

Check out your health at South & West Devon Health Authority

South & West Devon Health Authority was formed in August 1996 as a result of a merger between two Health Authorities. Both Authorities had very rigid and hierarchical cultures.

The new organisation formed a totally new structure comprising ten teams, with an explicit set of values focused on team working and networking.

As part of this major change they were evaluating their training and development needs and their communications in general.

Working groups were established to look at the different areas of the organisation and whilst they were progressing satisfactorily they realised they needed to 'give themselves a proper health check' explained Peter Colclough, Chief Executive, ***"on how well we were progressing, something that would provide very clear feedback and also confirm that we understood what the issues were and what there was still to do"***.

"We used teamindex360© with the whole organisation totalling approximately one hundred. The results were analysed to show the whole organisation and the Team Leaders compared to their teams".

After Peter had discussed the results with Valerie Heritage MD of The Communication Challenge, who own the sole rights to the index360 software, he met with all the Team Leaders together and then with each individual Team Leaders to discuss his or her teams' results. The Team Leaders then arranged meetings with their teams.

"Using teamindex360© helped us to check how well we were performing, it confirmed that we were on the right track and understood what still needed to be done. When you run workgroups you are not sure that you are getting the full picture as inevitably the most vocal people tend to voice their opinions. By using teamindex360© we were sure we heard from everyone and there would be no surprises", said Peter.

Feedback from the Team Leaders was very positive. Terry Ansell, Corporate Management Team Leader commented, ***"teamindex360© is a speedy way of getting people to start to talk about things, to focus on the important areas and to openly discuss different points of view in an open and frank way enabling everyone to explore together their different attitudes about being in the team. It was an excellent mechanism of informing us about where we sat in the organisation and how we related to other teams. It showed us where we needed to work on our relationships within the team and to understand that we are all different. Everyone really took ownership of what existed and we were able to highlight what we had to do to change"***.

As a result Peter is considering using teamindex360© again, ***"so we can be sure we are still moving in the right direction"***.

For further information on the index360 process contact:

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