

Customer Spotlight



Northumbria Healthcare NHS Foundation Trust Surgery Business Unit

Navigating post-pandemic times and **new dynamics** at Northumbria Healthcare

Discover how awareness and a common language enhanced communication and enabled managing differing team dynamics with surgical precision at Northumbria Healthcare.

Background

Overseeing a spectrum of surgical specialities, the Emergency Surgery and Elective Care Business Unit (BU) at Northumbria Healthcare plays a pivotal role in providing crucial medical care to patients in need.

The COVID-19 pandemic added pressure to the already dynamic nature of healthcare. With various new team members joining during the pandemic, each of whom brought their own dynamics

and work styles; the senior team had to navigate integrating new team members with existing team members during a period of increased workload and new ways of working.

The team included a blend of experience levels. Newcomers required additional support and guidance, while existing members managed pressure stemming from the business unit's recovery post-COVID. The limited face-to-face contact and interaction created additional pressure on the team.

With much to navigate, the end of the pandemic gave the team a chance to consolidate learning and move forward with a much-needed reset.

When the Surgery BU Senior Management team came together for a face to face- their first in some considerable time- they made a decision: It was time to pause, reflect and refocus the department's priority.

The first order of business would be to ensure tasks were aligned to those best suited to carry them out, and that people felt supported within the team and when collaborating with others.



Solution – Insights Discovery

The team engaged the services of the Organisational Development (OD) Team to set a goal: Facilitate an in-depth understanding of the team dynamics and each team member's personal preferences, and enable teams members to adapt their communication skills to get the most out of every interaction.

After considering the plethora of options available in the L&D space to gain a better insight into personality and preferences, it was concluded that Insights Discovery was the best choice. The OD team arranged and supported all team members to complete their online profile evaluator, whilst allaying fears of how 'personality profiles' can be perceived.

With the Surgery BU Senior team away from their desks for the morning, the OD team delivered a bespoke 3 ½ hour session. The session included thorough explanations of the team's preferences and colour energies, with the facilitator often 'flipping' examples on their heads to allow the team to fully engage and think more deeply about their meaning.

The OD team also provided each team member with their individual profile in a branded folder as well as a set of colour energy blocks to take away.

As the goal of the session was to understand team dynamics and preferences, discussions around merits and challenges were facilitated. As well as how the team as a whole worked together and how they may be observed as a senior team within the rest of the Trust.

The team also implemented follow up discussions on an individual basis to further understand the team's preferences.

“ Using the Insights Discovery model gives an opportunity to use a common language that the team could understand and would enable them to adapt their communication style and approach to get the best out of every interaction as well as linking preferences to behaviours. ”

Nicky Moon, Deputy Director Emergency Surgery & Elective Care Business Unit



The Impact

The OD team were aware they wanted the language of colour to be intrinsic within the team moving forward, rather than have a life span of the 3 ½ session. Consequently, Insights Discovery colour energy language is now used in 1:1 appraisals, meetings and internal communications, through email signatures and open conversation.

The team reported an extremely positive experience, with an increased awareness of behaviours, attitudes and understanding. It instigated a dialogue using the colour energy model and consequently enabled closer working relationships within the team and quicker integration from those newer team members.

In fact, the day was so impactful with the Surgery BU Senior Team that following discussion and ongoing support, the OD team have introduced the session to areas of the BU for more teams to discover the benefits of Insights Discovery.

James Hume stated, 'the art of communication is the language of leadership'. By adopting and championing the Insights Colour Energy vernacular at a senior level in the Surgery BU, it has allowed the impacts to be felt on multiple levels and now aids communication and collaboration amongst the dynamic atmosphere of the unit.

To bring the language of colour to your team, **get in touch.**

“ There is better dialogue between staff when stressful situations occur and an overall improved understanding of each of our colleagues' working preferences. ”

Nicky Moon, Deputy Director
Emergency Surgery &
Elective Care Business Unit