

Engage For Success 2020 - Vision Employee Engagement in the Public Sector



Liz Reilly, National iMatter Programme Lead, The Scottish Government/NHSScotland
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The graphic features the iMatter logo at the top, with several colorful arrows pointing downwards and to the right. Below the logo is a photograph of six diverse healthcare professionals. The text below the photo reads: 'iMatter Staff Experience Continuous Improvement Model', 'What is iMatter?', 'A tool designed with staff to help individuals, teams and organisations understand and improve staff experience.', 'Please look out for iMatter communications in your organisation, and log on to: www.staffgovernance.scot.nhs.uk for further information.', and 'Positive Staff Experience Supports Improved Care'.

iMatter Staff Experience Continuous Improvement Model

What is iMatter?

A tool designed with staff to help individuals, teams and organisations understand and improve staff experience.

Please look out for iMatter communications in your organisation, and log on to: www.staffgovernance.scot.nhs.uk for further information.

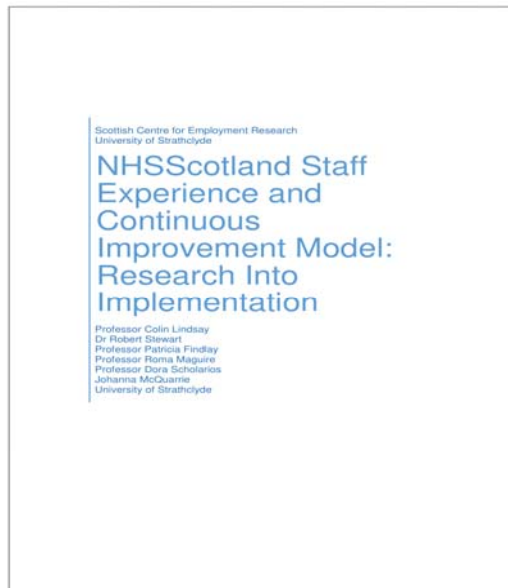
‘Positive Staff Experience Supports Improved Care’

**EVERYONE MATTERS:
2020 WORKFORCE VISION**

Healthier Scotland
Scottish Government

Staff Experience Continuous Improvement Framework																				
Health Care Quality Strategy 2010 - 3 Quality Ambitions	Person-Centred, Safe & Effective																			
MacLeod Enablers/Healthy Working Lives	MacLeod: Leadership			MacLeod: Engaging Managers				MacLeod: Employee Voice			MacLeod: Integrity to the Values & Purpose			Health and Well-being						
Staff Governance Standard Strands	SG1: Well Informed			SG2: Appropriately Trained & Developed				SG3: Involved in Decisions			SG4: Treated Fairly & Consistently, with Dignity & Respect, in an Environment where Diversity is Valued			SG5: Provided with a Continuously Improving & Safe Working Environment, Promoting the Health & Wellbeing of Staff, Patients and the Wider Community						
Staff Experience Components	Visible & Consistent Leadership	Sense of Vision, Purpose & Values	Role Clarity	Clear, Appropriate & Timeously Communication	Learning & Growth	Performance Development & Review	Access to Time & Resources	Recognition & Rewards	Confidence & Trust in Management	Listened to & Acted Upon	Partnership Working	Empowered to Influence	Valued as an Individual	Effective Team Working	Consistent Application of Employment Policy & Procedures	Performance Management	Appropriate behaviours & Supportive Relationships	Job Satisfaction	Assessing Risk & Monitoring Work Stress & Workload	Health & Well-being Support
KSF Core Dimensions	C1	C1	C2	C1	C2	C2	C2	C2	C6	C4	C4	C4	C6	C5	C6	C5	C6	C5	C3	C3





<https://www.imatter.scot/media/1442/strathclyde-university-nhsscotland-staff-experience-continuous-improvement-model-research-into-implementation-report-may-2019.pdf>

Improving Workplace Cultures - Four Themes

- Relationships
- Behaviours
- Confidence
- Trust

Strathclyde Staff Experience Academic Evaluation - Recommendation 6:

In its current form, D@W neither offers robust measures, nor appears to engage respondents in the process or in actions arising. It is difficult to see a strong analytical argument for, or widespread stakeholder interest in, continuing D@W in its current form. However, given the importance of the broader issue of dignity at work, there may be merit in adopting a similar co-created process as with the development of iMatter, with a view to identifying key issues, themes and robust questions; agreeing an appropriate vehicle and unit of analysis outside of iMatter for these questions (for example, through Pulse surveys); and developing action-oriented outcomes so that staff feel safe to speak up, and are confident that they will be listened to and their concerns acted upon.

Recommendation 6 – Progress Monitoring:

1. Draft proposal – Our Culture Matters

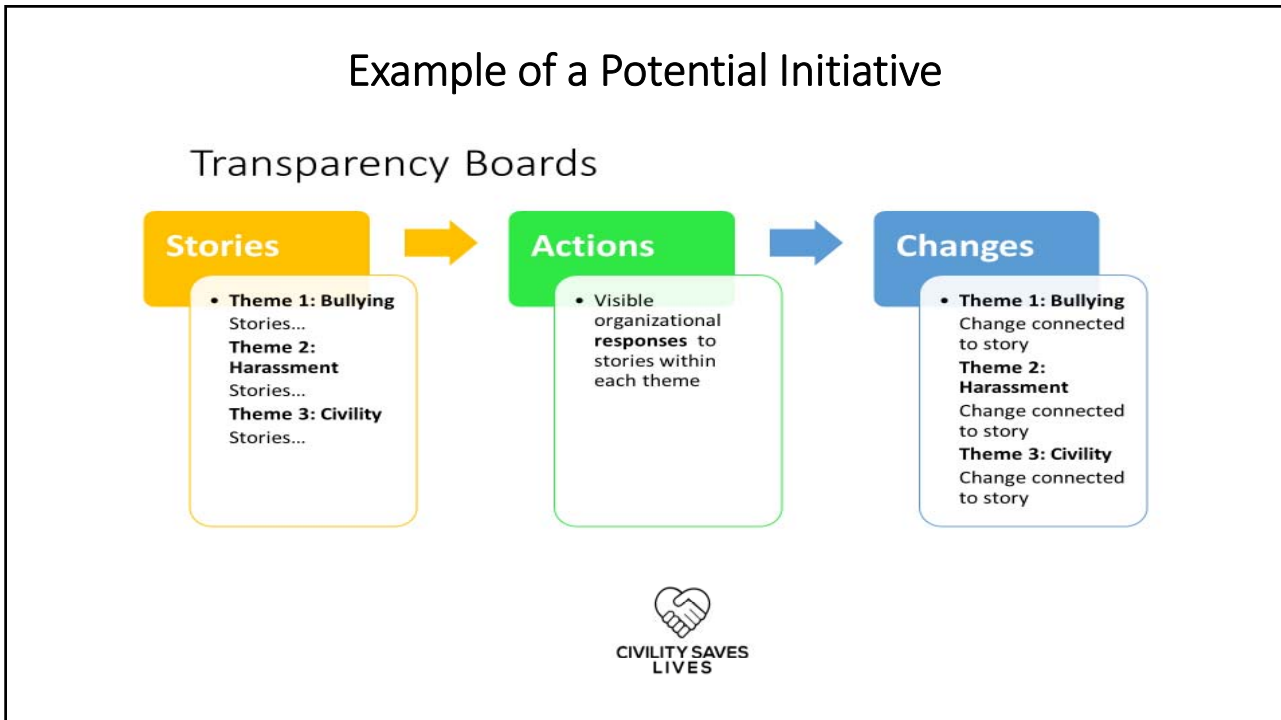
Overview

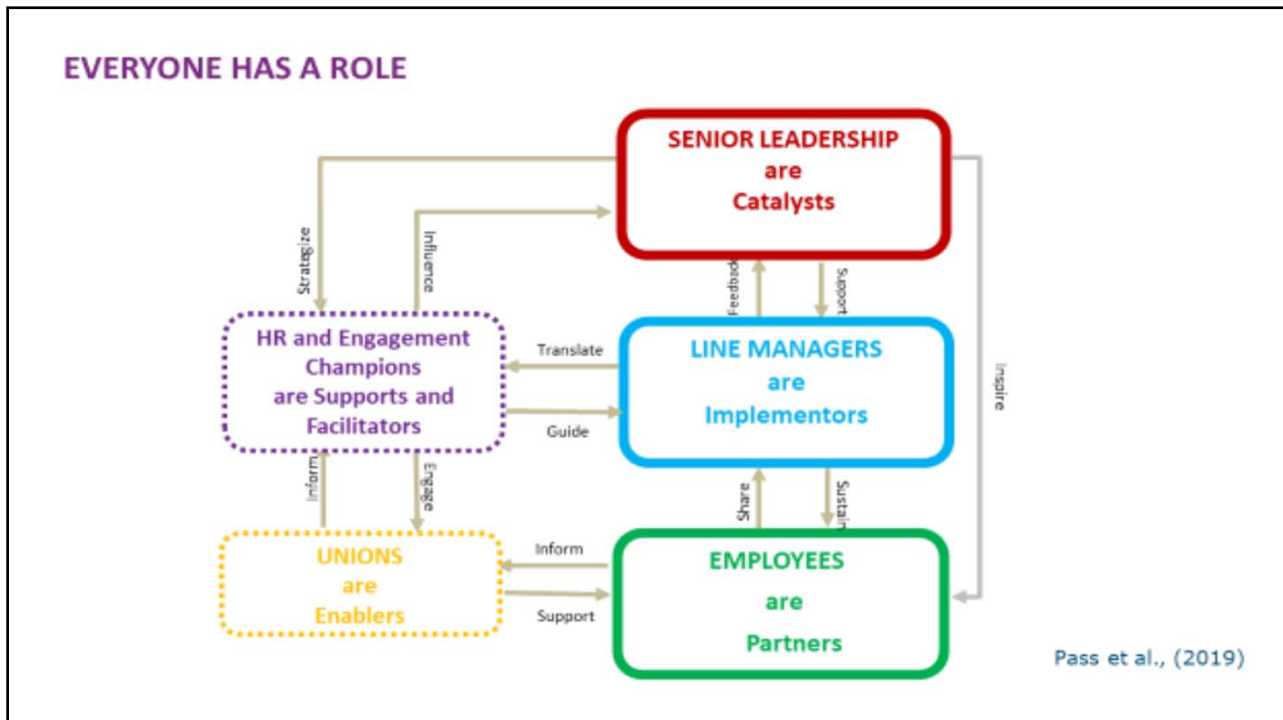
In response to Strathclyde University recommendation 6, the following proposal outlines a project that addresses both the need to both re-evaluate how dignity at work is measured and ensure that there is engagement from stakeholders. Everyone has a responsibility in ensuring NHS Scotland's values are implemented and a key part of those values is the ethos behind the concept of dignity at work. By ensuring staff feel safe, secure, and respected, then this creates a positive effect on patient experience. However, changing mind sets requires an integrated, collaborative, whole system approach to cultural change.

Aim of Project

To develop an alternative approach to gathering information on issues of dignity at work that is more engaging and relevant to staff to ensure a process of culture improvement.

Professor Thorsten Chmura and Dr. Sarah Pass
Nottingham Business School, Nottingham Trent University





Key Stakeholder Involvement

HR's role and the role of the Engagement Champions was to facilitate the process. Champions representatives supported and encouraged front-line staff to engage with organisational initiatives.

Senior management need to be the advocate and are accountable for leading and driving Initiatives

Line managers were the medium between different stakeholders, and the implementers of engagement initiatives

Union representatives supported and encouraged front-line staff to engage with organisational initiatives.

Engagement required for employees to be partners and engage in initiatives

iMatter Story
NHS Tayside Learning From Excellence
<http://qInk.io/qI/5db2ed0ae4b0181f4df50b6f>

