



Reflect & Connect Pack

Inspiring real change with collaboration and creativity: the impact of safe, innovative spaces to create change with freedom and fun

Leadership Theme – Creativity & Innovation

Digital Community Event

3rd October 2023



How to use this pack

If you attended this event...

- ▶ **Use this pack as 'reflective practice'** to ask yourself some questions to build on your learning from the event:
 - ▶ Revisit the **Our Focus** page to:
 - ▶ Ask yourself the **questions offered for consideration**
 - ▶ Choose one or more **resources offered for consideration** to help you reflect on the questions
 - ▶ Revisit the real stories by watching a video on the **Our Contributors** page
 - ▶ Read the **Our Contributors' Learning, Our Collective Learning** and **Personal Reflections** pages to explore the themes, ideas, comments and take away points from the participants who attended the live event
- ▶ **Finally ask yourself:**
 - ▶ What have I learned from this event, in the moment and now?
 - ▶ What one thing will I do differently going forward?

If you are using this for connection...

- ▶ **Use this as a resource pack** to use in a team meeting, in person or online event.
 - ▶ **Review** the pack in order to understand:
 - ▶ The why and how on the **Our Focus** page
 - ▶ Who was involved in the collective learning from the **Our Community** page – this offers insight to where our participants came from
 - ▶ Watch the real stories from **Our Contributors** page
 - ▶ Read the **Our Contributors' Learning, Our Collective Learning** and **Personal Reflections** pages to explore the themes, ideas, comments and take away points from the participants who attended the live event
 - ▶ **Revisit** the **Our Focus** page to find resources and provocations
 - ▶ **Decide** what kind of event or session you want to run and with whom
 - ▶ **Check out** our [DIY Guide](#) to hosting a 1 hour conversation and our community resource [Creating safe spaces online : 6 practises to build psychological safety](#)
- ▶ **Contact us** if you have any questions or would like some support to set up or run a session using this pack. We are very happy to help! [Email the team](#)

Our focus

Inspiring real change with collaboration and creativity: the impact of safe, innovative spaces to create change with freedom and fun as part of our leadership capability theme of Creativity & Innovation.

We explored being open to the new and the unknown and doing things differently, and heard the story of how a group of like-minded and curious individuals created that space for themselves and how this inspires them and real change across the social care landscape.

We were joined by real leaders who shared their experience and insight of the impact of this creative approach, both personally and for their work in care homes.

Questions offered for consideration

- ▶ How does your environment enable you to experiment, fail and try again?
- ▶ What enables you to challenge yourself and embrace uncertainty?
- ▶ How can you approach your work with curiosity and a fresh perspective?

Resources offered for consideration



6 mins read - [The Importance of Creative Leadership | Clutch.co](#)



2 mins read - [Kirsty's story - The Nursing and Midwifery Council | nmc.org.uk](#)



1 min read - [HIVEMIND | hive-mind.blog](#)



3 mins watch - [How collaborative leadership delivers sustainable innovation | YouTube](#)



19 mins watch - [Sir Ken Robinson: Do schools kill creativity? | TED Talk](#)

Our contributors

With a focus on storytelling and reflections, our contributors shared their experience and insight.

[Watch Ivan's video](#)



Ivan Cornford
Owner
St David's Care Home

[Watch Kirsty's video](#)



Kirsty Cartin
Manager
Rashielee Care Home

Our contributors' learning



- ▶ We aim to build on all the previous work we have undertaken as a community and collectively explore what good leadership looks like in practice.
- ▶ We invited the community to listen to our contributors, explore what this means for us, and what practical learning we can take away using breakout groups to enable real conversations and connections.

Ivan shared how HiveMind emerged and its creative and innovative approach to having different conversations about social care.

... what we wanted to do was to create a space where people could come along to discuss issues around social care without a fixed agenda and not within a social care or health care setting.

We also wanted to connect with ordinary people, not people who wanted to know about social care or who were interested in social care but perhaps people who hadn't had any thoughts about it, who might come at it from a different perspective, who might just give us something slightly different to think about.

One of the things about the V&A is that it's got a play park area outside and it doesn't look like any play park I remember as a kid, and it's just that reimagining and how that could help you reimagine.

One of the things that I've found useful was that bit about not being in the social care arena and doing things in a different space and so we've taken that into our home and now all of the staff development sessions take place in a space away from the care home... and it's just a different atmosphere.

All we really challenge people to do is a list of things - people need to be present, be kind, be motivated, be a pollinator and be themselves but come along, we don't force people to come out of their comfort zones but generally people do.

Kirsty shared her HiveMind journey; the mystery, the experience, the rich conversations and the opportunity to create a different story.

Before that meeting I got a letter in the post which had a postcard in it and the invitation was to graffiti or adapt that postcard in any way we saw fit to reflect social care at the time. My postcard was a cup being given to somebody and my idea was to decorate that with gold cracks like the Japanese concept of Kintsugi, so it was broken yet beautiful.

So that first meet in Dundee, I walked into the room, and I can honestly say I found my tribe. It was a valuable network of likeminded, diverse professionals from policy from practice, from within and from those who surrounded care homes. These people have since shared knowledge, have given me different perspectives over the last year and they've become an incredible support network because management can be a very lonely job.

That first afternoon we were asked to stand in the middle of the bustling V&A with our placards and invite discussion from the visitors. I was equally mortified and terrified! That challenged me personally, I got to, and I still regularly do step out of my comfort zone in that safe space that's been created.

I have used my experience from HiveMind events to lean towards more creative learning experiences for our staff in the care home, to empower staff to challenge what always has been and see new opportunities and giving them the supportive space to do so that HiveMind gives me

My deputy comes along to the HiveMinds with me... she says we've got a bank of knowledge, experience and ideas and we want to, more importantly we need to share this widely.

Our collective learning

Traditional ways of working reinforce traditional ways of thinking

Stepping out to a different environment and stepping out of my comfort zone

We need to focus on the people in these conversations – how do we have them feeling valued?

I want to show more bravery and courage to go to a different place and to do things differently as we will get a lot out of it.

We need to say 'I value your opinion, your time and your space'

We have examples of using space differently in midwifery here – appointments out of office hours and at home. This has a clear impact on the women and how they feel in their own space instead of a hospital setting.

We need to ask are we in the right places at the right time for the right purposes in our work?

Investing time and space for 'headspace'

We need to ask 'what if' more

What we ask our bodies to do impacts what and how we can think – what about walking meetings, getting outside to talk and think makes a difference

Psychological safety is a key ingredient of a creative environment

Recognising the importance of creating creative spaces – at all levels

When we meet with others in their home or their spaces, we fit with their rules and open our thinking

If we always do what we always did, we will always get what we always got

Create protected time for learning and creativity

I love that you can take people and an issue to a new physical space to reflect on your workspace - this can help us think differently about our workspace and if it works for us

Institutional buildings encourage institutional thinking, a focus on hierarchy and accountability

Starting with where there is appetite and creating momentum (e.g. communities of practice)

Where do ideas come from? How can we create something that everyone feels part of (instead of being on the receiving end of 'good ideas')

How do we manage messages about no budget for external rooms or spaces – can we swap with others in different organisations?

How do we connect new and old – this is best in a different space.

We cannot solve our problems with the same level of thinking that created them.
Einstein

We do our best thinking and best conversations when we are outside on a walk

Personal reflections

What is your one key reflection from your discussions?

- ▶ Traditional spaces subliminally encourage / cause traditional thinking.
- ▶ Institutional environments bring institutionalised thinking - and often power play.
- ▶ The 'same space' can still be closing our thinking even if it's a positive space - change is good to shake up our thinking.
- ▶ Unleash your inner child - curiosity, creativity, wonder and imagination.
- ▶ An important thing about these spaces, find someone you haven't spoken to!

What is one practical step you will take to apply the learning from today?

- ▶ It's encouraged me to remember what my skills are and to bring them to others rather than perhaps trying to fit the mould of those around me and be more creative.
- ▶ Think about how we can encourage more creativity.
- ▶ Find different places to be with different people to work on specific ideas, challenges or issues.
- ▶ Noticing creative ideas from my team members, encouraging them and creating momentum.

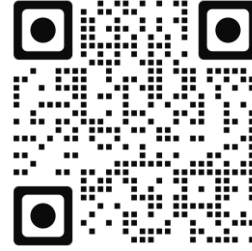
Your feedback

- ▶ I always find something to take away from these events - but I know everyone has a different expectation of time spent in a webinar. I don't come into these expecting a practical skill or tool to take away, but often have a lot of reflective points to take forward.
- ▶ The event was useful – definite ideas here that can be taken forward.
- ▶ Great speakers and conversations.
- ▶ I found the event insightful – it offered a different perspective.

Final reflections

- ▶ What is the impact of the physical space and how does that affect what the team and I are doing?
- ▶ Let's look for different ways of engaging the team – borrow the suitcase idea or identify our own equivalent.
- ▶ Be brave about asking about what different people think rather than asking the same audience.
- ▶ Thinking about difficult things can be fun even if you're outside your comfort zone.
- ▶ "Imagination is the most marvellous, miraculous, inconceivably powerful force the world has ever known." *Napoleon Hill*

Moving forward



Scan for
events



▶ **Tell us more** hello@leadingtochange.scot

- ▶ We read and reflect on all feedback we receive which shapes our future events. Do you have anything you wish to share?
- ▶ How did you use this Reflect & Connect pack? What was useful or what would you like to see?
- ▶ We would love to hear your ideas for potential topics and contributors
- ▶ Do you have thoughts and learning to share? Would you like to write a blog or know someone who could? Our team can fully support you with this.

▶ **To find out more**, please explore

- ▶ [Our community resources](#) – read our latest report or watch a 3 minute key summary, consider our community created assets or watch our short animations
 - ▶ [Our many leadership, sector and programme resources](#) available to read, watch and engage with from internal and external sources
- ▶ We hope to see you again soon at one of our [next events](#) – scan the QR code above to find out more





Thank You!

