**iMatter Team Story**

**Board: The State Hospital Board for Scotland**

**Team Name: Learning & Development Team**

**Director Name: HR Directorate**

**Story Name: On a Mission!**

**Team Photo:**



**The Learning & Development Team – Who are we?**

** Sandra Dunlop**

Training & Professional Development Manager (Team Manager)

**Nicole Cavanagh**

OD & Learning Secretary

**Lynn Clarke**

PMVA Advisor

**Lynne Cockburn**

Training Administrator

**Sharon Corrigan**

Learning Centre Manager

**Rebecca Hart**

Librarian

**Lynn McCallum**

Manual Handling Advisor

**Julie McDonald**

Patient Learning Manager

**Gayle Scott**

OD & Learning Advisor

**Celebrating what we do well**

We are a positive and motivated team with a broad range of knowledge and experience and a ‘can-do’ attitude that helps to ensure we are responsive to service user needs.

**Our iMatter Journey**

We decided and agreed the following areas for improvement:

* **Clarifying and agreeing our core purpose and team objectives**
* **Maintaining regular feedback and line management support**

**What did we do?**

* Engaged in a number of team development sessions
* Agreed a team mission statement and team objectives
* Developed an action plan to support achievement of the team objectives
* Introduced a schedule of regular 1-1 ‘workload review’ meetings

**How did we do it?**

The team asked ourselves the following questions:

* Who are we?
* What do we do?
* Why do we do it?
* What things add most value?
* What could we do differently or better?

We also used a range of team development tools to assist in developing our mission statement and agreeing our team objectives – for example, SWOT analysis, brainstorming, action planning and responsibility charting.

**Our Mission Statement**

**Team Objectives**

Key priorities that the team have identified for the coming year relate to:

* Marketing and promotion of internal and external learning opportunities.
* Maintenance of accredited centre status with qualification awarding bodies (e.g. SQA, BCS, ILM).
* Working collaboratively with other NHS Boards on L&D projects and initiatives.
* Ensuring efficient and effective L&D provision that meets organisational needs and legislative requirements.
* Improving corporate induction process.
* Improving the quality of the annual KSF personal development review process.
* Provision of leadership and management development programmes and resources to support people management and succession planning.
* Development of learning resources and programmes to support the staff health and wellbeing agenda.
* Enhancing opportunities to support/encourage young people into employment in the NHS (including extending MA opportunities).

**What impact has it had?**

* We improved our EEI score
* We improved scores across all of the iMatter questions and components!
* Members of our L&D Team have been nominated for a number of Staff Excellence Awards. This includes:
* **Outstanding Individual (non-clinical) – Lynne Cockburn**
* **Outstanding Individual (non-clinical) – Rebecca Hart**
* **Outstanding Individual (clinical) – Lynn Clarke**
* **Outstanding Team (non-clinical) – Learning Centre Team**

**What next?**

* Implementation, monitoring and review of our team objectives.
* Using Myers Briggs Type Indicator (MBTI) to leverage team strengths and support further improvements in team relationships and communication.