

## Team Leeds Hearts and Minds Programme Team Leeds Chats (TLC): Your Role As Chat Maker

You have kindly agreed to become a **Chat Maker** to support the delivery of our **Team Leeds Chats**. This guidance is designed to prepare you for fulfilling this important role.

### What's It All About?

**Team Leeds Hearts and Minds is an engagement, development and culture change programme to shape the way we work together to improve people's outcomes and experience of health and care in Leeds.**

It aims to:

- Encourage our health and care workforce to *talk, listen and connect* with each other across teams, functions and partners.
- Recognise the unique experiences of our workforce during the pandemic.
- Enable our health and care workforce, and local people, to enhance the Team Leeds culture, and influence how we can all work even better together.
- Learn from health and care workforce experience to build on success, to make improvements, and strengthen the delivery of person-centred, joined up health and care.
- Create shared opportunities for workforce development that enables the Team Leeds culture to flourish.

**Workforce engagement** is at the core of **Team Leeds Hearts and Minds programme**. One way we have agreed to engage our health and care workforce is by holding **Team Leeds Chats (TLCs)**:

- TLCs are a way for our health and care workforce to **talk, listen and connect** with each other; to **share stories**; and to **learn from each other**. These conversations will help shape the future of health and care in Leeds.
- Our experiences through the pandemic are all unique. A TLC provides **opportunity for reflection** and to share experiences with Team Leeds colleagues.
- As we become an even more integrated health and care system, facilitating opportunities for Team Leeds colleagues to participate in a TLC will enable us all to shape the future of person-centred care in Leeds.

### What is a Chat Maker?

- A Chat Maker is a person who builds rapport, sets the tone and pace, and holds a space for others to hold a safe conversation.
- You are asked to welcome your small group and encourage introductions by name, role and organisation, so that Participants have a sense of whom they will share their space with.
- Reiterate that it is a confidential space, and any personal feedback is non-identifiable by name thereafter. Please attempt to make the space feel safe and comfortable, ensuring Participants understand that all opinions count and the general principle of a TLC is to **talk, to listen and to connect**.
- Your role is to introduce the question or questions and, if a conversation stalls, to share a personal example and attempt to re-engage. If the conversation reaches a natural conclusion earlier than anticipated simply go with it.

- It is possible Participant's will express emotion during a TLC. The pandemic has, and continues to be, very difficult for many people. Please acknowledge this and check that Participants are aware of any support networks in their own organisation if they require follow up. Links will also be provided.

### **The Practicalities**

- You will receive an invitation to a virtual **Zoom** or **MS Teams** meeting for around 1-2 hours in duration. This includes time for you to complete your on- line feedback to support the programme to capture the insights and experience that you hear.
- You will not be expected to formally introduce the full session unless this has been specifically agreed with you in advance of the TLC.
- Once a formal introduction has been given at the start you will be transferred to a virtual breakout room with around 4-6 Participants.
- You can take brief notes as desired during the conversation. This will aid your completion of the **Chat Makers Survey** following the TLC session, but be careful not to become distracted from observing group dynamics and opportunities to intervene if needs be. We ask that you commit to survey completion because this provides the programme team with insights and feedback to inform future steps. The survey link will be provided.

### **What Question/s Will I Be Asking?**

You will be advised in advance which question /s you will host during your TLC. The options are:

1. **How has it felt for you during the pandemic?**  
(An opportunity for everyone to pause, listen & acknowledge any challenges, or indeed opportunities, the pandemic has brought and to share how it's been for them).
2. **Have you been able to work together with colleagues from different health, care or third sector teams /services during the pandemic? And what benefits has that brought?**  
(A way to hear about and collect anecdote or stories of successful joined-up /integrated working: what worked well; what would be 'even better if' and to establish a baseline to tell us if our workforce thinks that joined-up, integrated health and care matters to them).
3. **What might make it easier for you, or encourage you, to build effective relationships with colleagues in other health, care or third sector teams/ services?**  
(To guide guide senior leaders in ways to shape, develop and improve our networks).
4. **What steps will you take now to build connections with other colleagues in other health, care or third sector teams/ services?**  
(A call to action for individual's and teams to think about what they can do now to embrace a Team Leeds culture).

Any questions, please contact **Emma Wilkinson, Project Support Officer** at: [emma.wilkinson44@nhs.net](mailto:emma.wilkinson44@nhs.net).

Thanks very much for your support and enjoy your TLC!

Emma Heeson, Associate Director of People Engagement

