Post Covid 19 Reset - Reflective Practice Guidance.

<u>Purpose</u>

The purpose of this tool is to support teams to take stock of the current ways of working; enabling reflection, capturing learning from our experiences, and using these insights to inform and shape the future.

The high-level questions we need to explore are:

- **What have we started doing that should continue?**
- **What have we started doing that we need to stop?**
- **What did we stop doing that should remain stopped?**
- **What did we stop doing that we should bring back?**
- **Are there totally new things that we might need?**

<u>Who is it for?</u>

Anyone can use this tool, although our primary suggestion is that it is used as the basis for a collective team conversation

<u>When</u>

Ideally now. We don't want to wait until things 'get back to normal', it's likely that instead we will move to a different normality, rather than back to how things were. Reflection activities now will enable people to discuss issues with clarity, understand the successes and challenges and plan/adapt accordingly.

<u>About the Tool</u>

This is a simple template with four themes, prompts and a place to capture next steps for the team eg: what we want to Start, Stop and Continue. Keep the recording simple – just capture what is needed to support understanding.

The four Themes are:

- Technology,

- Communication,

- Ways of Working

- Wellbeing

They have been identified to ensure we are exploring the practical <u>and</u> human experience, they are just conversation starters. The prompts can be used as a nudge, you do not have to refer to each one, they are there to support the flow of the conversation, to gain clarity and to help gather a range of perspectives.

It is unlikely that we will ever get an opportunity to explore a scenario like this again so there is also a space to note down any useful headlines and insights that can be used by the leadership team to inform strategy and the way forwards. This information will be forwarded by the conversation lead/ team manager to their Head of Service & the Organisational Development team at: Organisational.Development@westsussex.gov.uk.

Top Tips for Managers/ Conversation Leads

- Before the conversation, take a look at the purpose, themes and prompts. Do you need to add, translate, contextualise anything to suit your audience? Feel free to do so.

- Allow enough time for your team to have the conversation. You will be amazed at how much people share when you give them the time to be listened to; although, keep it focused – one hour should be plenty of time for reflections – further action planning and problem solving can take place at a different meeting.

- If you are having this conversation remotely – remember you could record it (if your team agree)– so that will mean you don't need to record next steps in the meeting – just pull together the headlines afterwards – keep it simple there's no need to write reams of information.

- Try to keep people focused on the purpose of the conversation – If they get too far into the detail and it detracts from what you're trying to achieve suggest continuing that part of the conversation at a later session.

- Think about how the conversation will work, you could ask people to IM their name when they want to say something, this can work really well and will reduce the risk of people speaking over each other and ensure everyone has a voice. You may also think about timings "we have 15 minutes to discuss this theme"

- This conversation is an ideal time to give feedback – think about achievements - don't force them but if the opportunity arises acknowledge successes, challenges and agility.

- This tool and the next steps can be used as your action plan moving forwards. Feel free to revisit any aspects of it over the coming months. And check progress.

Good luck and have a great conversation!

Post Covid 19 Reset: Reflective Practice Template

Team Name:

For each section, discuss, and record what you will start, stop or continue doing. Think about what you can do yourselves, and what you might need from others. There is also a section to record key messages for senior leadership team to help shape the corporate approach and strategy to future working. Keep your recording simple- just capture what is needed to support understanding.

1: Technology – our kit, software, apps etc

Prompts:	**Moving Forwards:** Start, Stop, Continue.
• What new skills are we learning? • What's flowing easily? • What is a struggle? • What is surprising? • How is technology helping us be more productive? • What kit might we need to work more flexibly in the future? • What training/skills might we need to fully utilise technology E.g. chairing effective online meetings/undertaking customer assessments • How have you seen other organisations/ partners working and what might work for us? • Our printing is down by over 75% - how can we continue to work without the need to print?	

2: Communication – with each other, teams & services, partners & collaborators

Prompts:	Moving Forwards: Start, Stop, Continue
- What are we valuing in how our team communicates together? - What is helping us stay connected? - What is hindering us? - What about communication with wider teams/Services? - What have we noticed about how we work with Partners/ Other Organisations? - What is hindering us? - What about communication with wider teams/Services? What could make this better? - Where have you seen others working well?	

3: **Ways of Working** - working remotely, how we manage/ are managed

Prompts:
- What are the benefits of working remotely?
- What are the challenges?
- How has this experience impacted the way we are managed or we manage others? Do we feel more /less trusted?
- What is the impact of not commuting to work? Impact on time, cost, environment / carbon footprint?
- What training / skills do you feel you, or others, need to continue to work in this way?
- Our corporate mileage is reduced – how can we continue to reduce our need to drive for work?
- Our building costs are reduced – how can we continue to reduce our need for building space?
- What is the impact of not commuting to work? Time, cost, environment, health? How can we continue to see these benefits?

Moving Forwards: Start, Stop, Continue

4: **Wellbeing** - of individuals, the team, family etc

Prompts:
- What wellbeing activities have you started again, or taken up since lockdown?
- How is your wellbeing adversely impacted at the moment?
- What unexpected benefits have you observed? Appreciating nature during your daily exercise, exploring greenspace close to your home, getting to know your community, knowing what's important.
- What are you doing to promote your work/home life balance?
- What do/can other colleagues do to support your wellbeing?

Moving Forwards: Start, Stop, Continue

Headlines – any insights to inform the way forwards / strategy

Please identify any support you will need from your Senior Leadership Team, for example IT, Culture or Climate Strategy and then forward these headlines to: *NB in West Sussex we have suggested your Head of Service and the Organisational Development Team but you will need to think how you will collate this on your organisation*