



ENABLING QUALITY IMPROVEMENT IN PRACTICE

## Tower Hamlets

### LATEST NEWS 16/07/2018

It would be so easy to start every email today with reference to last night's game. Which clearly I just have. So let me stop. Right now. And move this straight to a place where we have more control and power that we can exercise directly, where we can be our own team captains. (Namaste)

Directly From Tom, the world's most smiley GP. To get you in the mood and imagine his voice, here is a pic to help you visualize the message. How can anyone but trust this face. Here he goes:

## FROM TOM:

Want to understand more about what makes you tick and what happens when things aren't going well?

How about communication with colleagues when sometimes it's hard to get where each other is coming from?

Want to work more effectively with, and resolve, conflict?

Then sign up to our **Strengths Deployment Inventory or SDI** (click to find out more!) taster session on the morning of **Wednesday, 25<sup>th</sup> July 2018**

### ***What is it?***

- SDI is a tool that helps us understand **why** we do things rather than focusing on **what** we do.
- It helps us understand ourselves better both when all is going well and when we are faced with conflict.
- It helps teams explore their strengths, how they communicate and what each other needs to be at their very best. More details [here](#).

### ***How does it work?***

- You are invited to **complete and online questionnaire** before the session that takes around 15 minutes
- Then **come to the session on the morning of 25<sup>th</sup> July 2018** (probably at the CCG, Mile End Hospital – TBC)
  - - In this session you will learn about the background to SDI
    - You will get the results of your individual questionnaire, with a detailed report to support the results
    - Then we work as a whole group to understand what this means for us individually, and how we can use it to work more effectively together and with the teams that we work with
- The sessions are practical, engaging and a lot of fun. The session will be facilitated by my colleague Jo Godman who is a hugely experienced improvement coach accredited in the SDI tool

***I like the sound of this, what do I need to do?!***

- Email me back if you're interested ([tommargham@nhs.net](mailto:tommargham@nhs.net)) and I'll get you set up with the questionnaire

Ok – this is where Tom stops speaking and it's me, again. Just want to say. I've been on this course. Not once, but *twice*. It's totally worth your time (and money – considering that if you were to pay for this, you'd be forking out £150 from your own pocket – you're welcome). Because we know that the single most important driver towards joy and sustainable change are relationships and behaviours, it is almost impossible to over-invest in these. And this course offers a lot about how you behave and change when in conflict, what your triggers and determining characteristics are, and how to be manage both yourself and others better. It's especially insightful when you attend with someone you work closely with.

All our training – ALL our training – has so far received scores of 8+. Ten places left. First come, first served.

Football comes to an end. It's frickin' cloudy and chilly again. Trump lands today. Give yourself a gift and invest in the awesomeness that are you and those who surround you.

Virginia