



# MDT Transformation

An experiential **learning and development program** for healthcare **teams** in complex environments



# Overview

*'We have the ultimate mix of complexity, workload pressures, wellbeing and staffing challenges and ongoing mountainous need to deliver the backlog of care'*

**Senior Clinical Lead**



This CPD accredited team transformation program is designed as a professional and personal development offer for all members within existing MDTs.

## Purpose:

- Explore new perspectives and possibilities, enabling better connection & understanding between team members
- Develop new ways of thinking, seeing, & relating to each other within the team
- Expand skillsets in communication & collaborative working with ongoing supportive practices & MDT agreements

## Outcome:

Delivered within a context of **experiential learning**, we draw on the latest thinking, models and maps during the interactive sessions, creating a space for colleagues to develop new insights and establish **shared agreements** and **practices** for beyond the program. The program offers an ideal environment to **transform connection, cohesion,** and expand **team performance**.



# PROGRAM CONTENT



The first few weeks establish a unique safe and inclusive **experiential learning** space to reflect on personal experiences within the MDT, enquire about team **values** and **dynamics** such as authenticity, integrity, and responsibility, and connect theories on **mindset** and **perception** to how we work within a team.

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As the program progresses, participants will learn about **effective communication** and its barriers, and enquire into **new ways of working** when under pressure. Within the **expertly facilitated** environment, the team are supported to create **shared agreements** and **proactive practices** to take forward.

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# Our Approach

is based upon **experiential learning** with **peer support** and **reflective practices**, all underpinned by **narrative transformation** as our core methodology.



**COACHING STYLE  
FACILITATION**



**PEER TO PEER  
DISCUSSION**

**Experiential learning focuses on the *process of learning* rather than just on the learning outcomes.**

The measure of success for experiential learning goes beyond the acquisition of new knowledge, towards achieving **behavioural change** and **transformation**.

The combination of these key elements is what makes our programs unique, enjoyable, and effective.



# Time Commitment



Program completed over 14-16 weeks

	Commitment	with	How often	How long
	Reflective Thinking	[on your own]	1 pre-program	$\frac{3}{4}$ hour
	Welcome Call & Interview	Talent for Care Facilitator [on MS Teams]	1 pre-program	$\frac{3}{4}$ hour
	Interactive Sessions	Cohort [on MS Teams]	7 program sessions	1½ hour each
	Meeting & Bridging Assignment	Practice Group	6 (weekly in between session)	$\frac{3}{4}$ hour
	Reflective Practice	[on your own]	14 (weekly) & ongoing	$\frac{1}{2}$ hour
~ 1½ hrs per week			<b>Total time</b>	<b>24 hours</b>



# Participant Feedback

*Talent for Care program participants, 2023*

We ask all participants for their consent to share their anonymised feedback.

'Terrific, I think we have **understood** and **supported** each other. Also made friends'

'I **enjoyed it very much** and looked forward to the next session at the end of every session[...] I would certainly recommend the program! I feel that everyone should have the chance to do this. **Invaluable** in working life and personal life'

'I am **more aware** of the impact of my biases and how previous experiences might/do impact my experience and my behaviour. I have also developed **more confidence** in speaking out in group setting, by attending the sessions each week and feeding back from the assignments'

'My experience of the program is one I will not forget anytime soon [...] It made me realise that a lot of what I needed to do my job well was in me and I just needed to bring it out. [...] **I would definitely recommend** the course to anyone who wishes to be better and intentional at what they do and in providing care for our service users.'



# an opportunity to



- ✓ Feel valued
- ✓ Pause and reflect
- ✓ Connect with colleagues
- ✓ Be heard and hear others
- ✓ Enquire about new ways of thinking
- ✓ Link theory and learning to ongoing practices
- ✓ Be part of an inclusive, collaborative community

# Program Framework Pg.1



	Theme	Content	Outcomes
<b>Onboarding Pre-program</b>	Pre-program readiness & reflection	An opportunity to think and reflect about yourself, your experience as a team member, your pathway to where you are now and your intentions, aspirations, and commitments towards the future.	Time to reflect, thinking about self, and connecting to awareness of our experiences, purpose and values
<b>Onboarding Welcome call</b> <b>1:1 Interviews</b>	45 min <b>interview</b> (on MS Teams)	For all delegates, clarity about commitment to and structure of the program. Opportunity to be heard in a confidential space. How this program integrates with other programs for Leads and Coordinators. Briefing about material and methodology. Setting-up for orientation session, Q&A	Getting related, listening, sharing, creating trust & connection, clarity around expectations, understanding about the program and commitments.
	<b>Talent for Care</b> onsite live <b>observation</b> of MDT meeting	Talent for Care team member to attend <b>in person</b> an agreed MDT meeting to observe.	
	<b>Talent for Care report and feedback</b> from interviews and observation	Talent for Care to prepare an anonymous feedback report on our observations and how any agreed matters arising from the report will be addressed within the program	Report and feedback for consideration and reflection by the MDT
<b>Session 1</b>	Welcome & orientation to the program [1.5hrs] (on MS Teams)	Introductions and setting up the program. Reflections on the pre-course work, introduction to experiential learning, how to be and listen on the program to maximise benefit.  Reading the report, feedback and outcomes. Meeting with practice partners.	Getting related, creating partnership with program practice partners, trust, listening, acknowledgement. Creating sense of being valued, heard and included. Creating the space for participants to connect with colleagues and reflect together.
	Linking sessions	Practice partner conversation and skill building assignment	



# Program Framework Pg.2



Session	Theme	Content	Outcomes
<b>Session 2</b>	Our point of view Intrapersonal & interpersonal intelligence [1.5hrs] (on MS Teams)	How we see the world and how this singular influence can determine our experience vs having a possibility mindset.  Models and thinking about –Mindset, perception, meaning and understanding. The constant cycle of how we learn, predict and assume and the subsequent impact on how we listen. Opportunity to reflect on our intra & inter–personal skills and understanding of the critical part these play in our everyday experience	An opportunity to engage in a conversation about the fundamentals of being human and the factors that influence everything.. Connection to our personal values & beliefs and how these shape our experience.  Understanding about self and our connection with others. New thinking about developing these skills to enhance our sense of inclusion, contribution and connection within teams
	Linking sessions	Practice partner conversation and session bridging assignment	
<b>Session 3</b>	Listening and effective communication [1.5hrs] (on MS Teams)	Influencing factors on how we listen, awareness of biases, motivated reasoning, our personal point of view and insight into what we may be listening for. Developing the skill of questioning through the model of enquiry. Understanding coaching style conversations and how these can positively impact on challenging interaction.	A new way to see/think/listen and understand challenge in situations that are about circumstances or people. How our ability to enquire and ask powerful questions can make a difference, often giving positive or even surprising and unexpected outcomes. Coaching skills and ability to have meaningful and impactful conversations with colleagues, to promote positive & creative relationships which can impact our ability to delegate, positively support others, resolving difficult or stuck situations.
	Linking sessions	Practice partner conversation and session bridging assignment	
<b>Session 4</b>	The heart of the matter Leadership qualities within the MDT setting [1.5hrs] (on MS Teams)	Connecting to personal and team core values, creating a new context for the team to support purpose, intention and desired outcomes  An enquiry and new view of the crucial elements of authenticity, integrity and responsibility in the leadership role and the difference this could make to successful collaboration, performance and outcomes for the MDT. Transitioning the gap between the theory and practice.	Bringing awareness to personal values and purpose and how these can be aligned and supported through the team setting. The power of stories and how these can be used to effect environment, outcomes and performance.  The 3 core elements of a being leader. Practices for everyday life that promote desired outcomes and impacts who we are as leaders in our roles and promoting positive and creative influence in our working environment
	Linking sessions	Practice partner conversation and session bridging assignment	

# Program Framework Pg.3



Session	Theme	Content	Outcomes
<b>Session 5</b>	Conversational skill – challenging conversations [1.5hrs] (on MS Teams)	Understanding self, others and team dynamics, cohesion, and expanding our capacity to create and work in partnership. Building on session 3, an approach to understanding our relationship to and how we could manage conflict and difference.	Understanding diversity/difference and how relatedness is foundational to all achievement. Managing conflict and difference using new understanding, conversational skills and compassion.
	Linking sessions	Practice partner conversation and session bridging assignment	
<b>Session 6</b>	Wellbeing, personal and team resilience [1.5hrs] (on MS Teams)	What impacts our sense of personal resilience, how we can nurture, support and influence our wellbeing & sense of resilience. Enhancing team resilience to maintain performance and outcomes whilst working under pressure.	Personal Resilience – what support us to grow despite adversity, focussing on key dynamics that can support and expand our understanding and practices of resilience. Understanding how this contributes to the overall team resilience. Supportive materials for Wellbeing & resilience, including personal practical information.
	Linking sessions	Practice partner conversation and session bridging assignment	
<b>Session 7</b>	Integrating new learning in practical engagements [1.5hrs] (on MS Teams)	Adopting the new learning in engagements, making the most of the integration with Team and Coordinator programs  What's next –Support and continued development beyond the program  Completion of the program  Online participant feedback survey	Embedding learning in practice, support structures beyond the program, acknowledgement of the team and your colleagues.  Creating sustainability for the team and developing continued benefit for yourself and the MDT's
	<b>Talent for Care live observation</b> of MDT meeting (on MS Teams)	Final observation to be carried out within 1-month of program completion	Final executive summary report

# For more information...

If you'd like to find out more about the MDT ROSE Team transformation program, or have any further queries, please contact:

[team@talentforcare.uk](mailto:team@talentforcare.uk)

We look forward to welcoming you to the program.

