

# Activity sheet six: Feel

# Activity 1 – Planning to listen

Use these activities to analyse how effectively you leaders notice how you staff behave in line with your culture and values, and to plan what you need to do to make improvements

Develop an annual plan of activities to ensure you are regularly creating opportunities to listen to feedback and ideas from staff, people you provide care and support to, families, and anyone else who is important to your service.

**For staff, this could include:**

* Annual surveys and shorter pulse surveys
* Performance reviews
* Exit interviews
* Employee surveys
* Employee forums or networks
* Diversity groups
* 360 degree feedback
* Culture/ values/ freedom to speak out guardians who anyone can access and share feedback and ideas with

**For families and service users, this could include:**

* Suggestions boxes/ sharing ideas virtually.
* Annual and pulse surveys
* Listening groups over tea and cake with senior leaders
* Informal conversations and daily interactions with a curious mindset –
* CQC reports

Leaders need to be asking themselves what am I hearing and what am I not hearing?

For Individual Employers you could ask a family members and Personal Assistant’s to help co-produce the plan, thinking about what would feel helpful and would fit in with your ways of working and being together.