

BIRMINGHAM CASE STUDY

Oct 22 - June 23

LEADERSHIP · TEAMWORK · PSYCHOLOGICAL SAFETY · COLLABORATION · ACCOUNTABILITY · CHANGE

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Leadership & Team Development

THE BRIEF

This project focused on addressing cultural and interpersonal challenges within the ED teams across both hospitals in the Trust. Differences in performance, inclusion, psychological safety, and accountability were impacting outcomes. With the transition to a unified working practice at Midland Metropolitan University Hospital in Spring 2024, this leadership team development programme aimed to foster a cohesive team culture, enhance collaboration, and ensure readiness for seamless integration to deliver consistent, high-quality care across both sites.

THE SOLUTION

We designed and delivered a leadership development programme tailored to the needs of the team. Starting with a team diagnostic and one-to-one discussions, we identified priorities and crafted workshops to suit diverse learning styles, fostering connection and dialogue. The programme included workshops, action planning, and a 360 assessment on "Impact vs Intent" to enhance communication and self-awareness. Participants committed to behavioural changes, with progress monitored and evaluated. Leadership coaching was recommended as an extension to sustain growth.

THE OUTCOMES

1. Improved team-working

We saw improvement in all of the team-working performance scores for the emergency care clinical team.

2. Established ways to navigate conflict safely

We developed a common language & various new approaches to support the team to navigate any future conflict or challenging situations that may arise.

3. Psychological Safety Improved

We monitored the psychological safety of the group throughout the process. The markers showed that with each session, psychological safety improved.

4. Sustained future resilience

Key individuals accessed further one-to-one coaching support to sustain future resilience further.

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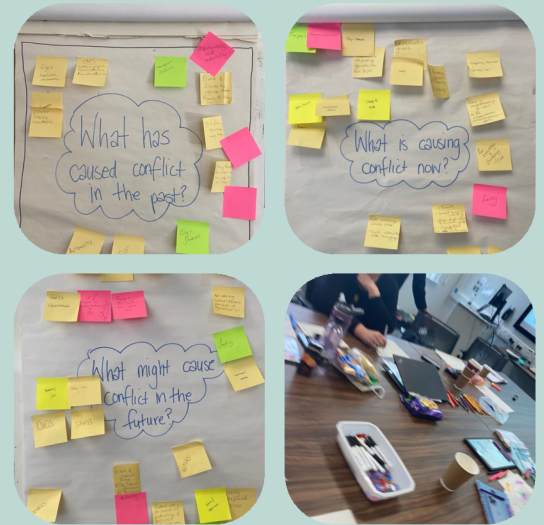
AT A GLANCE

Approach

- Team Diagnostic
- One-to-ones
- Face-to-face & Virtual workshop series
- Impact & Intent 360

Time Frame

- 9 months



Percentage of People who 'strongly agreed' with the statements



As our workshop programme developed so did the psychological safety between the team members.