

To improve the joy experienced at work for members of the QA team.  
(to be defined further)

Development

Collaboration

Logistics/Policy

Team Vision

Connecting externally

Behaviors

Technical skills

Personal/Professional Development

Connections externally

Management of work

Transparency

Working patterns

Team goals/workstreams

Emotional Intelligence

Gratitude

Giving everyone a voice

Team connectiveness regarding work

Skills gap analysis

Lunch and learn- sharing skills

QAF leadership of projects

Visiting teams to see work in action

Asana

Blocking out thinking time

Blocking out meetings only on Tuesday ad Wednesday

Write our own going home checklist

Agreement regarding working from hom and working over normal hours

Decide team goals and goals for each workstream

Quali-Tea

360 Feedback - interim appraisals

Using away days to discuss team cohesion and communication

Anonymous feedback and reflections

Rotating workstreams

Sharing key papers/news/plans for team input



## 1. Aim

To improve the joy experienced at work for members of the QA team

- Increase GD Measure by 10%
- Everyone in the team responding positively in response to Mastery, L&D, Workload, Communication and Psychological Safety in Pulse Survey

## Project team

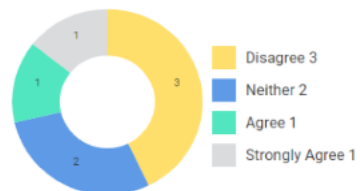
Ellie Parker  
Simona Shaygan  
Sheila Menzies  
Sally Wilkin

➔ **BEGINNING OF OUR ENJOYING WORK JOURNEY**  
NOV 2019

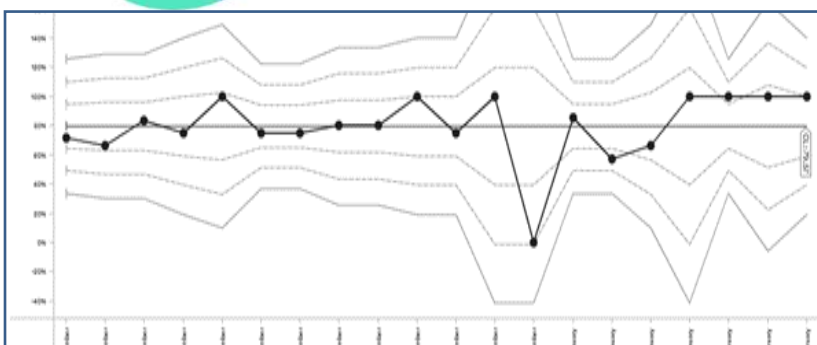
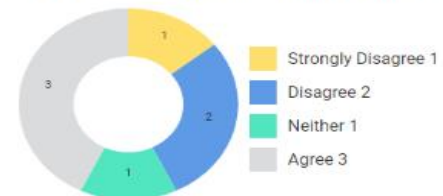
## 2. Data

Appreciative enquiry  
Pulse survey data  
Good day measure

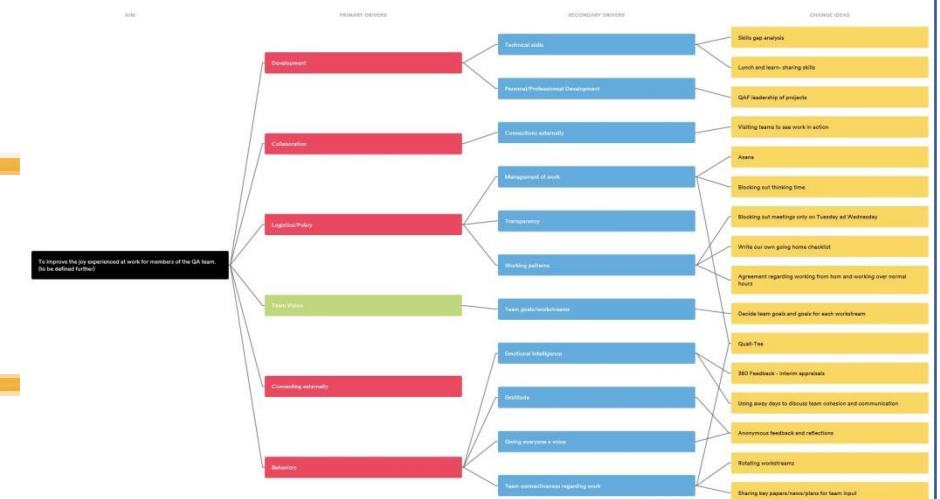
16. I am satisfied with opportunities to use my skills



6. I have sufficient time to do my job well



## 3. Driver Diagram



**CONTINUING OUR PDSAS, WORKING THROUGH CHANGE IDEAS**

'Thinking time' - Enjoying Work Change idea for testing

Operational definition - by 'thinking time' we refer to time allocated to focus on specific topic; this time should be uninterrupted allowing to do research, planning on an agreed topic come up with solutions creatively. It can be time spent individually, as well as collaboratively.

Please fill this questionnaire at the end of your working week to help us to understand how effective and/or helpful it is.

1. Were you able to use your 'thinking time' as intended this week?

Maybe  
 Yes  
 No

2. If yes, do you think you achieved your aim?

...

## 5. Learning from PDSAs

## 4. First tests of change - PDSAs

