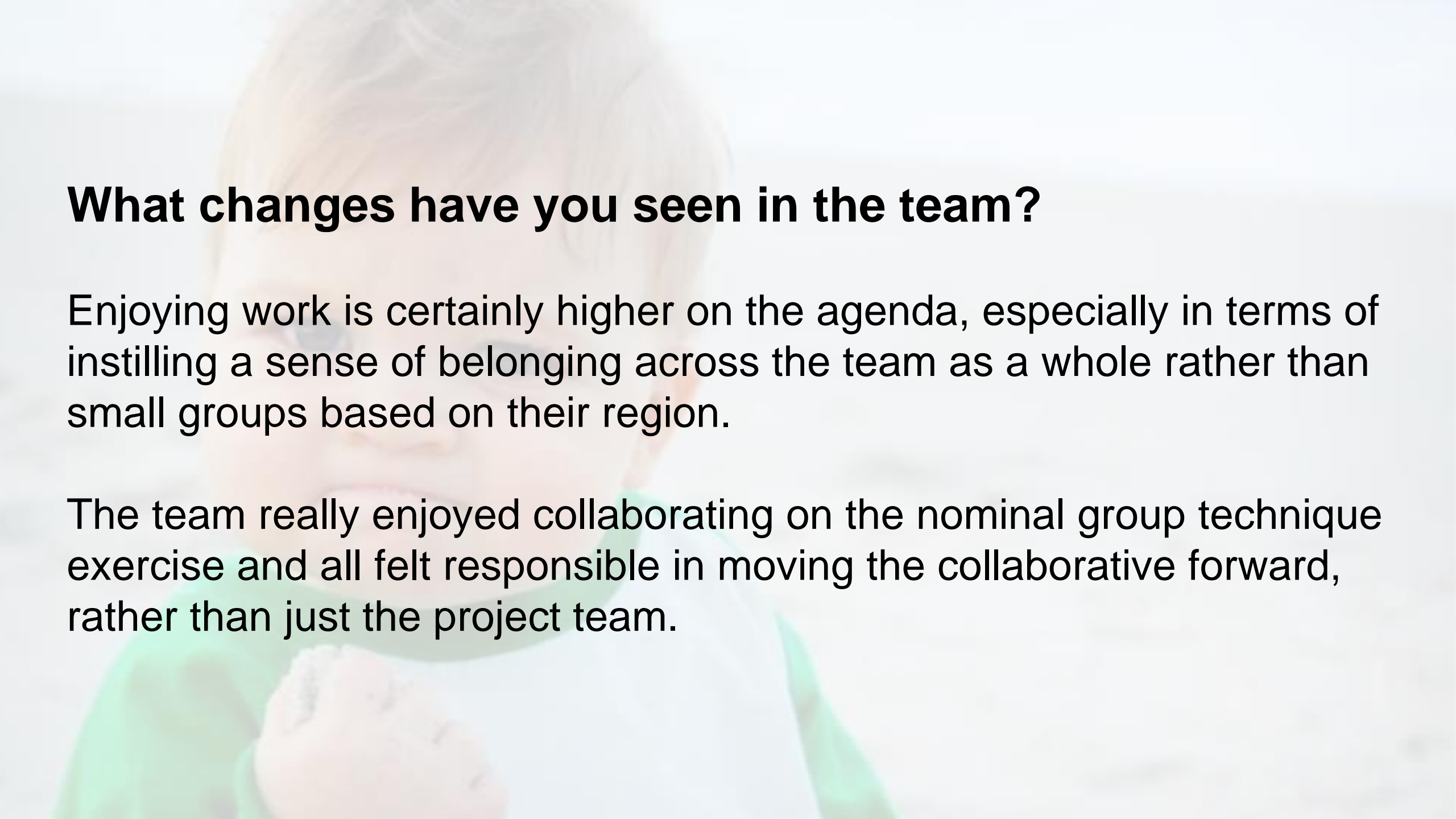
CHANGE IDEAS...EVERYWHERE!

Which change ideas did you test and what did you learn from them?

1. **Stress dump** – Set up on Yammer, this was set up to replicate the conversations you would have about minor gripes that working in a virtual environment didn't enable us to do.
2. **Walking/outdoor meetings** – These encouraged colleagues where possible to have meetings via MS Teams either while walking or spending time outdoors.
3. **Snap Cup** – This asked members of the team to capture positive characteristics of their colleagues and create a Yammer thread giving praise to each. Comments are then read out at our regular team meetings, giving recipients added kudos.



WHEN THE TEAM ADOPT YOUR CHANGE IDEA



What changes have you seen in the team?

Enjoying work is certainly higher on the agenda, especially in terms of instilling a sense of belonging across the team as a whole rather than small groups based on their region.

The team really enjoyed collaborating on the nominal group technique exercise and all felt responsible in moving the collaborative forward, rather than just the project team.

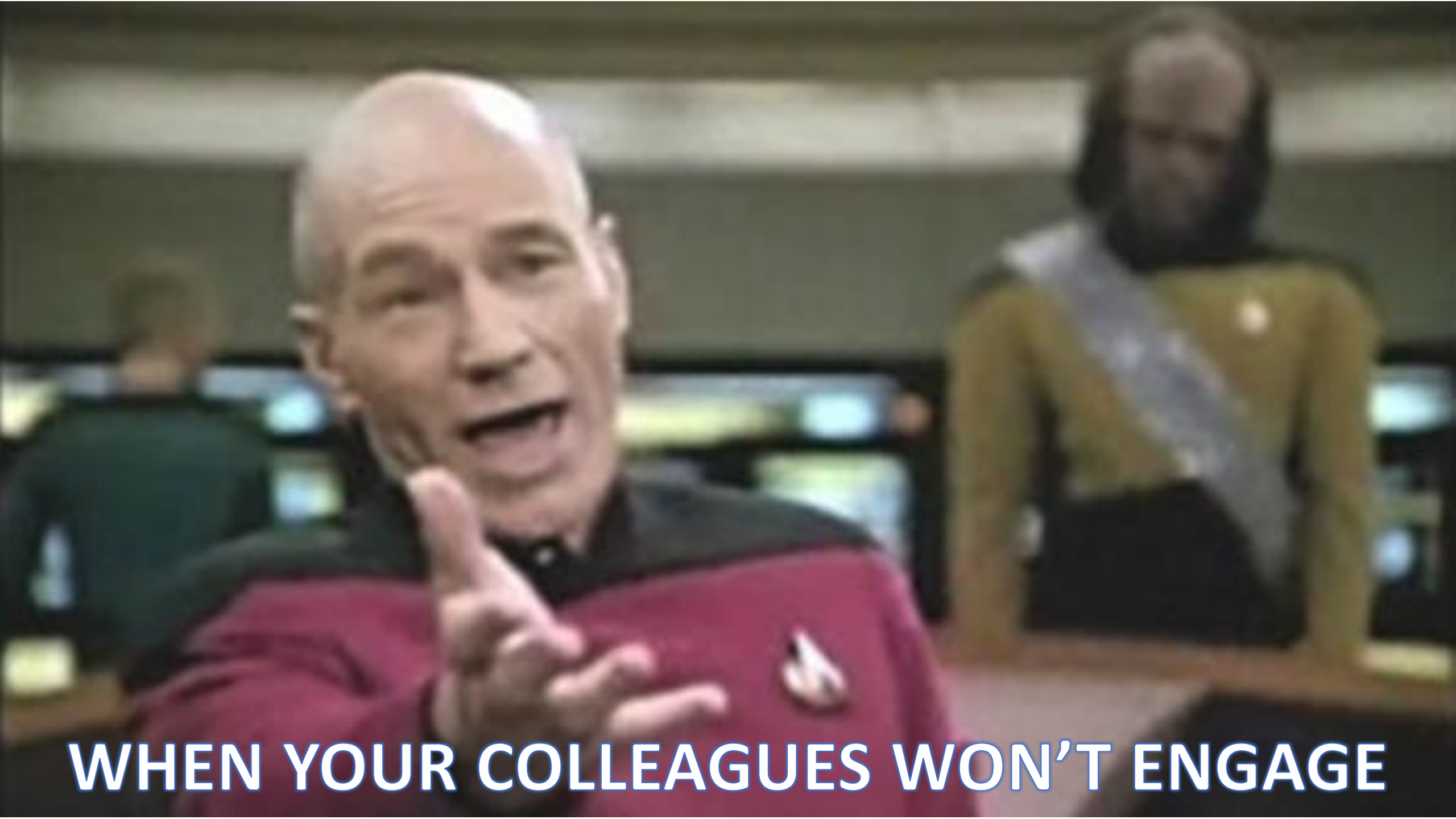


REFLECTIONS ON THE COLLABORATIVE

What are your reflections on taking part in the project?

Overall the experience has been positive and we're in a better position had we not taken part in the collaborative. It's difficult to quantify any change in levels of happiness as we were already a very strong team but the collaborative has made us more focussed in the opportunities for joy that we have.

The team has also grown massively over the year, almost doubling in size, and I think those who have started with us looked upon the collaborative as the sign that this was a great team and organisation to be part of.



WHEN YOUR COLLEAGUES WON'T ENGAGE

What challenges have you faced in this work?

It has sometimes felt that getting colleagues to take part in the change ideas was a struggle, and while initial reaction to ideas was very positive it was hard to see this in terms of actual participation.

We would suggest involving every member of team in a nominal group technique exercise to ensure their buy-in, and also communicate in face-to-face (albeit virtual) meetings at regular intervals so the culture becomes more ingrained, rather than send emails or messages in group chats.



ENJOYING OUR CULTURE OF IMPROVEMENT

Looking to the future

The stress dump has not been adopted much. Early indications are that this is set down as a permanent record, so does not replicate the 'casual moan' that we were attempting.

Implementing walking/outdoor meetings in winter was not the best idea, but hopefully this will develop in the warmer months.

The snap cup idea was well-received and is already being used.

Our ambition is to create a culture where all members of the team feel empowered to suggest small change ideas that will combine to make a big difference on enjoyment levels within the team.