

Leadership Rounds

What are Leadership Rounds?

Leadership rounds are a way for you to support staff in their day-to-day work. Leadership rounds are intended as a positive experience for both leaders and staff.

In a leadership round, you visit a particular area of the organisation for a few minutes in order to talk to the staff on duty. The area need not necessarily be related to your area of work.

Your leadership round should engage all staff in talking positively about what is happening in their area of work.

Your leadership round should be conducted without prior warning. No preparation should be made by the area being visited.

Your leadership round is NOT:

- an inspection
- an opportunity to 'solve problems'
- a way to 'get the message across' or part of a 'top down' initiative
- a way to meet patients or service users – it is about talking to staff (meeting patients is important, and it can be done either directly after your leadership round or at a separate time)

During your leadership round there are three questions that you must ask:

1. What is going well?
2. Who should I thank?
3. What tools and equipment are you missing that you need to do your job?

Other questions are of course allowed, but these three always need to be answered and their answers noted

You should allow staff to ask questions and you should answer them as far as you are able. If you are unable to answer particular questions, you should make note of them and agree to respond at a later time.

Why are leadership rounds important?

Leadership rounds are designed to make leaders at all levels visible

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and approachable across the entire organisation

They serve to create a sense of positivity and inclusion – which improves staff morale.

They are used to identify both people to thank and more general positive stories [see “Talking Up” and “Thank you letters” leadership briefs] which can be used more widely

They allow leaders to become more familiar with areas for which they may not be directly responsible.

What is expected of me?

- 1 Plan what visits you are going to make, in conjunction with the Preliminaries team or using the system they have set-up. You should **not** notify the area you are going to visit beforehand. If you arrive at an inconvenient time, you should agree to return when it suits the area that you are visiting.

- 2 Make notes of your conversations at the time. Like medical notes, these are best written-up immediately afterwards; ‘clipboard’ visits may make staff nervous

- 3 Record a summary of your notes on the standard Log Sheet – which will then be collated in a larger record of all Leadership Rounds (see the CAREFUL Preliminaries Team leader for more information about how this should happen.)

- 4 Personally write, by hand, a brief thank you letter to any staff mentioned as a result of question (2). [See the Leadership Brief on writing Thank You notes.]

- 5 Personally take actions against any concerns about missing tools and equipment.

- 6 Record and take actions that you have agreed with staff on any other questions that have arisen during the visit.

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Example Leadership Round log:

Date

Area Visited

Leader(s)

Good News

Person to be thanked

Why?

Tools and equipment needed?

Leadership actions agreed

Who?

when?

Signed:

Date