

More information at [www.learningfromexcellence.com](http://www.learningfromexcellence.com)

## Step 1: define

- ✓ What would you like to improve?
- ✓ Why is this important to you/ team/ Trust?
- ✓ What changes would you like to see?



## Step 2: collaborate

- ✓ Who can enthusiastically help?
- ✓ Who needs to know/ should be informed?
- ✓ Could you apply for some funding?



## Step 3: design

- ✓ What is your overall aim?
- ✓ How will you measure change?
- ✓ Are there balancing measures to be considered?
- ✓ What data is needed & how much?



## Step 4: enable

- ✓ Is the team confident with the local LfE system?
- ✓ Have you practiced mini-AI interviews?
- ✓ Could you access QI methods training/ support?



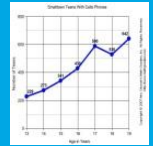
## Step 5: seek, report, inquire,

- ✓ Actively seek excellence in your chosen metrics
- ✓ Generate excellence reports and ensure that they reach intended recipients
- ✓ Have mini-AI conversations with recipients



## Step 6: measure

- ✓ Your project should generate both qualitative & quantitative data
- ✓ Monitor run charts weekly
- ✓ Take care to anonymise data



## Step 7: improve

- ✓ Keep up the intervention & use AI insights to inform on-going improvement cycles
- ✓ Keep your project “in the conversation”



## Step 8: share

- ✓ Share widely what you have achieved: frontline staff, managers, Trust board and further afield via social media, conferences, posters & publications



S W O T →

S

Strengths

A

Aspirations

O

Opportunities

R

Results



# Strengths, Opportunities, Aspirations, Results

The benefits of SOAR are explained in more detail on card 18.

This SOAR drawing has been adapted from **The Thin Book of SOAR: building strengths-based strategy** (2009) by Jackie Stavros and Gina Hinrichs.



# \*Resources

[www.learningfromexcellence.com](http://www.learningfromexcellence.com)

[www.health.org.uk](http://www.health.org.uk)

<https://www.england.nhs.uk/signuptosafety/wp-content/uploads/sites/16/2015/10/safety-1-safety-2-white-papr.pdf>

[https://www.uzh.ch/cmsssl/suz/dam/jcr:fffff-fad3-547b-ffff-ffffe54d58af/10.18\\_kahneman\\_tversky\\_81.pdf](https://www.uzh.ch/cmsssl/suz/dam/jcr:fffff-fad3-547b-ffff-ffffe54d58af/10.18_kahneman_tversky_81.pdf)

<https://www.youtube.com/watch?v=QCnfAzAlhVw>

[www.civilitysaveslive.or.uk](http://www.civilitysaveslive.or.uk)

<http://www.safetydifferently.com/the-varieties-of-human-work/>

[www.appreciatingpeople.co.uk](http://www.appreciatingpeople.co.uk)

<https://hbr.org/2019/03/the-feedback-fallacy>