

# Handout 5.1: Our project

Over the next few weeks you will be committing to work on a small project with a team of colleagues.

## Guidelines

The project will:

- ▶ be an exercise in good care
- ▶ help you demonstrate and grow your Confidence, Competence, Values, Use of Authority and ability to Motivate Others

The project will have modest aims. It may be part of a larger project or entire in itself. It may relate either to patients/residents or to staff, or both.

When considering a project you should think about:

- ▶ What are your team's strengths?
- ▶ What does your workplace need?

TITLE

LOCATION

RATIONALE

BACKGROUND

GOAL

STEPS

TIMELINE

How will your project demonstrate the importance of these parts of the Good Care Leadership course?

**Confidence and Competence**

**Values**

**Use of Authority**

**Motivating Others**

# Handout 5.2: A worked example project

TITLE: **Welcoming new staff to Oak Ward**

RATIONALE:

When new qualified staff of any discipline join us, it is clear that they sometimes have difficulty finding their feet. Not only is there a mix of patients with complex clinical conditions but we are a busy multi-disciplinary team. It can be difficult to know what their role is, how decisions are made, how to make their views known and how to make the best of the unique set of skills, knowledge and high standards that they bring with them.

BACKGROUND

There is a relatively high rate of loss of newer qualified staff on Oak Ward. Exit interviews with leavers have shown that new staff often said they felt they did not 'fit in' with the longer serving group.

GOAL

To produce a brief multi-media guide to "How to be a Frontline Leader" using the material from this "Good Care Leadership" course, adapted to the specific needs of Oak Ward.

STEPS

1. Brainstorm with workgroup (who are all current Oak Ward staff) what they felt was good and what was lacking from their induction.
2. Briefly interview all other qualified staff on Oak Ward for their opinions on what they felt was good and what was lacking from their induction.
3. Same interviews with trainees on Oak Ward.
4. Ask other wards in the hospital for their induction procedures.
5. Quick internet and literature search for induction procedures.
6. Meet to collate information from interviews, searches and from the "Good Care Leadership" course. Allocate responsibilities for producing material for the Guide.
7. Writing or recording of allocated responsibilities.

eg: Staff 1: Write "How to be in charge"

Staff 2: Video "Growing in confidence"

Staff 3: Write "You need to know" crib sheets on falls and infection control

Staff 4: Write "Our vision, your values"

Staff 5: Video "Tips for motivating your team"

8. Collate literature and videos. Edit and send to secretarial staff for professional formatting.
9. Pilot the guide with new staff on Oak Ward, obtain feedback.
10. Refine the guide as required in the light of feedback.
11. Present to management.

#### TIMELINE

Feb 26	Step 1
Feb 27–March 5	Steps 2–5
March 5	Step 6
March 6–March 19	Step 7
March 19	Step 8
March 26–April 3	Step 9
April 3–April 10	Step 10
April 12	Step 11

#### RESOURCES

- ▶ Support needed from Matron and her line manager
- ▶ Time required for meetings, interviewing staff, internet searches, writing and recording videos. To be negotiated with management
- ▶ Videos can be shot on smartphones. Liaise with IT about uploading to Trust system
- ▶ Secretarial time for professional formatting of document. To be negotiated with management

#### CONSTRAINTS

- ▶ Insufficient time available
- ▶ Allocated time risks being eroded by unforeseen events
- ▶ Lack of cooperation from other Oak Ward staff

#### RESPONSIBILITIES

Step 1 Whole group

Steps 2 and 3 Sandra and Alison

Step 4 Brian

Step 5 Ruth

Step 6 Whole group

Step 7 To be decided upon later

Step 8 Sandra and Alison

Step 9 Brian and Ruth

Step 10 Brian

Step 11 Whole group

## **How will your project demonstrate the importance of these parts of the Good Care Leadership course?**

### **Confidence and Competence**

None of the group have any experience in writing this sort of guide, so it will be a learning experience that they believe they can cope with.

This is an opportunity to learn about developing a small video teaching resource. One of us knows all about videos on phones and will teach the others.

Presenting the project will be a challenge, but we will manage okay.

### **Values**

We really believe it is important to welcome new staff and help them feel at home. For themselves and for the smooth running of the ward. This is important.

- ▶ It is important to show that we care about our new colleagues
- ▶ It is fair that new staff should be supported and treated equally
- ▶ We want to show Oak Ward is a friendly and respectful place to work
- ▶ This is a new venture for us and give us a chance to grow

### **Use of authority**

Expert power – having been on this course we can justify taking people's time for interviews and request their cooperation.

Legitimate power – as qualified nurses backed up by our managers we can request IT support and secretarial support.

Reward power – we will be sincerely grateful to others for their contributions via the interviews.

Referent power – we hope to elicit this by showing our concern for other team members, being good role models and taking action that makes a difference.

## **Motivating others**

By explaining to others the overall significance of the project we hope to motivate them to cooperate with our project.