



d-wise™

Accelerate to the Speed of Life

Managing in a Crisis: Mobilising an Army of 20,000

Jennifer Dootson, d-wise/NHS

Let's address the elephant in the room



Introductions

Day job:

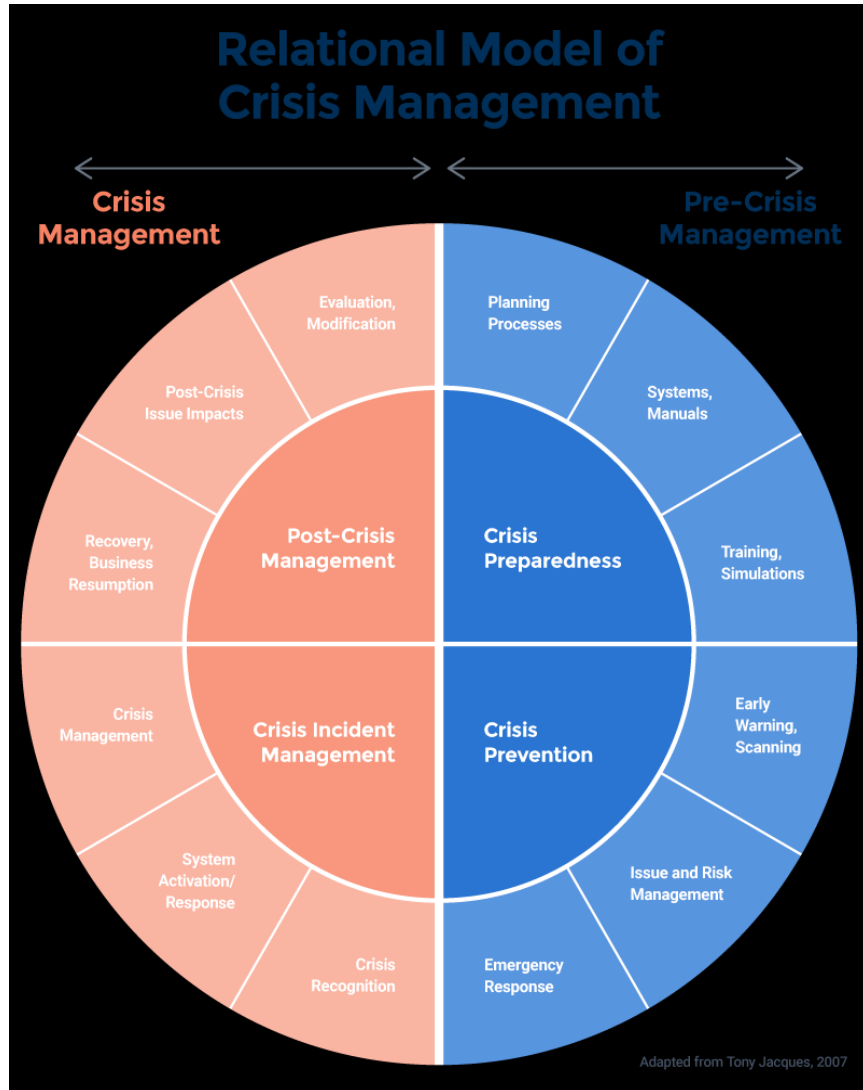
Executive coaching
Change management
Team development
Increasing engagement

Coronavirus job:

Coaching
Health & Wellbeing recovery
FIT testing
Psychological support



Theory behind crisis management



POLL



- Do you think you have been managing a crisis?
- This doesn't have to be managing a team through a crisis, it can be managing a client, a project, etc.

What is a crisis?



Noun:

a time of intense difficulty or danger

a time when a difficult or important decision must be made

the turning point of a disease when an important change takes place, indicating either recovery or death.

What are we talking about here?

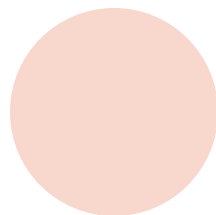
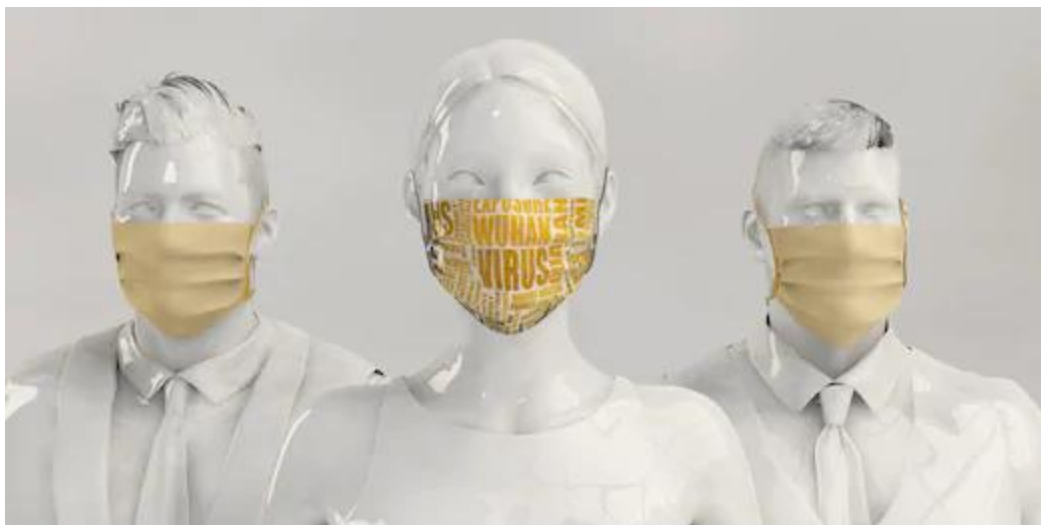
- NHS is broken up into different hospitals and/or Trusts
- This relates to one particular Trust and is not indicative of what happened across the country

20,000 staff across 4 different hospital sites PLUS community staff

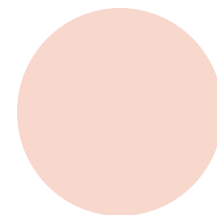




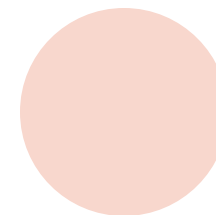
What the Trust did...



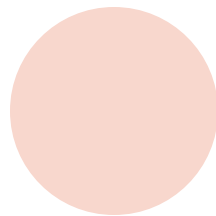
COMMUNICATION



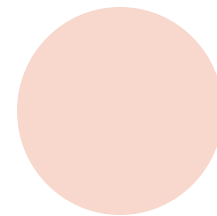
MENTAL WELL-
BEING



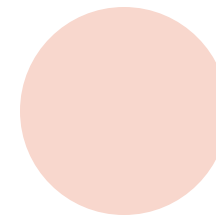
PSYCHOLOGICAL
SUPPORT



ESTABLISHING A
CHAIN OF
COMMAND



SETTING CLEAR
EXPECTATIONS



PIVOTING (LIKE
YOU'VE NEVER
PIVOTED BEFORE)

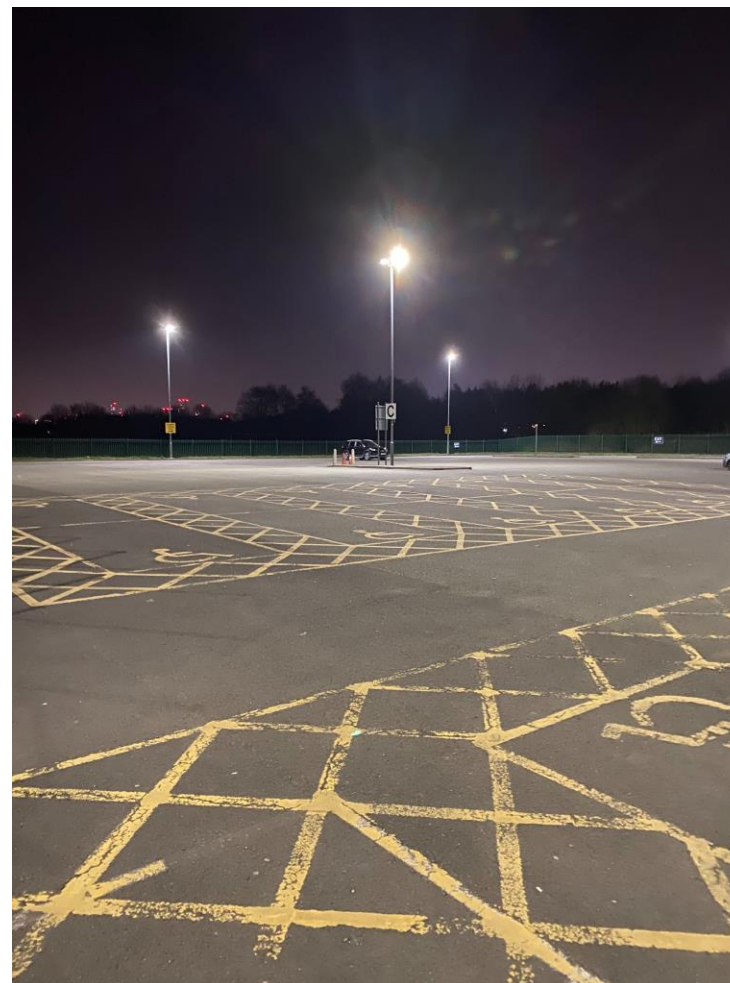
BIG SHOUT OUT TO THE PUBLIC

YOU'RE AMAZING!

Donations

Well wishes

Accepting
service changes



The outcomes

What worked...

- Chain of command
- Setting up well-being spaces
- Upskilling
- Re-deployment

What was hard work...

- Change management
- Process changes
- Technology
- Creating stability

Was enough done?

- In some respects...

...but...



POLL

- What was one thing your organisation did to support employees?



What are you doing now to support?



- Do you have a new norm?
- Have you created processes to support well-being?
- Have you provided clarity over changes?

A few suggestions...

Check-in with
yourself

Create the
opportunity for non-
work connections
“water-cooler
conversations”

Have coaching
conversations

Adopt an
appreciative enquiry
approach

Invest in team
development

Thank you!

- If you want to talk more please get in touch!



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