



Support line managers to lead and engage

This guidance aims to help you create a local approach to staff engagement in the context of the wider workforce strategy for your organisation and its overall approach to staff experience.



Improved support and training for line managers has been developed by a number of organisations with an emphasis on developing engaging leadership styles.

Line managers play a key role in ensuring that voices are not only heard, but responded to. By developing line managers as compassionate leaders, trusts can help to improve lines of communication with staff and increase levels of overall engagement.

A range of tools have been developed by trusts to support managers foster engagement such as the Team Engagement and Development Tool at Lancashire Teaching Hospitals Trust.

Team Engagement and Development in Lancashire

Lancashire Teaching Hospitals NHS Foundation Trust has developed an innovative approach to staff engagement called the Team Engagement and Development (TED) tool to encourage leaders to take ownership of engagement and satisfaction. This has enabled the organisation to build team leaders' capability in making improvements to colleague experience and take a continuous improvement approach in response to the NHS Staff Survey results.

Take a look at the [case study](#) to learn more.