

Customer Spotlight



Northumbria Healthcare NHS Foundation Trust Operational Services

How NHS Northumbria's Theatre Management Team formed stronger bonds through the power of awareness

Learn how NHS Northumbria's Theatre Management Team achieved enhanced teamwork and nurtured working relationships through the power of awareness.

Background

Operational Services plays a pivotal role in ensuring NHS Northumbria delivers high-quality, accessible healthcare. These services support crucial tasks needed for daily operations, and forms the building blocks of excellent care for the people of Northumbria.

Following on from the success of the Insights Discovery workshop with the Surgery Business Unit Managerial Team, the Operational Services Manager felt the Theatre Management Team could benefit from similar training and development.

Read the case study here.

The Theatre Management Team had recently undergone a large reorganisation. With new members joining, the NHS decided to focus on building strong, healthy working relationships to support the future success of the department.

The team felt that understanding each other's communication preferences and behaviours would help them handle changes better, all whilst appreciating each other's differences and improving team dynamics.

Additionally, this learning journey would enable the team to better handle the complexity of surgery and build trust among team members, making it easier for them to collaborate in surgical situations.

“ I personally found this training to be very beneficial in my own development and emotional intelligence, to be able to relate with my colleagues. I thought it would be a helpful training and development opportunity for the Theatre Management Team. ”

Idris Wilson, Operational Services Manager
Theatres, NSPC & Anaesthetics



“ The OD team were able to produce individual reports for each of the team based on completed evaluators, but not only this, they helped us to understand these reports as well as how to utilise the information they provide ”

Idris Wilson, Operational Services Manager
Theatres, NSPC & Anaesthetics

Solution

The Organisational Development (OD) Team had two clear goals: Help people understand their own and their team's preferences and provide them with the tools to improve their communication skills for the challenging and demanding surgical environment.

Over the course of a day, the Theatre Management Team underwent an Insights Discovery workshop and thorough road mapping to consider ways of working in relation to preferences and team dynamics.

The team facilitated discussions around preferences and behaviours based on the results from individuals' evaluators, explaining what the Insights Discovery colour energies looked like and enabling each team member to understand them on an individual level.

Once individuals were aware of their own preferences, they could understand how different preferences played out within the team. To bring Insights Discovery to life, each team member physically stood in their preferred position on a giant Insights colour wheel (using an exercise called 'Walking the Wheel') and then created a visual aid for future reference. This empowered the team to understand how they fit into the Insights Discovery model and demonstrated how their unique mix of preferences could work together in a surgical environment.

Introducing the language of colour enabled the Theatre Management Team to develop trust and build relationships by understanding and appreciating individual's preferences and how they can effectively collaborate.

“ The session provided me, personally, with reassurance that we have a balanced group within our management team, and that when we come together as a collective to make decisions, I know that all viewpoints are being considered from all angles. ”

Idris Wilson, Operational Services Manager
Theatres, NSPC & Anaesthetics

The Impact

The learning journey built foundations for the team to develop working relationships and understand one another. It showed them how they each communicate and process information differently, and how to celebrate the differences. It also enabled the team to understand the nature of colour energies, and how they can leverage and adapt their own colour energies when communicating with each other.

The team reported a positive experience and found the learning journey an excellent opportunity to better understand each other in a non-judgemental environment, enabling both growth and development as a team.

The session had a big impact, and now the team uses Insights Discovery in their communication and decision-making. They incorporate team preferences to inform ways of working and using the language of colour is actively encouraged. In addition, they regularly organise follow up sessions to ensure that the awareness and understanding achieved at the workshop are championed moving forward.

“ I believe Insights Discovery will help the team form a stronger bond with greater understanding of each other and how we develop, work and deal with scenarios. ”

Idris Wilson, Operational Services Manager
Theatres, NSPC & Anaesthetics

