

The Resilient Project

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Objectives

- Ability to take an outside view of a problem
- Learn how to anticipate challenges
- Benefits of aligning a project with your organisation's values
- Develop an awareness of Bricolage
- Recognise personal attributes that encourage resilience
- Develop strategies to build resilience and manage expectations

Task 1

An anti-coagulated patient (warfarin) requires an INR check prior to minor surgery. The current outpatient protocol is that a patient attends the anticoagulation clinic (Site 1) prior to attending their appointment for surgery (Site 2) with their result. This arrangement is successful in the majority of patients however when the system fails patients are severely delayed or cancelled.

Consider pros and cons within your group

What needs to be considered to drive a successful project?

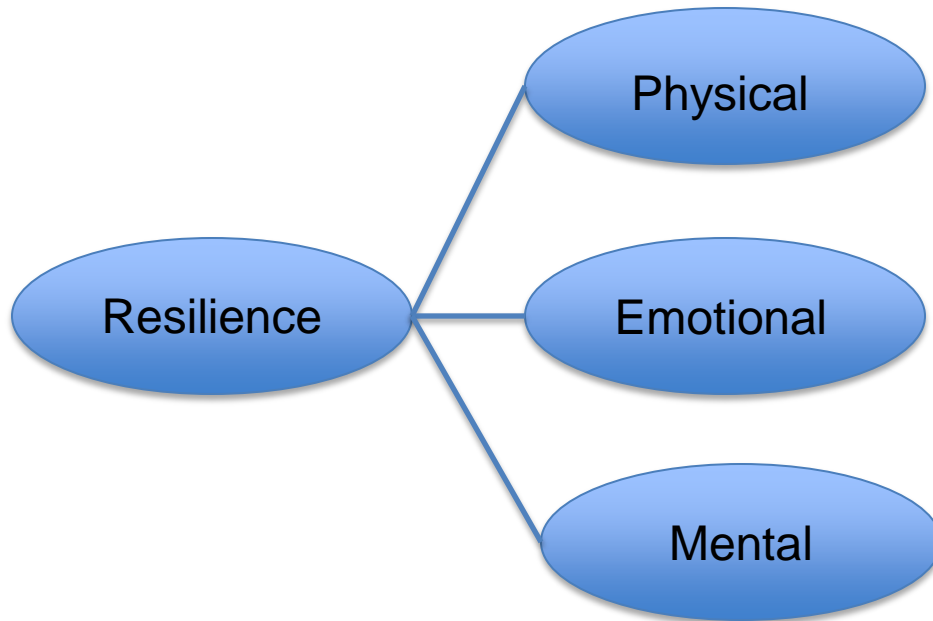
Task 2

Your Division have achieved £5 million savings for the Trust over the last 3 years. However, a staff survey has shown that your Division has the lowest morale and job satisfaction ratings.

What affect would this have on you?

How would you approach improving this?

Summary



References

Coutu, D. (2002) How resilience works. *Harvard Business Review*, 80(5): 46-50

Ellis, K. (2010) Grace under fire. *Training Journal*, November: 50-54

Jeanne Hardacre & Jane Keep (2011). *When the Going Gets Tough*. Health Service Journal Nov 2011