**Making sense of rapid, emergent change** Delivering good change practices is critical right now to benefit from the rapid pace of change and innovation in response to COVID-19. Disruption is a positive force for change that needs personal and team agility to make sense of it. COVID-19 is part of our on-going reality. Working together to give effect to a just and resilient recovery is a shared responsibility.

This template and supporting infographics are aligned to the Health Services Change Framework and are intended to support individuals and teams adapt and act in a rapidly changing environment. Access the full ***Reflect Recover Renew*** infographics: click here [https://www.hse.ie/changeguide/covid19-team-resources](https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/)

**Purpose**

***Reflect Recover Renew*** supports teams to consider what has changed and what we have learned from our COVID-19 experiences. The template and infographics will support you as team leader to self-facilitate a session in order to:

* Take time with your colleagues to pause and reflect
* Consider the learning and make sense of your experiences
* Identify what individual and team supports are needed
* Plan for how services can be resumed or redesigned
* Consider how new practices can be implemented
* Build on new relationships to sustain improvements

**How to use it?**

**Use this template and associated infographics to support personal and team reflection and meaningful conversations.**

* Agree how you will facilitate the team conversation using the prompt questions below.
* Think about how best to create a reflective/learning culture – a safe place to share insights, concerns and hopes based on your experiences of COVID-19.
* Identify who will coordinate the learning efforts – think of ways to make it easy to gather and share insights given the pressures on staff.
* Agree what information you want to collect – use the questions below as a starting point.
* Identify how you will come together to share and act on the learning – ‘on the go’, team huddles, learning sessions.
* Agree how you will share the learning with senior managers and put an action plan in place.

**Team Reflection Questions: Learning from COVID-19**

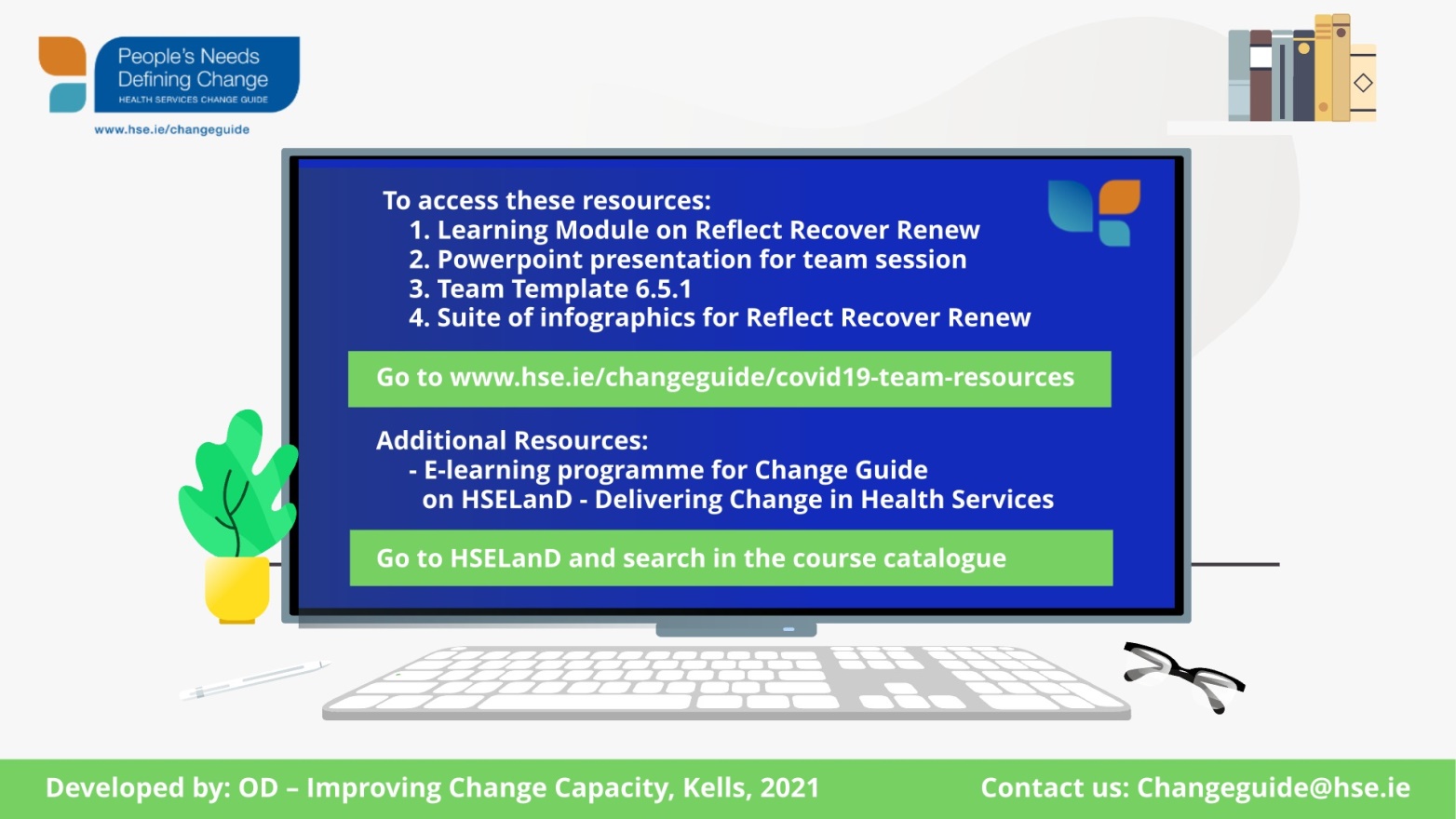
|  |  |  |
| --- | --- | --- |
| **Name of service/team: Date:** | | |
| **Question** | **Response** | **Improvement Actions** |
| **1a. Can you think of ways in which you changed your practice\* that improved the care and service you provide?**  \*New roles, working relationships, skills, technology, work practices, working in different locations etc. |  |  |
| 1b. What helped you to do it? |  |  |
| **2a. What are the emerging possibilities you have seen or experienced that we need to continue?** |  |  |
| 2b. What actions do you need to take to support these possibilities? |  |  |
| **3a. What can you as a team do differently now?** |  |  |
| 3b. How will these changes impact for patients/services users and for staff? |  |  |
| **4a. What are your key change challenges?** |  |  |
| 4b. What would help to address these challenges? |  |  |

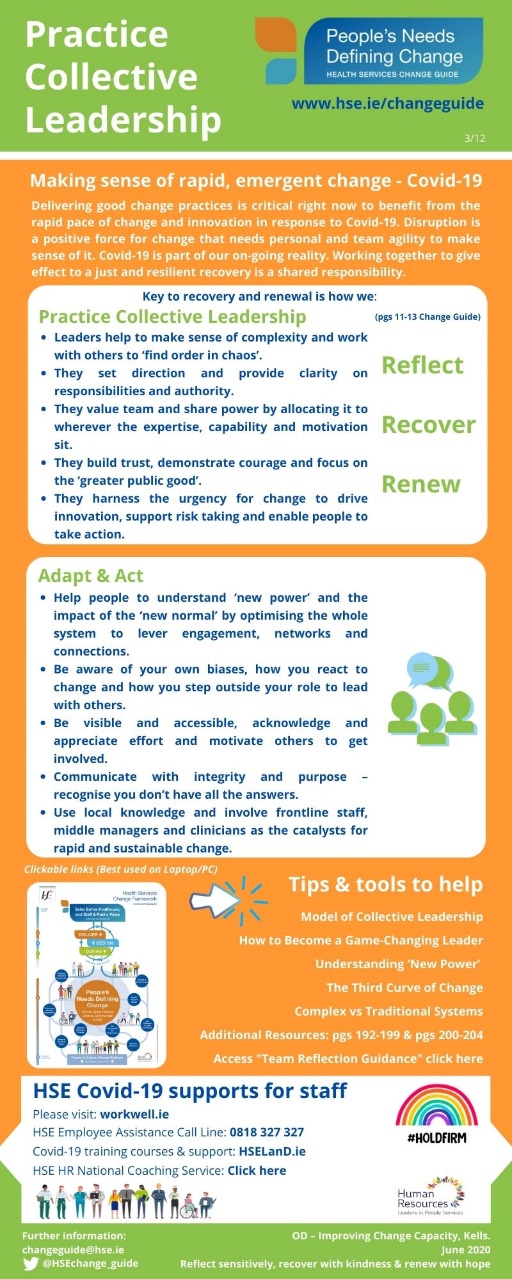
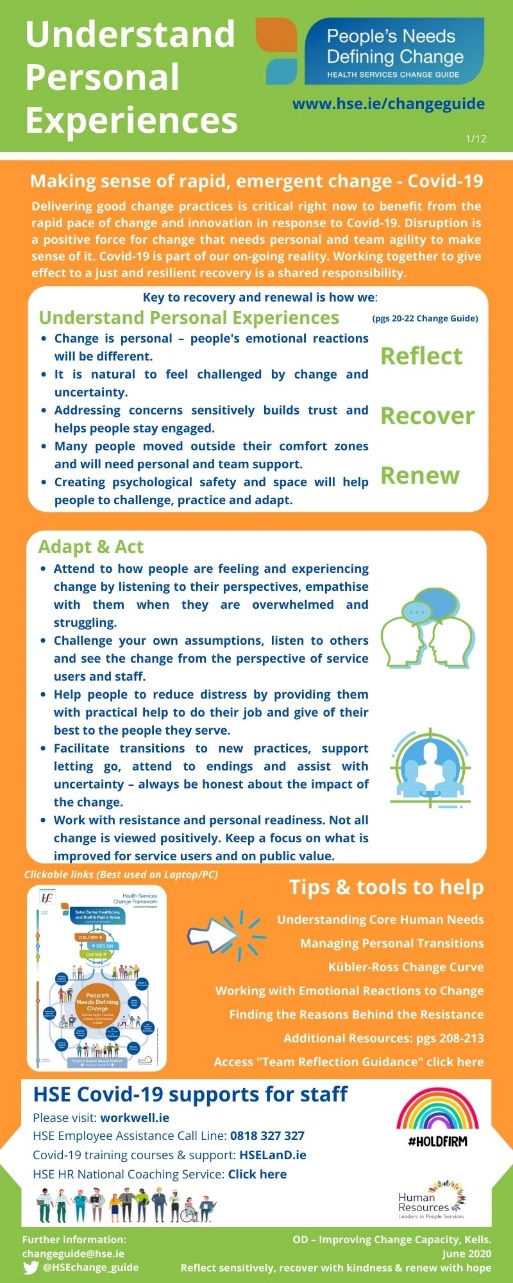
***Reflect Recover Renew* – infographics**

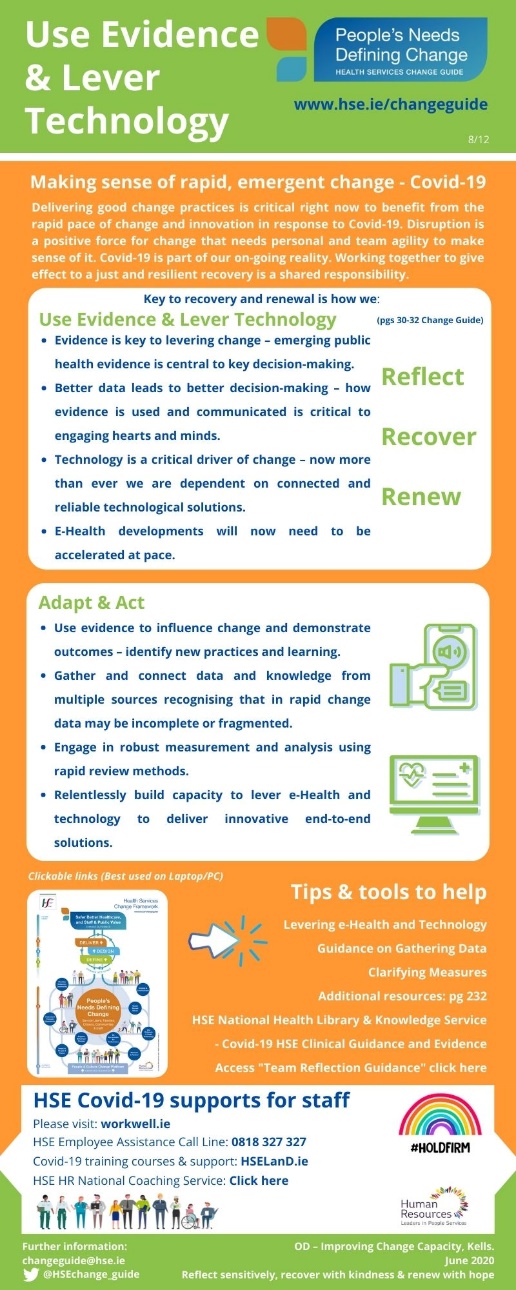
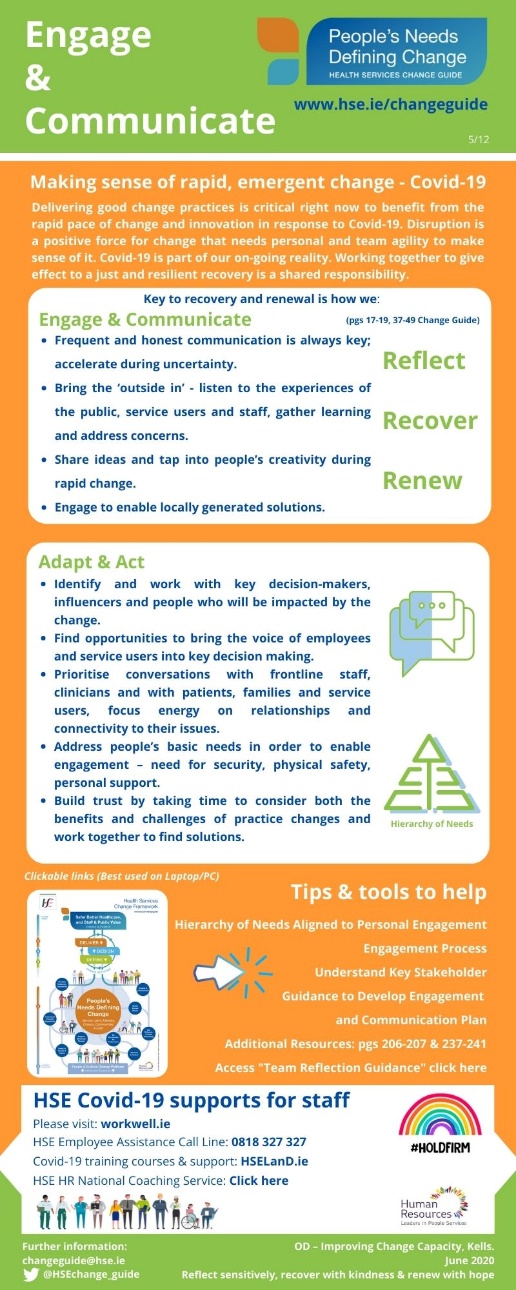
Now that you have gathered the data from your team reflection you can access the helpful infographics and tools from the Change Guide. As a team leader take some time to read through the guidance set out in the ***Reflect Recover Renew*** infographics (see samples overleaf) considering the following questions:

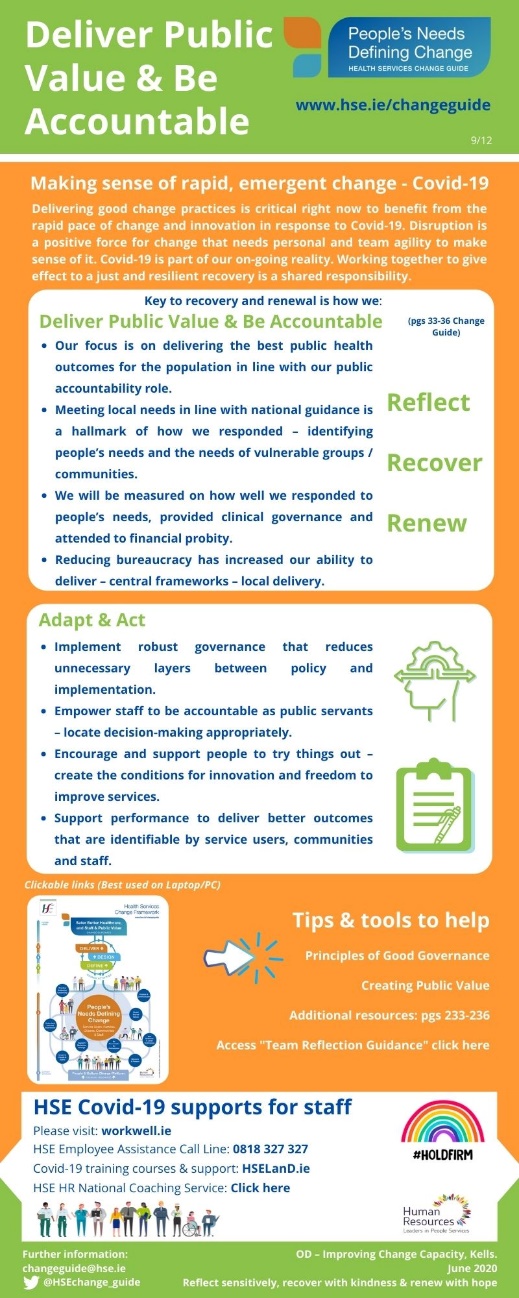
* What resonates with you and connects with your team reflections?
* Are there actions you can take to progress the guidance provided?

Access **Reflect Recover Renew** and **Health Services Change Guide** resources – see details below.

**To access the live version of each infographic please visit** [**https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/**](https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/)

[](https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/reflect-recover-renew-model-shared-values.pdf)[](https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/practice-collective-leadership.pdf)[](https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/reflect-recover-renew-support-behaviour-change.pdf)[](https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/reflect-recover-renew-understanding-personal-experiences.pdf)

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