



PROCESS: Leadership Framework

PROduce Creative Effective Simple Solutions

PROCESS maps out the PROMISE change paradigm. The insights from our journey have been integrated with contemporary leadership and management theory into this co-produced model. Transforming the nature of day to day interactions at the frontline is dependent on engaging staff and patients in scripting and enacting a new discourse. This is a fairly complex affair and needs a fluid approach. The PROCESS training workshop provides a framework for leadership to lean on while navigating through this maze. Although designed for healthcare, we believe the model is transferable as it will empower staff to 're-innovate the wheel' and continuously build on the small changes that make a big difference. Within PROMISE we listed over 200 bottom up initiatives in 2014 - 15, an association can be drawn from the consistent 90%+ scores in patient experience over this timeframe.

The three key phases of PROCESS and their components are:

Envision: Insight to Ideas

Enquire: what's good and what could be better

Explore: the contradictions at the heart of mental health

Empathy: help people imagine 'what might be'

Enable: Ingenuity to Innovation

Empower: create a culture of personal responsibility

Exchange: celebrate innovations by replicating

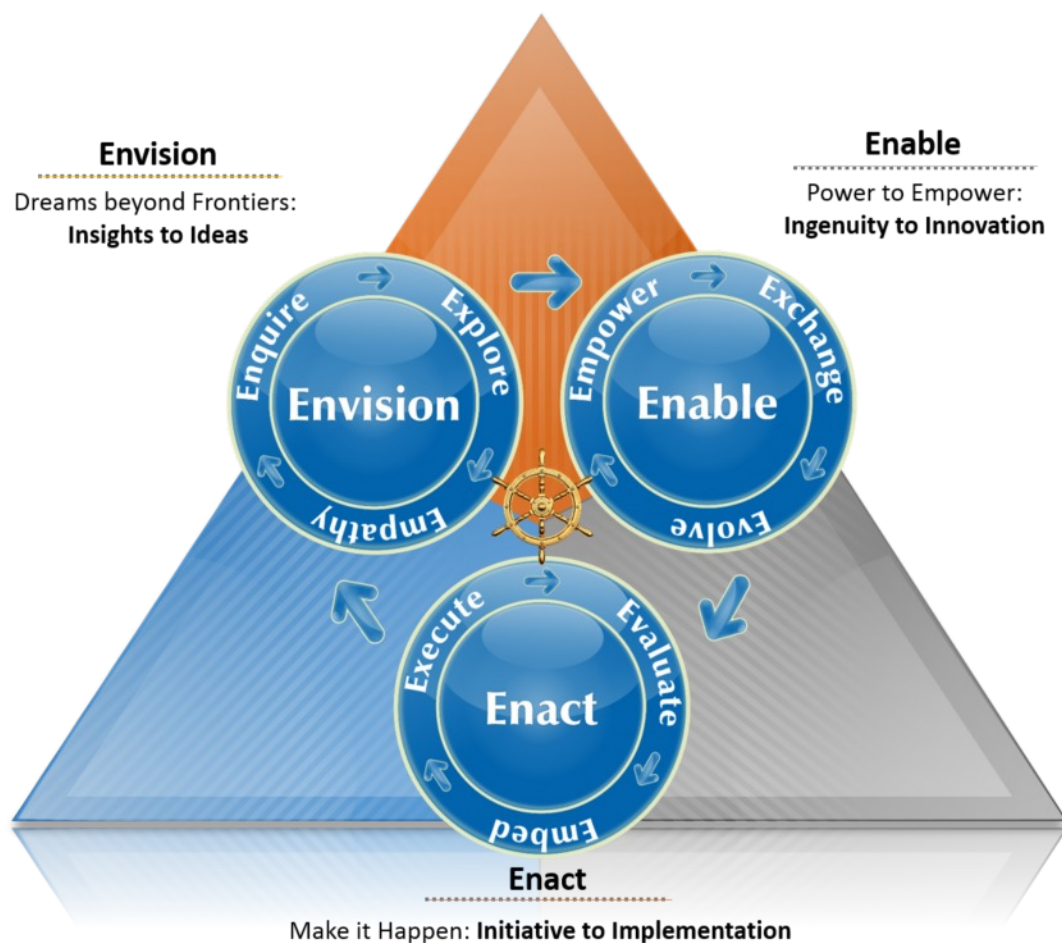
Evolue: re-innovation for continuous improvement

Enact: Initiative to Implementation

Execute: make it happen

Evaluate: critically analyse the journey

Embed: culture of continuous improvement



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