

NORTH LONDON CASE STUDY

April 24 - Nov 24

CONFLICT • TRUST • COLLABORATION • COMMUNICATION • INCLUSIVITY • EQ & SKILLS
DEVELOPMENT • PSYCHOLOGICAL SAFETY

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Leadership & Team Development

THE BRIEF

In this senior leadership team, unresolved conflicts and toxic dynamics have hindered trust, collaboration, and communication, jeopardising patient outcomes and team efficiency. Fear of speaking up perpetuates a culture of silence, allowing critical issues to fester. This project focuses on rebuilding trust, fostering inclusivity, and enabling effective teamwork to enhance healthcare delivery and staff well-being.

THE SOLUTION

Before we started working with this team, we conducted extensive preparation, including a team survey (Affina OD, ATPI), several dialogic one-to-ones, and open workshops for frontline employees. This research informed the design of six full days of team development work. The project concluded with a qualitative assessment of impact and a re-run of the quantitative survey, measuring the progress achieved.

THE OUTCOMES

1. Improved team-working

The team has left feeling more aligned, connected, and bonded, with an improved ability to work effectively together.

2. Old issues cleared psychological safety raised

A safe space was provided for limiting beliefs and negative stories to be shared and discussed objectively, supporting psychological safety to rise.

3. EQ & Skills Development

There has been significant emotional intelligence development, alongside skills development in areas such as difficult conversations, communication, and understanding perspectives.

The information in this document is confidential and provided to you with the understanding that it will not be shared or distributed further.

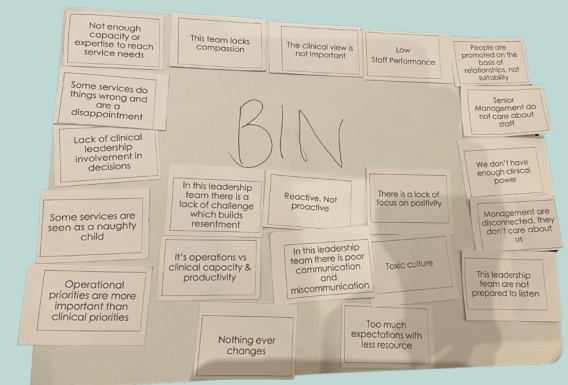
AT A GLANCE

Approach

- SLT Team Diagnostic (ATPI)
- One-to-ones
- Service Team Workshop
- Service Team Survey
- Face-to-face workshops
- Impact & Intent 360
- Qualitative Impact Data

Time Frame

- 9 months



It is important that attendance is mandatory and that at least 75% of the team attend each workshop. We know what will support culture change and we partner with you to support the programme to be successful.