



Co-Production Activity

Objective:

Practice authentic relationship-building through one-to-one conversations

Steps:

- 1. Document the change:** Choose a colleague, patient, or team member to have a focused conversation about an improvement challenge.
- 2. Start with Purpose:** Begin by explaining the purpose of the conversation and setting a clear time limit (e.g., 15 minutes).
- 3. Ask Open Questions:** Use open-ended questions like:
 - What challenges do you face with this issue?
 - What matters most to you in solving this problem?
 - How can we work together to create a solution?
- 4. Listen Deeply:** Spend 80% of the time listening and only 20% talking. Take notes on the other person’s inherent values and suggestions.
- 5. End with Commitment:** Summarise the shared insights and agree on one small action both parties can take to move forward.
- 6. Finish by Reflecting:** Finish by capturing your reflections in the *What, So What and Now What* table below.

What	So What?	Now What?
<i>Prompts:</i> ...did I learn about? ... was I expecting?	<i>Prompts:</i> ...does this teach me about myself? ... should I do differently to make it better?	<i>Prompts:</i> ...do I know about the enablers and barriers? ... do I need to improve to improve my skills for future work?