The Improver Podcast | Episode 3 | Look for the Shining Eyes

At the end of this podcast, you will have learnt:

- What it means to be a good leader and the importance of respect towards everyone's role within the healthcare setting
- Why, in healthcare organisations, every employee plays a part in producing success and better patient care
- How to make everyone in the organisation feel valued by recognising their role and contributions
- How to manage confrontational situations
- How you and your team can achieve your goals by setting minimal objectives
- How to engage all employee in suggesting ideas for improvement
- How the COVID-19 pandemic has encouraged a culture of rapid learning in healthcare, especially by embracing technology
- How you can best support your colleagues as they navigate the challenges of the COVID-19 pandemic

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What does innovation mean to you and how has this podcast changed your perception of what it means to innovate?

How many times in the past month have you innovated by starting, improving or streamlining a process or initiative in your workplace?

Thinking about the discussions within this podcast episode, how is innovation captured from everyone in your team or workplace and how can that be improved?

Please identify a colleague with whom you can share this podcast and learning, and continue the conversation.