**Meeting Notes Friday 14th December 18**

Join from PC, Mac, Linux, iOS or Android: [https://zoom.us/j/426753549](https://www.google.com/url?q=https%3A%2F%2Fzoom.us%2Fj%2F426753549&sa=D&usd=2&usg=AFQjCNGH8QxQH-qtZEr6zD7NaLwYaDGS9A)

**Apologies:**

**Present: Anna Matt Kevin Jane Sian**

**Check in** *5 mins*

**Learning discussion** *55mins*

Matt - POP operatesacross the city and has £1m across 5 years to support change across the city. I’m struck with the ideas about how to operate teams, how to operate across a partnership environment. It all leads back to value base**.**

Jane **-** tendency to focus on structure and process and pay less attention to wholeness and evolutionary purpose. This has the biggest impact as impacts and grows people and relationships

Anna- creating the space to explore wholeness and purpose

Kevin- 9 months into transition. Before Christmas checked in using a survey on whole organisation. Leadamorphosis podcast -Lisa Gill interviewed Edel about getting Board on Board recently. <http://leadermorphosis.co/>

Kevin’s experience echoes law of thirds. Experience of advice process made 3 significant changes- 20 vans moved to lease arrangement developed through the advice process. Kevin provided advice but did not make decision.

Suggestion that field team staff should have credit cards made by finance team- demonstrated trust developed & this was implemented. Still concerned about audit aspect of this and produced a 2.5 page document about how not to use it. They didn't issue it as it didn't feel right so sought advice and rewrote it as 10 bullet points about how to use the card. Massive shift in mindset and thinking.

Considering new system, set up demon and followed advice process and made decisions in 2 months which will be implemented by the end of the month. This has previously been a topic of ongoing consideration for the past few years.

Insight- all of this can go on without everyone getting it and having same level of enthusiasm and support at the same time. Keep going and don't spend too much time trying to persuade those who don't get it. put in contact with others and let people move at their own speed. Wholeness is key here, people are people and its ok to move at their own speed.

Matt- necessary balance between the three pillars. Need wholeness and then structure to do it through and then purpose gives it right direction. The decisions were resource based and also about commitment to the organisation and purpose

Jane: struck by issue of trust. esp. finance team engaging so wholeheartedly with this.

Purpose is very clear now so finance recognised that some of their pieces tied the handy staff up in knots so couldn't operate. Magic in cross functional working.

Anna- is anyone harvesting the process - questions, challenges and outcomes- e.g. don't look at productivity in terms in finance only it is a natural outcome of interrelatedness, purpose, wholeness and process coming together. Shift of system happens through connections so supporting this is helpful.

Kevin: use Yammer internally. no formal harvesting, but everything in real time for people. trust single most important thing. levels of trust very different across the org. nirvana, unconditional trust. magic wand: reprogrammed to trust first.

Telling people we want an open and honest conversation is ok for ⅓ but not helpful for those who past experiences make them less likely to trust.

Chimes with Matt’s experience who trusted that if he turned up whole it would be ok but he environment was very distrustful. I wonder if I left the organization in a worse place as I demonstrated that trusting people was not a beneficial thing to do.

Laloux says very few organizations have all 3 working well together. Kevon thinks wholeness in patchy, purpose is good and self-management is coming along. Seeing each other as people is the thing tat makes the most different. Last year's Christmas party made a massive difference. They organised it for themselves and mixed up the people from different areas of the organisation. this had impact of relating to each other as people not colleagues. a lot of our activities try to build on this. Company funds meal together to hold different conversations.

Anna- to have trust then need to trust themselves. If have bad experience, then are sceptical that can be good. The Christmas party gave a space for people to have a better new experience. This can shift something. Habitual thinking creeps back in when there is a challenge. Anna uses map of meaning to help people capture the meaning and this can be about trust.

Matt- Also relates to Brene Brown Daring Greatly and Leading Greatly, people look for vulnerability, so they can connect. Stephen Covey talks about where people get meaning from. Talks about move to principle people.

Matthew Conversation of interdependence - builds relationship. Tools and techniques provide different ways of opening door to purpose and wholeness

Kevin -meetings opening with ‘how are you feeling’. started off with ‘fine’, but more people now talking about their feelings. noticeable - Christmas - having conversations about it. Kevin noticed movement in what he values - he enjoyed seeing people connecting.

Jane- thinking about the tension between doing and being. Challenge to take on the issue of being and enabling this with time and resource not concentrating only on the doing.

Trusting individuals in our organisations to do the right thing . Previously business had an issue about productivity - followed usual process of review and changing processes. It had an impact but did not have huge impact. This makes more difference. Sharing information and the impact has had bigger impact. Staff have inserted Time to care into their JD. This is making a massive difference to the meaning of the work as the handy staff get their meaning from the relationships not the practical task of making the repairs.

Sian: in early stages. recruited first team, 2 nurses (band6&5), 2 care workers from private home provider. seeing people as people. clear purpose. trying to work through everything before going out. breakdown between the members of the team. where does self-management start and end in the team? when do we step in, vs allowing autonomy.

What structures and practices are in place to enable the team to deal with their own challenges. Matt found things like keeping good team meetings and similar practices are helpful. Heatshield and coach are in place for Sian’s team. Also working across 2 stat organisations so these relationship and trust challenges are live too. Weekly team meetings and heat shields from both organisations there too. Coach is also spending time in the same building so can be accessed easily.

**Tactical** *20 mins*

*Actions from Dec meeting- as workstream owner please update the table before the meeting and be prepared to ID next steps and step owners*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Workstream* | *Next steps* | *Step owner* | *Notes* | *Done* | *Wkstrm Owner* |
| *Knowledge harvest* | *Review & Mind Map themes* | *MB* |  |  | *MB* |
| *Event* | *Distribute email form Mark H expected Monday 14th* | *JP* |  |  |  |
|  | *SIG to action plan A or B -plans as from Monday14th* | *All* |  |  |  |
| *Monthly meetings* | *Book zooms for 2019 Friday alternate with another day 9.30 to 11am* | *MM* |  |  |  |
|  | *If POP has zoom channel may be ale to use these as back up if Q zoom is not available to us.* | *MB* |  |  |  |
| *New SIG members* | *Contact Mark Hall RSA*  *conversation arranged 28/11* | *JP* | *propose accept* | *9/11/1828/11* | *MB/JP* |
|  | *Natalie Palmer* | *JP* | *propose accept* | *27/11* |  |
|  | *Theresa Weldring* | *JP* | *via Q web* | *12/12* |  |
|  | *Helen Davis-Cox* | *JP* | *via Q web* | *7/12* |  |
|  | *Jeanne Hardacre* | *JP* | *via Q web* | *28/11* |  |
|  | *Contact Alison Trewhela* | *JP* | *via Q web* | *26/11* |  |
|  | *Contact Neil Dunford* | *JP* | *via Q web* | *26/11* |  |
|  | *Contact Richard McDermott* | *JP* | *Via Q web* | *9/11/18* |  |
|  | *Contact RD* | *MB* |  |  |  |
|  | *Contact Keiran Potts* | *JP* | *Via Q web* | *12/11* |  |
|  | *Contact Lisa Mccloud* | *JP* | *Via Q web* | *12/11* |  |
| *RSA & HF paper* | *Update on funding conversations* | *MM* |  |  | *MM* |
|  | *Invite Brian as guest to future meeting* | *MM* |  |  |  |
| *SIG funding pilot* | *Email info to JP & MB* |  |  | *9/11* | *MM* |
| *Links to complexity SIG* | *Talk to Esther* | *MB* |  |  | *MB* |
| *Local “Reimaging chapters”* | *Post links to South West group in SIG space* | *JP* |  | *9/11/18* | *JP/MB* |
|  |  |  |  |  |  |
|  | *Communicate to Helen SW Q person* | *MB* |  |  |  |
|  | *Put meetings on Q diary* | *JP* |  | *10/11* |  |
| *SIG meetings* | *Redesign plans/notes format* | *JP* |  | *9/11* | *JP/MB* |
|  | *Implement new timings in Dec 1 hour 20/10* | *MB* |  | *Dec & Jan* |  |

**Tensions arising- build todays agenda**

1. Zoom meetings for 2019

Matthew - no preference, but this time works

Sian - generally time works (Thursdays, Friday)

Kevin - perfect for Friday

Jane - Friday usually fine, concern that one day rules people out

Mark Hall - Friday doesn’t work

Anna - Friday works perfect, or Tuesday

Matt - can be flexible, Fridays best

Future meetings- Friday and either Tues/Thurs 9.30 to 11

1. Feedback from Mark Hall & Andy - event plans for March

Andy and RSA proposing 19th March in London- Matt Kevin Jane Anna Sian Matthew available for this date.

Andy’s themes-

Radical New Models of Public Service, Radical New Models of Organising, Radical New Models of Commissioning, Radical New Models of Regulation

Size of audience & venue & content

In a collaborative event what would expect the SIGs role to be

* face to face interaction, enhanced two way conversation
* 4 themes make sense (Sian), new models of org (Kevin) focussed on outcomes - as a business choice,
* practical examples of how to make this work
* future of health & social care from different angles
* what collaborative would the event produce - what next - how can this group, knowing what we know, given that, what is possible through collaborative action & commitment of the people there - time is right for action, dynamic action
* Plan B date week of 25th March -Anna (Tues&**Fri&Sat-if out of london**), Anyday (Kevin), Sian (any except monday)
  + London - Q needs to be venue due to cost
  + Bristol - a number of places (e.g. Tridos bank) ethical outwardly facing companies & hosts

What’s the environment we’re trying to create - creating dynamic action. The appetite is there. Lots of response from LinkedIn post.

Thought arising from checkout- how can we also design into the event to enable the opportunity to deepen relationships in the Community and evolve the community itself.

Corp rebel - 16th Feb event - 309 euros

**Check-out- confirmation practice** *10 mins*

Q1 I am confident in our work together; I believe it is going to achieve something of value.

Matt 4 Jane 4 Sian 4 Anna 4

Q2 I have influence and ownership in our work together; I feel my voice is heard and valued.

Matt 5 Jane 5 Sian 5 Anna 4

Q3 I am enthusiastic about our work together; I am willing to put my time and energy to it, not just give it my blessing.

Matt 4 Jane 5 Sian 5 Anna 5

Q4We are working on the right things; our biggest or most important opportunities or where we have most energy to act.

Matt 5 Jane 3 Sian 4 Anna 4

Q5 We are good at challenging our own perspectives, not living in an echo chamber. (should this be enquiring into as creating broader perspective creates learning).

Matt 3.5 Jane 4 Sian 4 Anna 4

Q6 This group is meeting my needs.

Matt 5 Jane 4 Sian 5 Anna 4

Q7 This group is making the most of my strengths.

Matt 4 Jane 3 Sian 4 Anna 3.5

Roles - helping to name them?

Event - event event & community bit

[**https://q.health.org.uk/community/groups/reimagining-health-and-care/document/?s=confirmation**](https://q.health.org.uk/community/groups/reimagining-health-and-care/document/?s=confirmation)