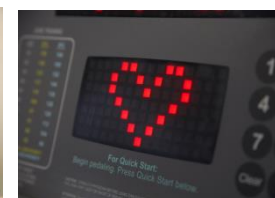


BRINGING JOY INTO THE WORKPLACE

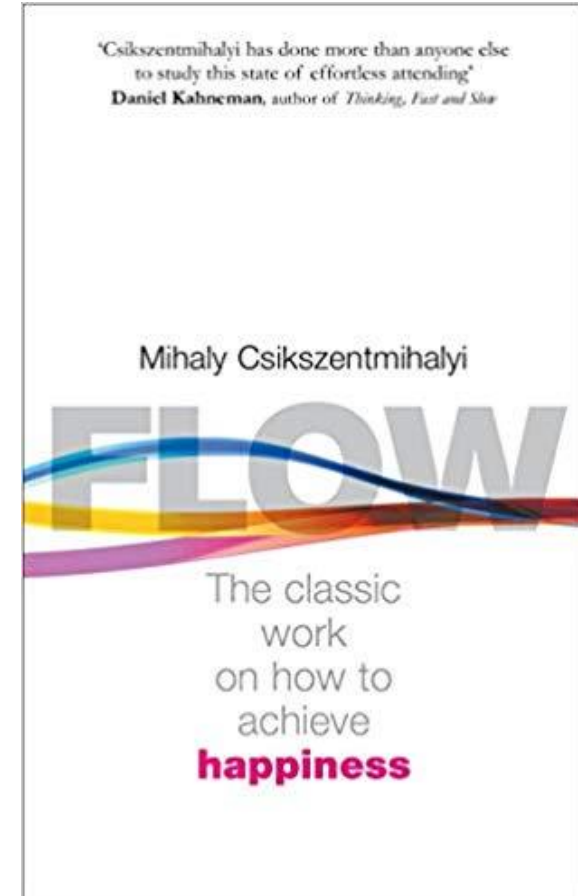
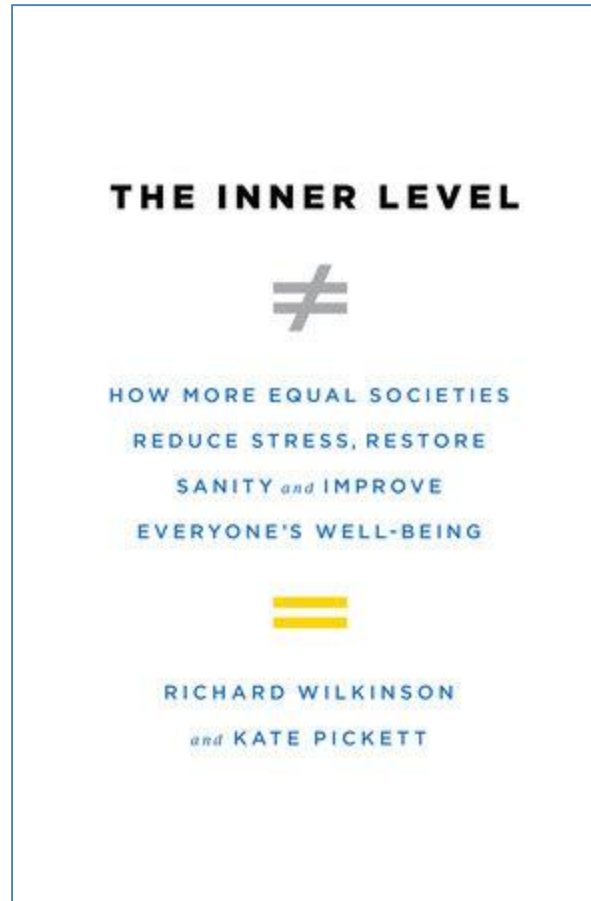
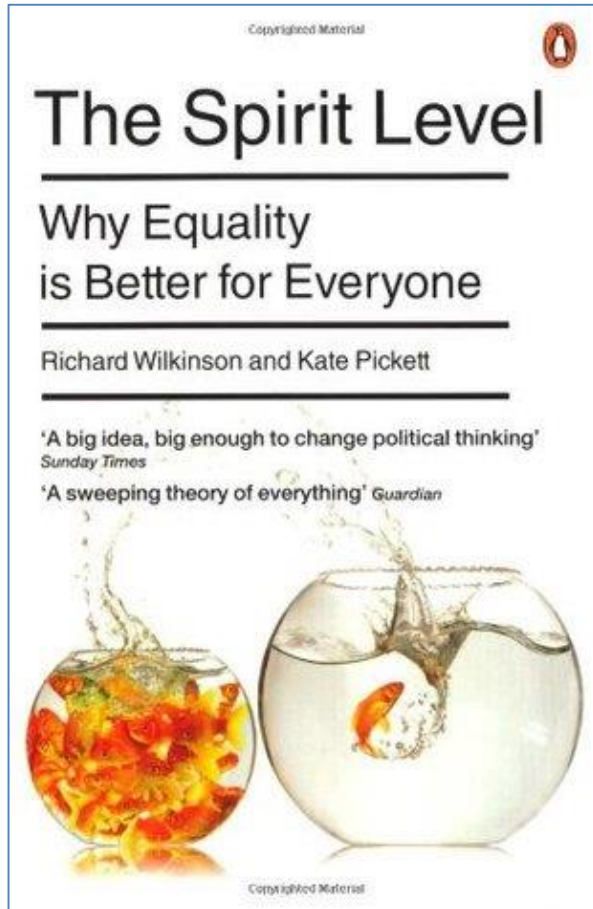
hello my name is...

Federica Bianchini, *Library Lead*
Charlotte Walker, *Specialist Occupational
Therapist*



BTHFT Make A Change Heroes



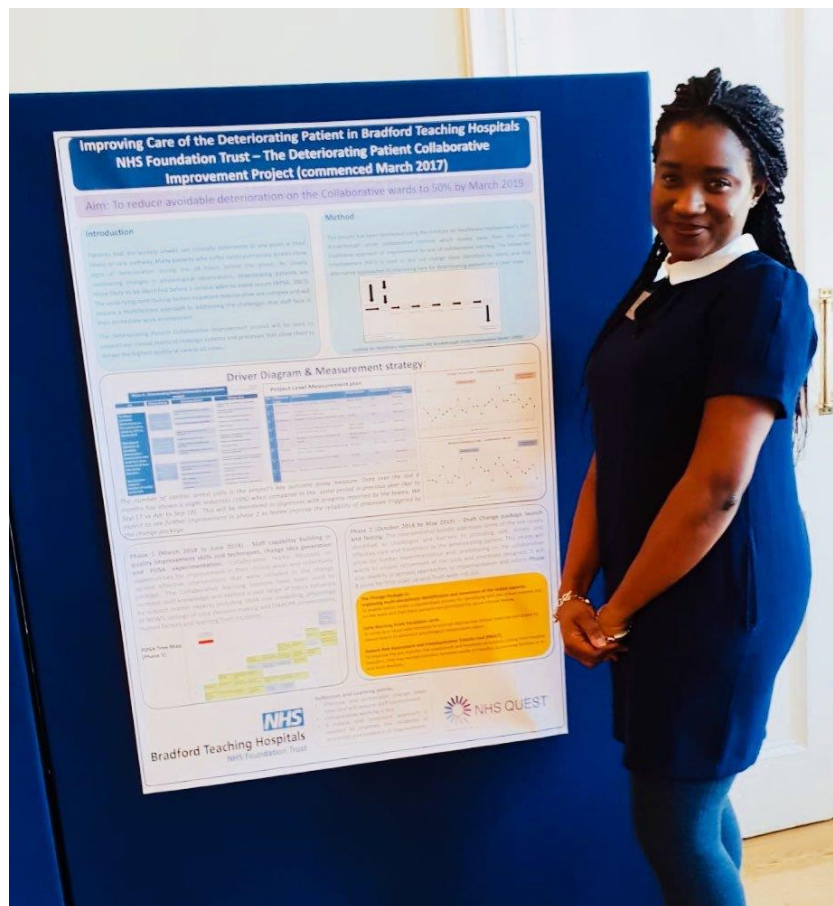


It could be...

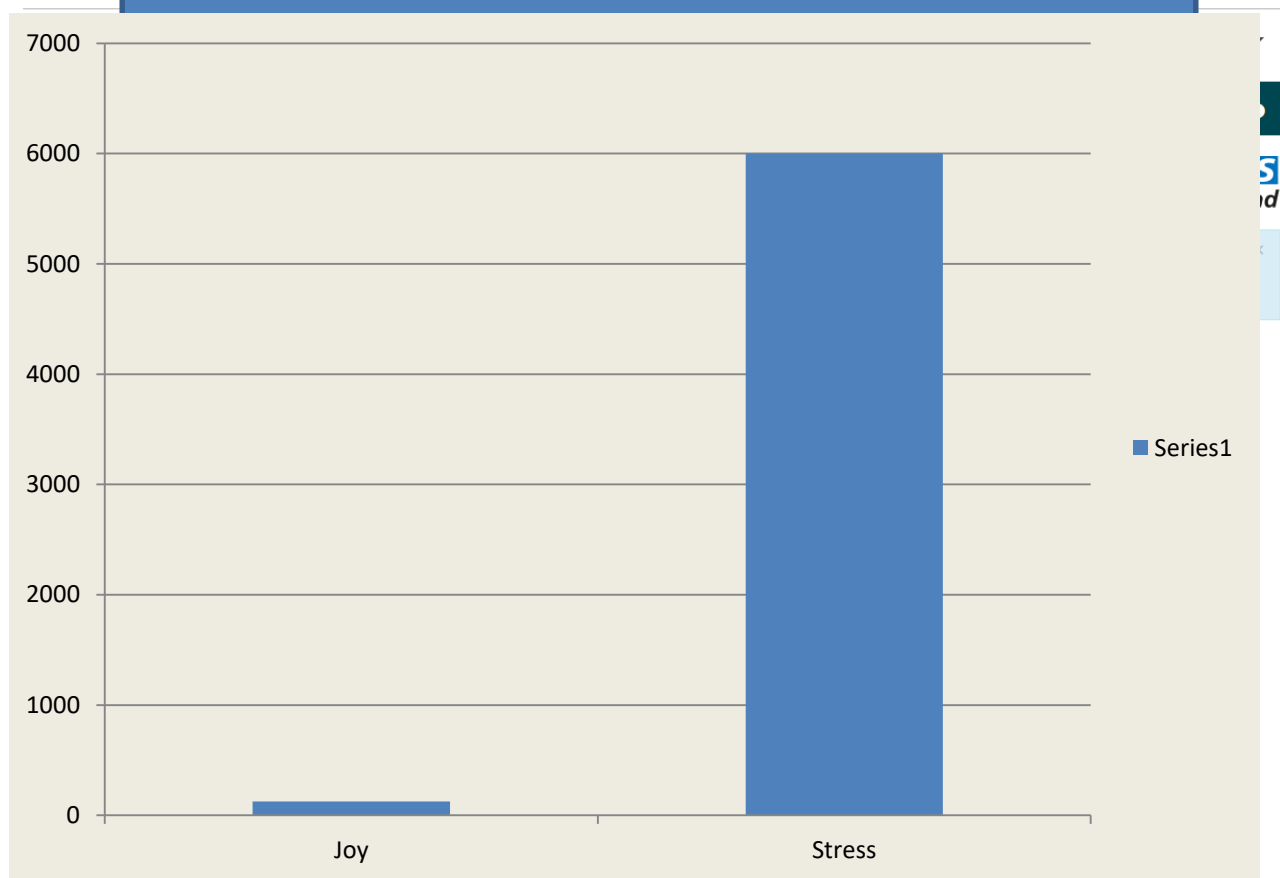
- Intrinsic → Personal rewarding
- Extrinsic → external rewards such as money, fame, grades, and praise







What does it say to you?



(JOY OR
happiness)
AND

workplace
124 results

STRESS AND
workplace
6K



WHITE PAPER

IHI Framework for Improving Joy in Work



AN IHI RESOURCE

20 University Road, Cambridge, MA 02138 • ihi.org

How to Cite This Paper: Perlo J, Balik B, Swensen S, Kabaceneil A, Landsman J, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. (Available at ihi.org)

Quality Improvement Team Retweeted



★★★ Sonia Sparkles ★★★
@Sonia_Sparkles

The power of learning from each other for improvements - over and 100 posters and people chatting about their improvements 👍 @BTHFT
#bradfordLFE0 @lee_anneelliott



Background	What we did	Measures we used
<p>Nationally, work-related stress is increasing, and work can have a big impact on mental health. We wanted to focus on bringing "Joy" in the workplace to enhance wellbeing and happiness, job satisfaction and in return productivity at work for staff members Bradford Hospital.</p> <p>We wanted to help improve workplace culture and provide advice to staff on how to prevent burnout and also how to make the workplace more enjoyable.</p>	<p>The Library teamed up with the Occupational Health Specialist Occupational Therapist to create a "Bringing Joy into the Workplace" workshop which included a presentation, interactive activities and discussions.</p> <p>It was delivered at the latest Make A Change Network meeting which has a diverse range of staff attending from various teams / departments within the Trust.</p> <p>The workshop is intended to be brief with simple tips and advice on enhancing joy in the workplace to make it accessible and possible for each staff member.</p>	<p>Staff members are asked to complete a Workplace Wellbeing questionnaire anonymously prior to attending the workshop.</p> <p>The workshop consists of activities and discussions on how to bring joy into the workplace, it is then the responsibility of members to work within their teams on how to be happier at work with the knowledge and resources acquired from the workshop.</p> <p>The team are available to provide support before, during and after the intervention teams to help promote joy in work.</p>
<p>Why it is a success?</p> <p>This is a new programme of work that has recently been launched. It has already started conversations about joy in work, what matters to staff and how we can work as a team.</p> <p>It allows staff to reflect on how they are working. It can improve empathy and job satisfaction that have a direct impact on patient care.</p> <p>If we want to provide the best care to patients and make them feel looked after, we need to make sure we look after our staff who do this.</p>	<p>Celebration points</p> <ul style="list-style-type: none"> Enhancing wellbeing of staff members within our Trust Accessible, simple tips to make a positive difference in the workplace We will continue to deliver this to teams within the Trust and further analyse questionnaire data for trends/patterns and other potential areas of development with regards to workplace wellbeing. 	

Sustainable Quality Improvement: Learning from Each Other

For further information please contact:
Charlotte Walker2@bthft.nhs.uk
Federica Bianchini@bthft.nhs.uk

The importance of Joy in work



Why does it matter?

The importance of Joy in work

Why does it matter?

- Create a safe, human place for people to find meaning and purpose in their work
- Increase engagement → positive attitude toward the organisation and its values and missions
- Increase satisfaction
- Better patient experience
- Better safety
- Decrease turnover and burnout



In two words:
BETTER CARE

Get ready

“If only
they
would....”



“What can we do today?”

Get ready

“What matters to you?” conversation



- 3 questions
- Good listening skill
- Talk clearly and honestly
- Create a sense of “we are in this together”
- Identify unique impediments to joy in work

Start a conversation

1. What matters to you in daily work?
2. What helps make a good day?
3. What gets in the way of a good day?

Do / Don't

DO

- Led by a skilled facilitator
- Show commitment
- Build inclusiveness

DON'T

- Assume you know what others are thinking
- Promise to fix everything
- Talk just to who are positive and avoid negative voices



What you need

- Whiteboard
- A pen to jot ideas and bright spots
- Listening skills
- Courage

BE BRAVE
ENOUGH
TO START
A CONVERSATION
THAT MATTERS.
-MARGARET WHEATLEY

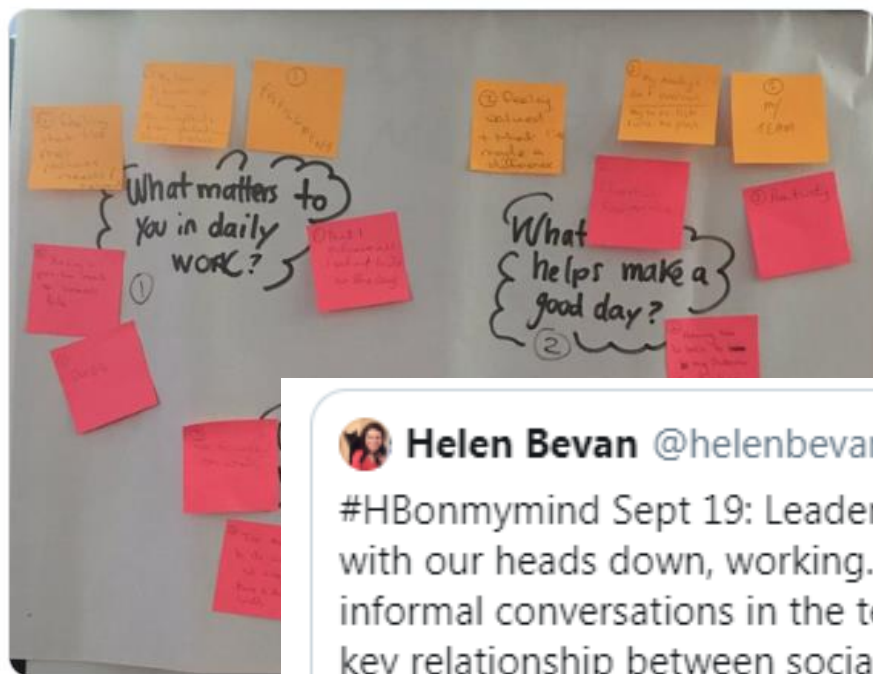
Reflective Point



BTHFT Make A Change Heroes

@BTHFTChangeHero

Agreed @helenbevan the best conversations and innovation happens in those informal 'chats'. @BTHFT How can we enable our staff have 'planned' timeouts to be creative and initiate the "what matters to me" conversation without impacting on time for patients See our #MACH WMTM wall



Do we need permissions / have a policy in place to start a conversation?

When is the right moment to start this conversation in a team?



Helen Bevan @helenbevan · Sep 19

#HBonmymind Sept 19: Leaders often judge us by the amount of time we spend with our heads down, working. Yet the greatest changes happen through the informal conversations in the tea room or corridor. Organisations rarely see the key relationship between socialising & performance



Helen Bevan @helenbevan · Sep 19

#HBonmymind Sept 19: Leaders often judge us by the amount of time we spend