**Background**

Team Board development was an outcome from a Lean Review conducted in December of 2017 and a staff training session held in February 2018 – at a high level the recommendation to use visual management (Lean tool) to make the following improvements was something staff were keen to explore and embed as business as usual to increase visibility on:

* Targets
* Risks
* Projects
* People
* Perfromance
* Continuous Improvment
* Responsbility Matrices
* Skills and Training Matrices
* Strategic deployment
* Project reporting

The benefits of creating boards support:

* creating a culture of cross collaboration re: discussion at the board together
* encourage the breaking down of silohs or separate business units/teams ie; working just in your team and not seeing the overall connectivity and opportunity to collaborate
* resource deployment
* visibility on demand and priority areas
* visibility on staff availability
* assess the work demand/s at any one time

The following questions are used as a starter to support and generate further discussion for Tuwharetoa EMT to shift the transition of Team Board development from starting phase to a business as usual phase

1. How do we use the board ourselves as a group?

EMT over time will use the boards differently to the staff in their teams, they will use the teams to level the work, look for gaps in resourcing, identify issues before they happen and plan accordingly, ensure the work that is being done is related to the strategic goals and is meeting those, identify and manage risks, look for successes and celebrate those; dispel myths amongst the workforce and encourage teams to look for opportunities to use the boards to showcase what they need to know in order to make the work better for themselves as well as patient, clients and whanau

1. How do we lead our teams?

Through ‘humble inquiry’ - team boards could have the tendency to show shame and blame, if this is the case, change the board immediately and ensure all staff communications shut this incorrect attitude down; as Lean is built on ‘respect for people’ etc

We Lead by being aware of:

* Our body language
* Our words
* Our actions updating and using the board – building the habit!
* Using the issues registers ourselves to show staff we do want to make improvements
* Make changes where necessary
* Listen to our team’s suggestions re board developing

1. How do we support further development of the boards?

We constantly should be asking: what do my team need to know to get the action we require to meet our goals or to do better. If we consistently have patterns/trends with regard to aspects we are unsure of, need to test, need to know – let’s measure that on the board ie; we don’t have enough cars?

1. How do we support our teams to further develop the boards?

By listening, asking staff what do they need to know, when people ask questions; we could be asking our

Let me trial putting up stuff to track, measure, monitor etc