

Guidelines for Conducting Listening Events

Purpose

Listening sessions allow organisations to engage directly with staff giving them a mechanism to share their views and experiences. The sessions can be a powerful tool in hearing the 'lived experiences' of staff and some harder to reach groups encouraging a culture of openness, honesty and curiosity. Information gained from listening sessions can help shape future strategy and action planning.

Benefits

- Increase staff engagement by hearing directly from staff on their views and experiences on pertinent issues
- Encourage a culture of openness, listening to others, understanding their views and learning
- Learn what does and doesn't work and use this to inform the strategy of the organisation

Procedure

Before the session

1. Agree a suitable topic in discussion with the Trust's Equality, Diversity and Inclusion Lead, Interim Assistant Director, Health, Wellbeing & Equalities and Head of Communications and ensure approval from the Equality, Diversity & Inclusion Committee
2. Appoint at least two Listening Session Lead/s to manage the session one of which must be the Equality, Diversity & Inclusion Lead, Interim Assistant Director, Health, Wellbeing & Equalities or Head of Communications
3. Communicate topics and joining details for the event with staff through internal communication channels
4. Listening Session Lead/s to meet with participants to ascertain what they would like to contribute, ensuring that what they wish to share is relevant to the agreed topic
5. Listening Session Lead/s to advise participants that they can only share their own views and experiences and not the views of any other individuals

6. Listening Session Lead/s to inform participants that they must not name any individual patients or staff or make reference to specific job titles that could identify other staff
7. Listening Session Lead/s to remind participants of their duty to act in accordance with the Trust values
8. Listening Session Lead/s to obtain consent from participants to participate in the event informing them that the session will be recorded and publicised within the organisation
9. Listening Session Lead/s to advise participants that the information they share may give rise to further investigation if any serious issues are highlighted

During the session

1. Listening Session Lead/s to explain running order of events to participants ensuring a relaxed and informal atmosphere throughout
2. Listening Session Lead/s to ensure topic is introduced fully to the participating audience explaining that the session is a safe space for staff to share their views and experiences and to promote active thinking and curiosity about the experiences of other people.
3. Listening Session Leads/s to remind the participants and audience that everyone should be treated with dignity and respect in accordance with the Trust values
4. Listening Session Lead/s to monitor the atmosphere during the event and take action to stop broadcasting or cancel the event at any time if felt it is in the best interests of the participants and the audience

After the session

1. Hold debrief with each participant to check their wellbeing and ascertain if any further support is needed.
2. Produce a summary of the event highlighting any issues raised to be fed back to Equality, Diversity & Inclusion Committee for consideration of any future actions

Appendix 1

Draft Timetable for 2020 – Content to be designed once topics agreed.

October: Disability listening event with support from the disability staff network

November: Brexit – hearing from staff in the Brexit network

December: BAME staff listening event

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