

# Case Study - Developing Human Skills for NHS Workforce Transformation



## The Challenge

Colleagues from Coventry and Warwickshire Partnership NHS Trust (CWPT) are navigating increasing workplace complexity and pressure. As part of the NHS's wider ambition to strengthen workforce capability, resilience, and leadership, the Trust is seeking ways to focus on practical, people-focused development.

## Our Approach

We delivered an engaging taster experience that encouraged reflection and collaboration while building self-awareness and resilience, grounded in the real challenges faced by NHS staff. In partnership with CWPT, we designed a bespoke programme that aligned with NHS priorities and combined theory with practical application. The one-day Human Skills Taster Day, held at Ashorne Hill, covered:

- Emotional Intelligence to support greater awareness of self and others
- Exploring what makes an effective and healthy team
- Reflecting on personal and organisational values and purpose
- Strategies for managing triggers and maintaining positive impact
- Strengthening communication and collaboration in challenging situations

## The Impact

The workshop enabled participants to step away from operational pressures and fully engage in learning that was relevant, reflective, and immediately applicable. Everyone engaged positively, creating a supportive environment rooted in trust that helped participants to

- Be open and share experiences to develop greater awareness of their own responses and behaviours
- Strengthen confidence in communicating and collaborating with others
- Reflect on resilience and personal impact in demanding roles
- Reconnect with values that underpin NHS work and patient care

## Feedback

“This was such a wonderful day that gave the team time away to reflect and to take part in team building exercises. As part of Mental Health we manage such difficult and complex situations that it can be challenging to think outside of our own scope and remit. This day was really useful to bring us together as a team and will be recommended to colleagues.”

**Jodie Shepherd,**  
Head of Service  
Coventry and Warwickshire Partnership NHS  
Trust Management, Community Mental Health



## Conclusion

By providing a focused and immersive Human Skills Taster Day, the L&D experts at Ashorne Hill supported CWPT staff to reflect, reconnect, and build capability in areas critical to NHS transformation. The experience highlighted how well-designed development interventions can strengthen resilience, collaboration, and leadership, helping NHS teams feel better equipped to meet current and future challenges.

