The iMatter Action Planning Discussion

The most important part of the iMatter cycle is the team discussion about how you and your team will use the results to help create a better workplace

This note provides some helpful hints on that discussion

iMatter Planning

Once you have received your iMatter report you should:

1. Make sure all members of your team have your team iMatter report
2. Arrange to meet with your team. This can often be one of your regular team meetings rather than a separate meeting
3. At the meeting, discuss what the report has told you
4. With your team, identify and agree three improvement actions. These should have owners and timescales
5. Agree how you will monitor the implementation of these. For example, will you have these as regular updates at your team meetings

Purpose of your iMatter Planning Session

- Discuss the content of the team report (or Directorate/HSCP report where a team report is not available)
- Identify areas where the team can celebrate what is going well and where they may feel they can make improvements
- Discuss ideas and suggestions for improvements
- Contribute to the action plan

Suggested Format of the iMatter Planning Session

NHS
Greater Glasgow
and Clyde

You should tailor this for the needs of your team

- Welcome everyone to the session & thank the team for completing their iMatter questionnaire
- Talk through the purpose of the discussion
- Identify which areas within the report are suggested as strengths for the team
- Identify which areas within the report are suggested as development areas for the team
- Look at changes to results from previous years; discuss any reasons for significant changes
- Work together to identify and agree up to 3 actions to address these in the year ahead. Actions should be agreed by the team

Hints and Tips

- Remember, everyone's opinion counts - comments/suggestions can be received before the session from those unable to attend
- Encourage all team members to participate and discuss the report and agree an action plan for the coming year
- Don't just focus on areas for improvement. Also identify areas you want to celebrate as a team and do more of
- Keep the discussion open. The iMatter questions are the start of the discussion but there may be other issues that are important to staff.
- You may wish to consider scheduling time with any team members after the session who may raise something which is more of an individual query or concern
- Make sure you share the outcome of the meeting with all staff, including those who couldn't attend. It's important to staff that they see their feedback is being listened to and this is leading to improvements
- You can find more helpful guidance on HR Connect