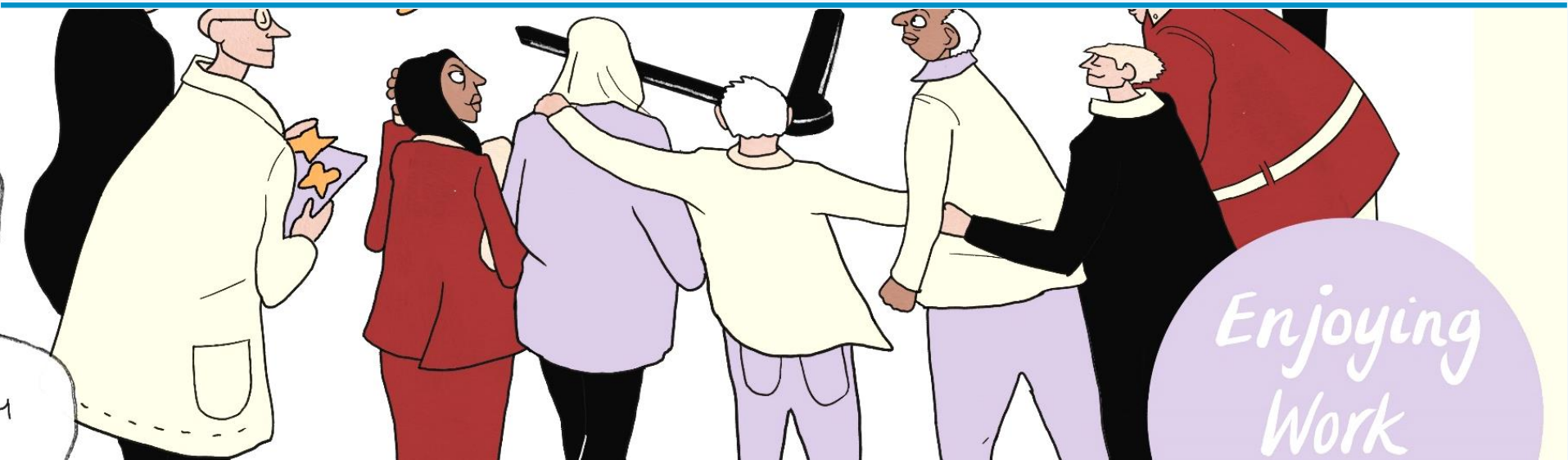


# Appreciative Inquiry



# Sequence of Improvement



# Appreciative Enquiry



# Discover

- Share your thoughts (*3mins*)
- **What matters to you** when you come to work?
- What was **one memorable 'good' day** at work for you?
- What **components** made it a good day?



# Dream

- Using Play-Doh or paper folding **create something to represent everyone having a good day everyday**
- Give your creations a **descriptive name**
- **Show and describe their creation to the group in 20seconds?**



# Design

- What would we **need to do differently** to achieve our shared vision?  
*(2mins)*



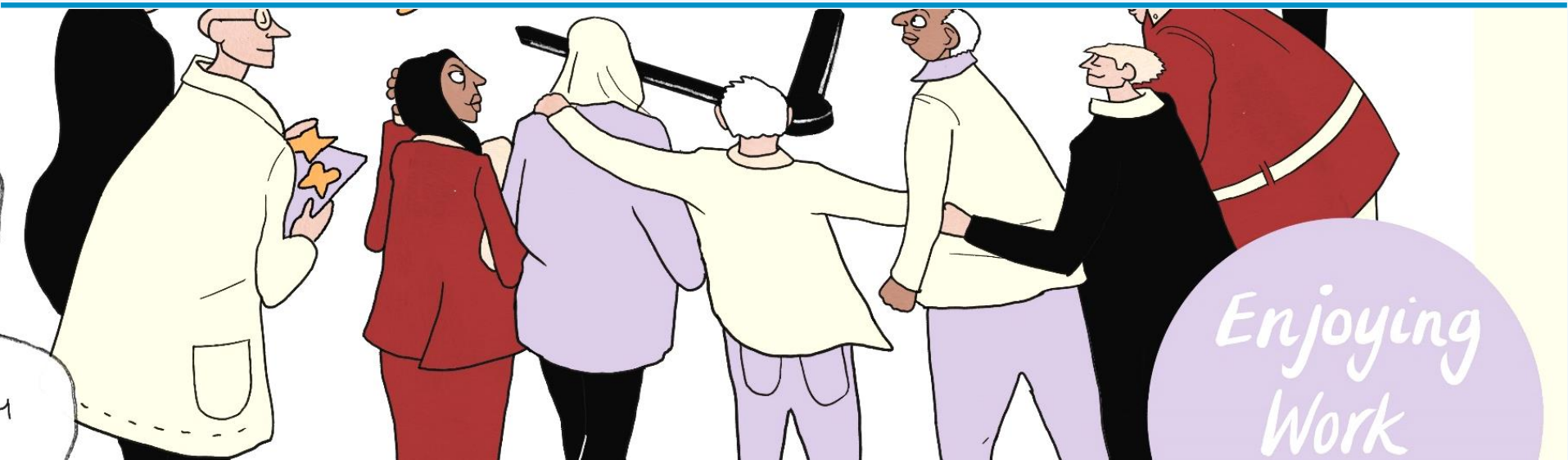
# Delivery

- Think about how you could **run an Appreciative Inquiry**
  - **Plan the ‘who, what, where, when and how’** of:
    - communications
    - tasks
    - follow-up
    - completion
    - feedback to team
    - recording.
- How could you run it **virtually** if needed?





# Measurement





# 4 Ways to Measure Enjoying Work

- Objective, periodic measure
- Subjective, regular measure
- Storytelling on progress
- Process measure

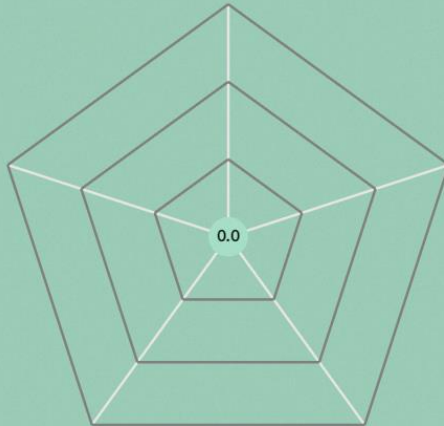
The best leader I have worked for ...



# Project Health Self-Assessment

Project lead has protected time

Progress is shared with wider team at least fortnightly



Project team is representative of whole team

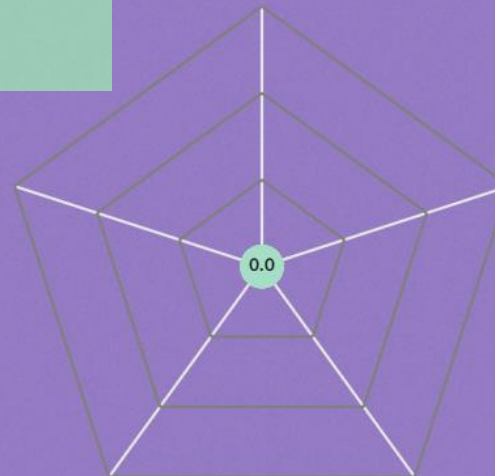
Project team meet at least fortnightly

Project team have QI skills and data skills

*A process measure*

Majority of staff contribute their ideas, complete surveys etc

Coach or Sponsor engaging at least fortnightly



Everyone takes responsibility for the success of the project

At least fortnightly measurement is being updated on life QI

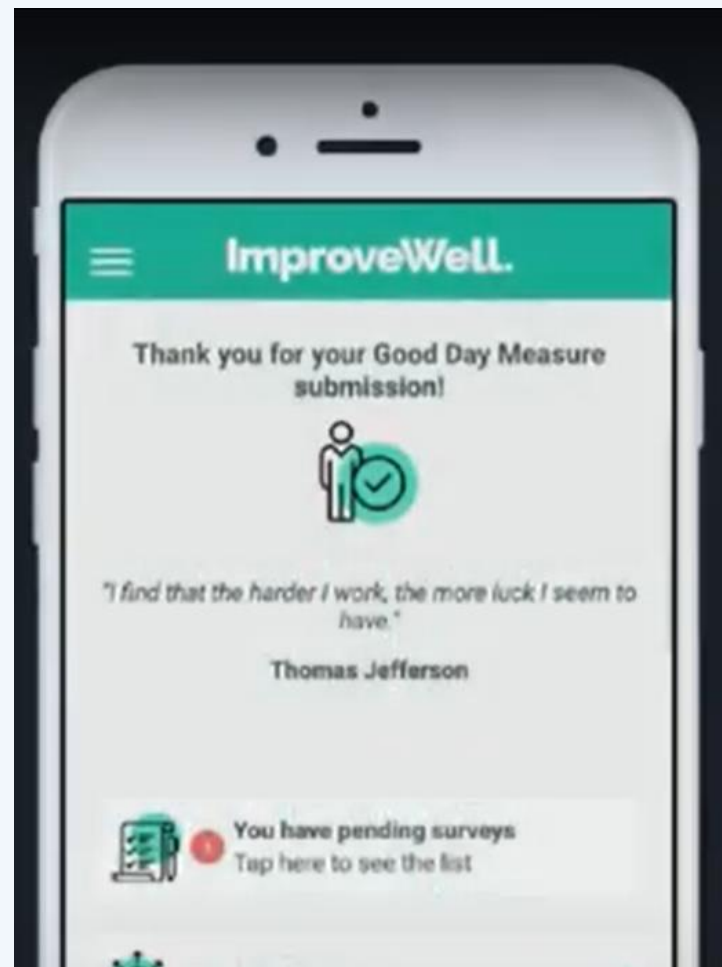
One change idea is being tested in any given week

# Good Day Measure

*A subjective, regular measure*



Find this resource in the [Working Well Handy Guide](#)



Watch this video on [how to use ImproveWell](#)

# Storytelling on Progress

- **Get to testing** as soon as possible to get buy-in
- Test the **quick wins** and complete the **feedback loop** back to your team
- Make it **visual and visible**



# Pulse Survey

*An objective, period measure*

Driver	Strongly Disagree; Disagree; Neither; Agree; Strongly Agree
1)Link with wider directorate	We work well with other teams within the organisation
2)People to be heard	I am able to influence the way things are done in my team
3)Recognition and rewards	In the last seven days, I have received recognition or praise for doing good work
4)Communication	I am kept well informed about what is going on within our team
5)Clarify expectations and roles	I know exactly what is expected of me in my job
6)Workload	I have sufficient time to do my job well
7)Social connections	The people I work with are friendly
8)Environment / Resources	I have the resources I need to do a good job
9)Learning & Development	I feel supported to develop my potential
10)Leadership / Feeling cared for	My line manager encourages me at work
11)Psychological Safety	I am subject to personal harassment in the form of unkind words or behaviour
12)Burnout	Rate your current level of burnout on a scale of 0-10 ("not at all burnt out" to "extremely burnt out")
13)Support from colleagues	I feel able to ask for help from colleagues
14)Staff Satisfaction	FFT - Would you recommend your service/team to friends and family as a place to work? ("Extremely Unlikely; Unlikely; Neither; Likely; Extremely Likely")
15)Autonomy	I am satisfied with amount of freedom I am given to get work done
16)Mastery	I am satisfied with opportunities to use my skills
17)Purpose	I feel my role makes a difference to patients/service users

[Click here to access the Pulse survey](#)



# Maslow's hierarchy of needs

Maslow's hierarchy is a helpful tool to think about your own and your team's hierarchy of needs and how you will adapt to fulfil these when working in different conditions.



# Data Collection

Use this tool to help you and your team plan how, what and when to collect your data

Type of Measure	Measure Name	Description	Data Collection Plan
<i>Eg. outcome/ process/ balance</i>			<i>Include the 'who, what, where, when and how' of:</i> <ul style="list-style-type: none"> <li>- communications</li> <li>- tasks</li> <li>- follow-up</li> <li>- completion</li> <li>- feedback to team</li> <li>- recording</li> </ul>



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