



SELF, TEAMS AND TEAM OF TEAMS (STATT)

DELEGATE IMPACT
2024

STATT

THE STORY SO FAR

During the vast pressures of the pandemic we, along with the rest of the world, closely observed its profound impact on healthcare professionals. Having experienced intense and high-pressure environments ourselves, we at Take Point understood the mental and physical toll such conditions can take - not just on individuals but on entire teams.

Driven by our purpose to serve and make a meaningful difference, we set out to develop a programme to support the NHS. Our STATT course, originally designed to address immediate challenges, has evolved to meet the needs of a post-Covid world. Despite these adaptations, it continues to focus on key outcomes such as enhancing awareness, building resilience, and fostering team cohesion.

Today we are actively broadening our reach to help the NHS cultivate a workforce that is collaborative, empathetic, and deeply connected. By doing so, we aim to drive lasting benefits for patients, staff, and the wider organisational culture.

1435

DELEGATES
IMPACTED

75

COURSES
DELIVERED

9

TRUST
PARTNERSHIPS

Delegate Impact - Contents

04 Key Insights

07 Personal and Professional Impact

09 How delegates felt following the STATT programme

10 Feedback from Senior Managers

11 Feedback on Facilitators

12 Personal Facilitator Experience

13 Case Study 01 - Brigida

15 Case Study 02 - Paul



Key Insights

"My experience with the Take Point facilitation was engaging and action-oriented, which stood out compared to previous training sessions I've attended. Rather than just listening, we were encouraged to actively participate, applying what we learned immediately. This approach allowed us to practice skills in real-time and gave us a chance to identify areas for improvement on the spot. The focus on reflection was also valuable, as it allowed us to pause and evaluate what went well and what could be adjusted moving forward. This mix of interaction, reflection, and hands-on learning made the session particularly effective and relevant."

"It is the most enjoyable and thought-provoking course I have ever attended."

"I thought the delivery and content of the course was amazing in comparison to others I have taken. In general, courses like this that I have taken have been somewhat useful but largely forgettable whereas I am sure that many of the things I have learned here will stay with me for the rest of my career. This course also encourages you to think more deeply about the challenges faced in life in general rather than just at work. Couldn't recommend highly enough."

"I felt that it was a very, very safe space that I could open up to people."



“If staff undergo this training, they will have better understanding of oneself and teams which will reflect to patient care and outcomes.”

“It was interesting to hear other people’s experiences and challenges. It was lovely to see people felt comfortable sharing difficult experiences. The trainers were so open as well and that made the sessions more comfortable and engaging. It certainly was a safe space and non-judgemental.”

“There are a lot of historical processes that no longer work in the NHS. This empowers people to work together more collaboratively to move things forward.”

“It was enjoyable, you know, it was fun. It was never boring. It was such a great course. Probably the best one I've ever done. I've done quite a lot of different personnel managing courses and what have you. But this STATT course is so good.”

“Staff from a wide of disciplines help bring in course material to real life situations and examples. Learnt how the military and NHS may have similar commonalities and how we could learn from each other.”

“Very different in that it provided us with opportunities to complete lots of tasks together. Lots of courses really are death by PowerPoint and whilst I appreciate theory is necessary, putting it into practice with the tasks that we were set really helps to consolidate the learning.”

“I feel like the course was carried out outstandingly. I would not change anything about it.”



“For myself personally I feel that all staff in the NHS should have the opportunity to experience this programme and benefit from it.”

“The one good thing about COVID and courses like this is the realisation and the appreciation that we do need to look after people emotionally.... we need a programme like this to help people have that safe space and have that support”.

Personal and professional Impact

“I can apply all aspects of the course into my workplace, I can better understand myself and my interaction with my team as well as better understand members of my team and how they work. I feel more confident or have challenging conversations when required. I can listen more effectively to others and make positive changes. I can use techniques learnt to try to communicate better with more senior managers.”

“Overall though everyone is singing the praises of the course, myself included, and I really valued and enjoyed the experience, as much from a personal reflective perspective as from a professional standpoint.”

“It was so much better than any other leadership training I've been to, it engaged me and kept my attention which for someone with ADHD and autism is a BIG thing! It helped me explore my reasons for being the leader I am and highlight issues I need to work on myself and others.”

“I think it's [STATT] made me more aware of myself and conscious of how my team functions because of how I lead/manage. I think the course gives you ideas about different styles of learning and personalities which is good to reflect on.”

“After attending the course, I feel more confident in understanding the different communication styles and how to apply them effectively. I now have a better grasp of how to adapt my approach to connect with others in a way that is both clear and impactful.”

“It did make me more careful in meetings that I had with people, dealing with a particularly difficult member of staff who had lots of problems and lots of issues. So the course helped me to deal with that person and situations like that in the future”

“I have learnt how to brief and debrief in a situation, maintain good communication, so staff know what they are facing and our shared vision. It can improve the quality of the care we deliver to the patient and reduce the time was used too.”

“Personal insight and insight into other people.”

“As a better Leader I am now aware of the significance of working collaboratively as a Team and as Teams of Teams which means improvement in how Care is delivered.”

“I feel empowered and feel motivated that whatever task or obstacles I might face in the future as a leader, I am sure that I will be able to pull through and deliver the objective because there is something I could look back and reflect back from the training.”

HOW DO YOU FEEL AFTER ATTENDING THE PROGRAMME?

I feel uplifted.

A LOT MORE CONFIDENT.

ENERGISED AND MORE CONFIDENT.

Empowered.

ENERGISED, ENTHUSED AND MORE SELF-AWARE.

LIKE I KNOW MORE NOW WHAT
KIND OF LEADER I WANT AND
NEED TO BE.

**Motivated to
bring changes.**

EMPOWERED AND EXCITED TO APPLY LEARNING TO WORK.

Confident and more competent.

ENLIGHTENED AND LOOKING
FORWARD TO PUTTING WHAT
I'VE LEARNT INTO PRACTICE.

VERY ENTHUSIASTIC.

**That I will be
more productive
and effective in
my role.**

**I feel more
confident,
knowledgeable and
maybe wiser on how
to tackle
challenging
situations at work.**

INSPIRED AND MORE AWARE OF MY SELF-LIMITATIONS.

EMPOWERED TO LEAD MY TEAM.

Feedback from Senior Managers

“STATT is our best attended programme with very low attrition and a healthy waiting list. This is something we have not seen with any other programs that we deliver or commission.”

“The STATT programme has proven to be a refreshingly new way for our staff to enhance their learning in regards leadership and team working. I am regularly contacted by staff who have attended who tell me it is ‘the best course’ they have ever attended but more importantly am now having managers tell me the changes they have seen in staff performance and how they have taken their learning to the next level to enhance their performance and work more effectively across teams. We would definitely recommend the programme to other NHS organisations.”

“The change I and other senior colleagues have seen in staff and teams because of the programme is almost unbelievable. Staff talk about the positive impact of this programme when I meet them in the clinical areas and how they have used learning from the programme in their daily practice. They have even talked about how this programme gave them strategies to manage which changed their mind about leaving the NHS. Senior staff talk about the real time impact they have seen in individuals and in team working across all specialities.”

“As a Nursing Director I have had years of experience in sending staff on training programmes and in my current role commissioning programmes, but for me STATT brings something uniquely different and is one of the very few programmes where the difference is visible in staff and ultimately in the patient care they are able to deliver.”



Feedback on Take Point Facilitators

“I think if anybody, you know, has got that insight and understanding it's your [Take Point's] team.”

“The facilitators were very keen with time and made sure that all participants feel safe when sharing opinions and experiences.”

“Their experiences, some of which were just quite amazing to listen to. It's just anecdotally, you know, I was like, you guys are so cool. They should know that that was what made it entertaining and made it engaging. They weren't just there, performing and being entertaining. Very, very practical. And I liked that a lot.”

“All facilitators have been excellent. Your expertise in the subject matter was evident throughout the training, and your ability to convey complex concepts in a clear and concise manner was truly commendable. Your enthusiasm and passion for the topic were contagious, making the learning process engaging and enjoyable for everyone involved. Moreover, your facilitation style created a welcoming and inclusive environment that fostered open discussion and active participation. You skilfully encouraged dialogue, ensuring that each participant's perspective was valued and heard. This created a collaborative atmosphere that allowed us to learn from one another and gain diverse insights.”

“it's very, very engaging and the people doing the presentations were incredibly engaging and incredibly good at getting people to chat.”

“Very engaged group of facilitators who were genuinely passionate about the course.”

“I am in admiration and awe of how you made yourselves emotionally available to us and created an atmosphere of trust almost instantly, in which everyone felt safe.”



Personal Facilitator Experience

Facilitating on the STATT programmes has been one of the most rewarding aspects of my career. I feel extremely proud to witness and contribute to the profound growth and connection that occurs over just three days.

The impact of the STATT program on the delegates—and on me personally—was extraordinary. Watching participants evolve from Day 1, often arriving with anticipation and apprehension, to leaving on Day 3 empowered and transformed, is a privilege. STATT provides a unique environment where delegates experience a whirlwind of emotions: joy, frustration, breakthrough "lightbulb" moments, and profound development. The safe, supportive atmosphere fosters openness, allowing participants to express their emotions and offer genuine support to colleagues they've just met. This openness often leads to powerful insights—not only in their professional lives but also on a deeply personal level.

One of the programme's greatest strengths is its immersive nature. By stepping away from their daily working environments, delegates are free from the distractions of emails or being called back to work. This allows them to be fully present and embrace the experiential and transformative experience that STATT offers.

Even months later, delegates share stories of how STATT has influenced their practice and shaped their teams. They describe implementing strategies that have reshaped entire departments, creating a ripple effect far beyond their individual experience. Many express a desire to return for further training or a refresher course, highlighting the lasting impact of their time with us.

With 27 years of experience within military and NHS environments, I thought I had seen most approaches to professional and personal development. However, observing the STATT program in April 2022, with a view to becoming a Facilitator for Take Point Training, profoundly shifted my perspective. By halfway through Day 1, I was so inspired that I emailed Shaun with a simple, heartfelt message: "I'm in!"

Case Study 01: Brigida

What preconceived ideas did you have of STATT before you attended?

Everybody said it was really good. All of my colleagues were like, 'oh, you'll love that. You'll have a great time.' I guess my expectations were quite high from the start because everyone loves it.

What were your impressions during the STATT course?

It was a surprise the first day being so focused about yourself - I kind of wasn't expecting that. But that was good, and I actually think out of the three days that first day for me personally was the most valuable.

I went in pretty much blind. I didn't know much at all at the start. The first day that really kind of captures you, doesn't it, a bit off guard. But I know that's the whole point.

It was a really positive experience, and you could kind of tell from the group of people that we were with, everybody was quite chatty and happy and all blending together really well at the end. Whereas at the start with most courses you don't talk to the other participants, you all just kind of sit there quietly. By the end we were all chatty and quite noisy. So there was a big transition in the three days, which I think was nice to see as well.

Was there anything particular during the course that landed with you more than others?

I really liked the five P's - that was really helpful. Just reflecting on myself and sometimes when things are not going well, which one [of the 5 P's] is my automatic go to. I'm just thinking about other people, but thinking about your own attitude as well.

All the games are really fun and it's such a different way of learning and it's a bit of a break from clinical, and not so much theory.



I'm an educator and I keep reflecting on how I can try and build more creative things into my own teaching, coming up with an example of something that's quite arbitrary, but it gets your point across.

It was really nice to have some creativity. I feel like again being healthcare workers, we're very rigid. We just do the job. But it's very structured and it's based on best practice, but because there were games and activities, you had to think in a really different way. By day three, we were all much better at that. The first day we were all very rigid in our thinking. So it was good to be mentally challenged to think in a different way. I really enjoyed that.

The hot and cold debriefing and talking about the two different ways [of briefing]. And when one is good and one when is difficult and more beneficial for different environments. That's very relevant to my job as well.

The stuff about trust was massive as well, and obviously that comes more from the military side of things, but I can definitely link that into our roles, especially because the NHS is getting more and more challenging. I think trust is really kind of the crux of it, it's good to use that kind of language as people can understand that.

I like how I like how the days build on each other. The first day you're thinking about yourself, so when you get to the second or the third day and you're feeling frustrated, you're kind of already doing a bit of meta analysis of your feelings in those tasks because you learnt about it on the first day. So I really like the structure of it. I think if it was done in a different order, it wouldn't have the same build up impact.

What have you applied from STATT on returning to work?

Definitely trying to think of ways that I can try and be a bit more creative with my own teaching. I liked the term 'everyday courage' and just trying to be a little bit kinder to myself is a big part of it.

Also, being more aware of Team Dynamics as a more structured idea rather than focus on individual personalities. Do they come together as a group? That's a big thing here. Everything we do is as teams and they're not always consistent. There's a bit of challenge in that when people move around a lot. So trying to think of ways that we can structure stuff here a bit more so that people stay in the same teams a little bit longer so they can build better relationships. I think that's something from the course - if you worked with the same people more frequently you get to know how they work a little bit better.

I do use 'WIN' - the 'what's important now'. I use that for myself and I use that for other people when they're trying to explain a patient case. They can ramble. Breaking it down and saying, 'what do we need to do right now' and help people to narrow their briefing information down about patients - that can be helpful.

What has been the greatest impact on you personally/professionally as a result of doing STATT?

Overall, it's a really fantastic course and obviously it has been - our band sevens here have all been doing it for a really long time and there's obviously a reason for that because they find it very beneficial and very useful.

How does that make you feel seeing the difference since the course?

We have a lot of struggles in the NHS but being able to all come together and be successful ended on a positive note. It felt really uplifted and really motivated after STATT.

What is it about STATT that you would recommend a colleague to attend?

I think it's really great course. It feels really different to any other training course I've ever done. I like that it challenges you and it makes you uncomfortable. But I mean that's the reality, isn't it? That's what work life is. You shouldn't be comfortable

because you'll be bored. So I found it really empowering because it does make you uncomfortable and scared, but then you push through that and then you learn a lot about yourself. And it's also just really fun.

Would you make any changes to the STATT course?

It might be good to have some sort of follow up maybe?

Do you have any further comments?

I think it is one of the most valuable training sessions that I've done. Ever.

Case Study 02: Paul

What preconceived ideas did you have of STATT before you attended?

I think I approached it to be honest, with slightly cynical view thinking, oh, this is gonna be some airy-fairy nonsense that I'm not going to be able to make use of. But that evaporated very, very quickly. You know, I thought it was fantastic

What were your impressions during the STATT course?

It was enjoyable, you know, it was fun. It was never boring. It's very, very engaging and the people doing the presentations were incredibly engaging and incredibly good at getting people to chat.

People were very supportive of each other, encouraging each other and quite a variety of people with a big range of experiences. As the course went on, I was thinking and picking up that what was being talked about was very practical and applicable, you know not something abstract that you couldn't relate to your actual work and the people you deal with. It made me think about how I want to handle the team and myself.

Was there anything particular during the course that landed with you more than others?

I think it was about trying to be more deliberate in my meetings with people, so whether it's a 1-2-1 meeting or a reward meeting, mostly 1-2-1 appraisals or performance management. To be perhaps more in control of myself in terms of 'this is what I want to happen, this is what I want to present to that person', you know, in terms of as a role model, what my expectations are and what I want the outcome of the meeting to be. Many times, when I do 1-2-1 meetings with people like appraisals, if I'm not careful, I do all the talking because sometimes it's like getting blood out of a stone. We are getting them to actually think about it and respond in a genuine way, because it can be very rushed, and they don't want to do it particularly.



What impact was there directly after you completed the course?

It did make me more careful in meetings that I had with people, dealing with a particularly difficult member of staff who had lots of problems and lots of issues. How to handle that person was very, very challenging and the course did give me some tools to help with that certainly. That was very much needed.

What is it about STATT that you would recommend a colleague to attend?

The practicality of it and the way it opened your mind up to thinking different ways about things and helped you to gain tools that you could use in your interactions with people and to try and structure things. I've recommended to quite a lot of people already, wherever I've had the chance and said if you need some more training, this is a good thing to do.

Do you have any further comments?

It was such a great course. Probably the best one I've ever done. I've done quite a lot of different personnel managing courses and what have you, but this STATT course is so good. I've got a lot of respect for that you [the facilitators] know, it's a different world, but it's a big organisation where you have to deal with people dealing with problems, dealing with teams and all this kind of thing, hierarchies and stuff like that. Their experiences, some of which were just quite amazing to listen to. It's just anecdotally, you know, I was like, you guys are so cool. They should know that that was they made it entertaining and made it engaging. But you know, they weren't just there performing and being entertaining. Very, very practical. And I liked that a lot.



**To find out more about how the
STATT programme can benefit
your NHS Trust, please visit:**

www.takepointtraining.com

