



# Continuous Improvement of Team Effectiveness

Case Study of annual facilitated team days with the Mental Health Act Services Team from Sussex Partnership NHS Foundation Trust

*“Discovered shared values to work and real commitment to doing a good and effective job”*



# 2013 Background

- Longevity of work pressures had created instability within the team causing an obstacle to creating a positive, efficient, unified team
- One team working across multiple offices
- Recent merger of two teams with different roles

## 2013 key objectives

- Get to know new team members and share best practice
- Explore ways to support and share workload
- Generate ideas on how to improve efficiency
- Above all have some fun together



Half the day was dedicated to Experiential Activities. Whilst these were fun, they also acted as a springboard to the pivotal reviews. These focused the teams mind on work and positive ideas for change

# Experiential Activities



*“It was clearly evident that the tasks had been carefully chosen to meet the needs of the team.”*



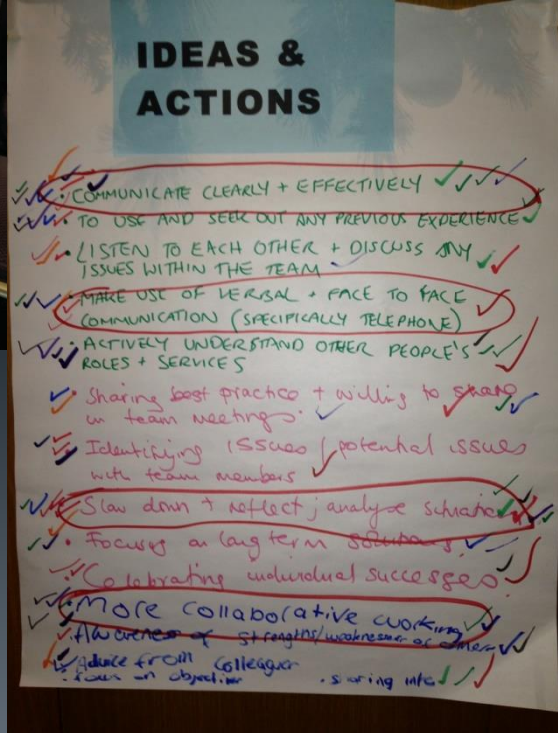
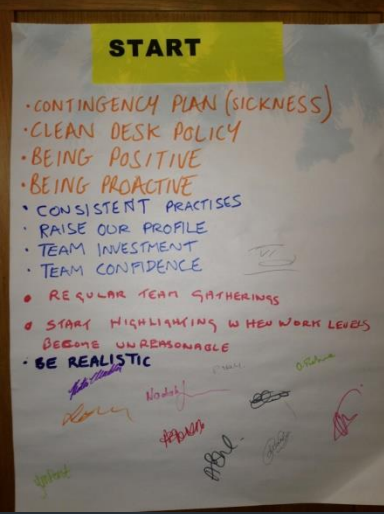
# 2013 Programme also included:

Very simple techniques. Whilst needing to be effective the day also had to be relaxed and fun

- As was, As is and To be. This allowed the team to ‘draw a line in the sand’, and focus on shaping a great future
- Stop, Start and Continue. To get more tangible commitments to how to create a great future
- Ideas to action. To capture the most pragmatic and effective ideas shared

*‘The method used by the facilitator for concerns to be raised, current progress highlighted, and future planning to be collated was very interesting, and it certainly helped to highlight that, whilst all issues are not yet resolved, a huge amount of progress and improvement has been made.’*

**Jolene Pont – Team Leader Mental Health Act Services**



# The Results

*“It was clear that everyone who attended on the day had a wonderful time and went away energised and in a positive frame of mind.*

*The provision of space for concerns to be raised in an informal, relaxed setting was of great value, but it was interesting to see everyone’s perception of improvements made. The task for future planning put everyone in a more positive frame of mind.*

*It was helpful for the team day to be facilitated by an independent person, rather than a senior member of staff because it gave opportunity for everyone to participate on a level playing field. This helps to build strong working relationships with colleagues (both junior and senior).*

*We have noticed a significant improvement in willingness to support colleagues in other parts of the Trust. We now have a sense of being a single team with a single aim and responsibility, albeit in various bases”*

**Jolene Pont – Team Leader Mental Health Act Services**



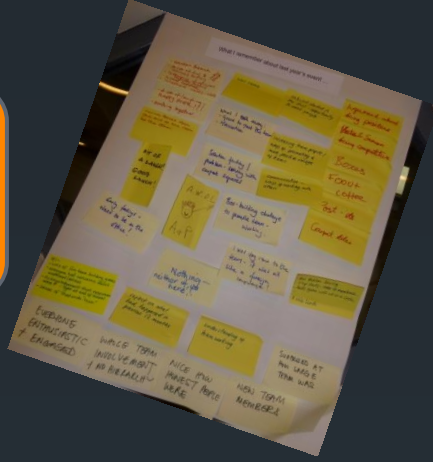
# 2014 Team Day

## – Sustaining Momentum

This team day is an opportunity for us to:-

- Review progress made in the past year
- Look forward to where we want to be in 12 months' time
- Create a team motto

Day started with  
5x 'quick-fire'  
questions, different  
pairs each question



# Review of past year



## THEMES:

- ✓ Deal with pressure better
- ✓ Department profile increased
- ✓ Everyone enthusiastic and engaged
- ✓ Better relationships/new relationships
- ✓ Team integration improved
- ✓ Consistent delivery of quality work
- ✓ Commitment to high standards
- ✓ Progression





**'World Café –  
addressing 4 themes**



# Shaping the next 12 months

*“Learnt more about other’s work / jobs”*

*“Understanding problems – way forward”*

*“Thought-provoking!”*



*“Interesting, good and relevant points of view, good interaction”*

*“Great to see others from other offices”*


*“Good to share ideas and experiences”*

# The Results

*“Thank you so much for all your hard work to provide us with a wonderful team day. The feedback from the team is very positive – they all enjoyed the day. It was lovely to see everyone joining in, and there was definitely a positive atmosphere which was great.”*

Jolene Pont – Team Leader Mental Health Act Services





If you and your team aspire to work more effectively, with less stress and higher productivity, please talk to us, you may be surprised at how much untapped potential can be uncovered to make work more enjoyable

**Email: [lucybrownsdon@centreforfacilitation.co.uk](mailto:lucybrownsdon@centreforfacilitation.co.uk)**

**Ring: 08456 210008**

(this will take you to a voice mail box if we are all out at an event so please just leave a message and we will respond in 24 hours)

**Email: [lucybrownsdon@centreforfacilitation.co.uk](mailto:lucybrownsdon@centreforfacilitation.co.uk)**