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Division of
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SCOTLAND
ROINN SAIDHGEÒLAIS-CHLINIGEACH
AN ALBA

Reflections and Looking Forward

Alison McMullan
DCP-S Chair



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“... we are expected to deliver person-centred, evidence based, efficient and effective care by a motivated, well, and well-trained workforce”

Jennifer Borthwick

Head of Psychological Services, NHS Forth Valley



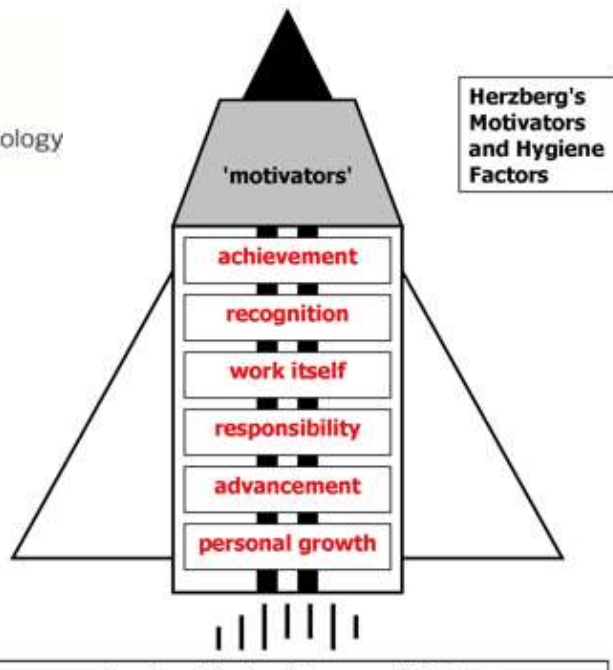
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“It’s not rocket science”

Unnamed Clinical Psychologist
NHS Forth Valley



Herzberg's
Motivators
and Hygiene
Factors

'hygiene' (or 'maintenance') factors		
status	security	relationship with subordinates
personal life	relationship with peers	salary
work conditions	relationship with supervisor	
company policy and administration		supervision

Hygiene factors are merely a launch pad - when damaged or undermined we have no platform, but in themselves they do not motivate.



5 keys to a successful Google team

- Dependability
- Structure and Clarity
- Meaning
- Impact
- Psychological Safety



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- Management Behaviours
- System Designs
- Communication Patterns
- Operating Values
- Technical Supports



WHITE PAPER

IHI Framework for Improving Joy in Work



AN IHI RESOURCE

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“Since joy in work is a
consequence of systems, quality
improvement methods and tools
have a role in its pursuit.”



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Where: The Nursing Patio (if weather is cold, it will be in the Hallway)