# Wellbeing Teams Webinar 2

# Self-Management in Wellbeing Teams

This webinar was recorded in March 2019.

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**Self-Management in Wellbeing Teams**

Hi, this is Helen Sanderson with a second in a series of short films about Wellbeing Teams as part of work for the NDS which is funded by the NDIS Sector Development Project.

So, one of the characteristics of Wellbeing Teams is that they're self-managed and I wanted to explain in a bit more detail what that looks like in practice. So first of all, let's start with how we support.

So, instead of having a hundred and fifty pages of policy and procedures, and although we need all those policies and procedures for the regulators, we have distilled them down into a much smaller handbook that people can keep in their bags and essentially it's how we work on policies and procedures, but it's really clear that says this is what you must do, this is what you mustn't do and this is where you might want to get support and where to get it from. So, we really thought about how to communicate the essence of our policies and procedures really clearly and simply and most importantly, in a shortened version. Alongside that we had the Wellbeing Teams handbook. And this describes how self- management works, the different roles in the teams and how to try and bring our values into life on a daily basis. So, how we work in self-management and then how we deliver person-centred compassionate care through policies and procedures.

Fundamentally, it's about having really clear roles so the roles that a manager would have taken are shared between the team. And this is what this looks like in one of the teams in Wigan.

So we have Jodie, who is a storyteller. And now we have several more storytellers in the team and her role is to capture and share both what it's like to be part of a Wellbeing Team and the difference that we're making in people's lives through stories, quotes and examples and sharing those on social media. So, instead of having a Comms team that works from a distance, we bring that as close to the individuals we support as possible.

Becky is our recruitment coordinator and that means she works with the wellbeing leader to deliver value based recruitment. Shirley is our recorder reporter and, therefore, in team meeting she's the one who's responsible for making sure that we have record of our actions and decisions together. The team all have mobile phones and she also makes sure that everybody in the team knows what our current bill is and nobody's going over their allowance.

Patsy was the meeting facilitator and that follows a very specific process based on holacracy because each team has a two hour team meeting each week and that is really where you see self-management happening.

And Janette has been one of the schedulers of the team and that means she's responsible for making sure that the schedule is recorded and available to people. Although the team put the schedule together themselves. Janette makes sure it's recorded.

So each wellbeing worker has a buddy and in front of us here we've got two buddies which is Jody and Patsy and people choose their buddies in induction. And this is Michelle who's the wellbeing leader supporting the team. And buddies meet together every week at the team meeting as well as being really closely connected on slack. I will explain about that later. And they also work together to celebrate each other's birthdays to support each other, to challenge each other and to do confirmation practices which is our process of having reflective questions.

So our team meetings are structured in a particular way. We review the progress or the decisions that we've made the week before. So we recap on those. We have metrics that we look at each week. And the whole process of the team meeting is about raising and addressing tensions. Now a tension might be the difference between where we are now and where we could be. So it's aspirational, things that we want to improve on, or it may be something that’s getting in the way of us doing our best work.

This is called our living well at home board. And this is a physical poster that's up where the team meet each week. And every team member is a link Wellbeing worker for one, two or three people that we support. And they write the initials of the person that they are link wellbeing worker for on a sticky. And at the beginning of the meeting they put the sticky with the person's initials, either on off track, bit off track or on track, and this is referring to how well the person is living well at home and being part of the community.

And you can also see that we have our purpose up in front of us all the time in meetings and our values - compassion, responsibility, collaboration, curiosity, creativity and flourishing. So when we filled in the board, anybody that's off track will then review how they are doing as a team, and identify any actions that we can take to support them to get back on track with their health and wellbeing. So it may be a referral, might be changing a time, it may be reviewing medications whatever is required for the person. And the same if the person's a bit off track. And of course, we're delighted when people are on track.

Instead of using email to communicate, we all communicate on Slack. So, Slack was the number two business app in the world. We give everybody a mobile phone and data. And slack is where we will have conversations together, communicate about what's going on, share announcements and generally stay in touch. The team makes their own team agreements at the beginning when they first come together and we review how we are doing with our team agreements at a person-centred team review, but also if a team member thinks we are not living our agreements well enough, they could raise that as a tension.

At the beginning of a team coming together through induction, we teach people compassionate communication. Now this is also called nonviolent communication. And it's a way of supporting each other to identify what we need and communicate and ask for what we need in a non-blaming way. So by supporting each other by asking what we need and using compassion communication is really fundamental to how Wellbeing Teams work. And this is the author of ‘Compassionate Communication’ Marshall Rosenberg talking about how the objective of nonviolent communication is not to change people or their behavior in order to get our own way, but it's about establishing relationships on honesty and empathy which fulfil everybody's needs and enables us to ask what we need.

So, this is how Wellbeing Teams support self-management through meetings, through compassionate communication through our living well at home board and by having roles which are shared amongst us.

So, please come and follow our journey on helensanderson.net, that's my blog post. I do a two minute film every week on LinkedIn, so come and find me there or come, let’s have a conversation on Twitter. Thank you.

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