

CITIZEN

Leadership



Leadership Academy

North West

Playbook



The Citizen Leadership programme at a glance

STAGE ONE

What makes you tick?

- What is Citizen Leadership?
- Purpose and passions

STAGE TWO

Getting started

- Setting your goals
- Confidence is King
- Developing ideas
- Putting ideas into action

STAGE THREE

Leading and learning

- How's it going?
- Learning from what goes wrong

STAGE FOUR

Sharing and connecting

- Building your tribe
- Going social
- Sharing your story

STAGE FIVE

Making it long term

- Looking after yourself
- Celebrate
- Keep going



HOW TO USE THIS BOOK

This book includes all the session plans needed to run a Citizen Leadership programme.

The simplicity of the book enables people with no facilitation experience to lead the sessions. However, good communication skills are essential.

The activities are adaptable and can be changed to suit different groups.

Many of the activities are conversation prompts that will encourage people to explore who they are and what it means to be a citizen leader.

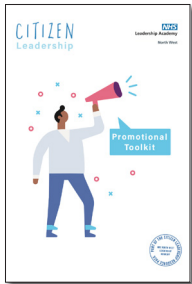
This Playbook should be used in conjunction with the Facilitator Pack Promotional Toolkit and 365 days of Citizen Leadership Calendars.

ENJOY THE JOURNEY!



365 DAYS OF CITIZEN LEADERSHIP

A series of calendars that share small things each day that will help you to explore your community, learn about public services around you and build your skills and confidence as a citizen leader.



PROMOTIONAL TOOLKIT

A step-by-step guide to promoting your own Citizen Leadership Programme, including:

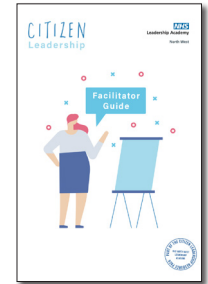
Sample Materials – Promotional action plan, Promotional flyers, Promotional quotes, Promotion evaluation.

Templates – PowerPoint template, headed note paper certificate, citizen leadership JPEG logos and blank quote slide (to make your own quotes).



FACILITATOR PACK

A practical guide for organising and facilitating your own Citizen Leadership Programme, including handy questionnaires to help you measure the impact of your programme.

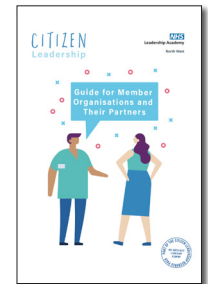


CITIZEN LEADERSHIP PLAYBOOK

At the heart of the resource pack is the playbook. This book includes all the activities needed to run a Citizen Leadership Programme.

CITIZEN LEADERSHIP GUIDE FOR NHS NWLA MEMBER ORGANISATIONS AND PARTNERS

A guide for member organisations to highlight the particular ways that they can use and spread the resource pack to maximise the impact.



INTRODUCTION

The NHS North West Leadership Academy have developed this resource as we know that, to shape the health and social care services and approaches we need for the future, everyone needs to be involved. We have successfully rUN a number of Citizen Leadership programmes across the North West and the impact of these have been incredible for the individuals involved.

We want to help anybody who wants to be able to get involved in their local community and make a difference. This resource has been developed to ensure that it takes the learning from the programmes that have already been run and adapts them so that they can be used easily by a large range of people.

If you want to find out more about the background to this work then visit our website www.nwacademy.nhs.uk and we are of course here to help at every step of your journey using these resources so please do get in touch nwla.info@nhs.net.

We also want to hear the impact of your local programmes so please do share them with us by getting in touch via Twitter [@NHSNWLA](https://twitter.com/NHSNWLA) and using the [#CitizenLeadership](https://twitter.com/CitizenLeadership).



STAGE ONE

CITIZEN Leadership

NHS
Leadership Academy
North West

What Makes you Tick?

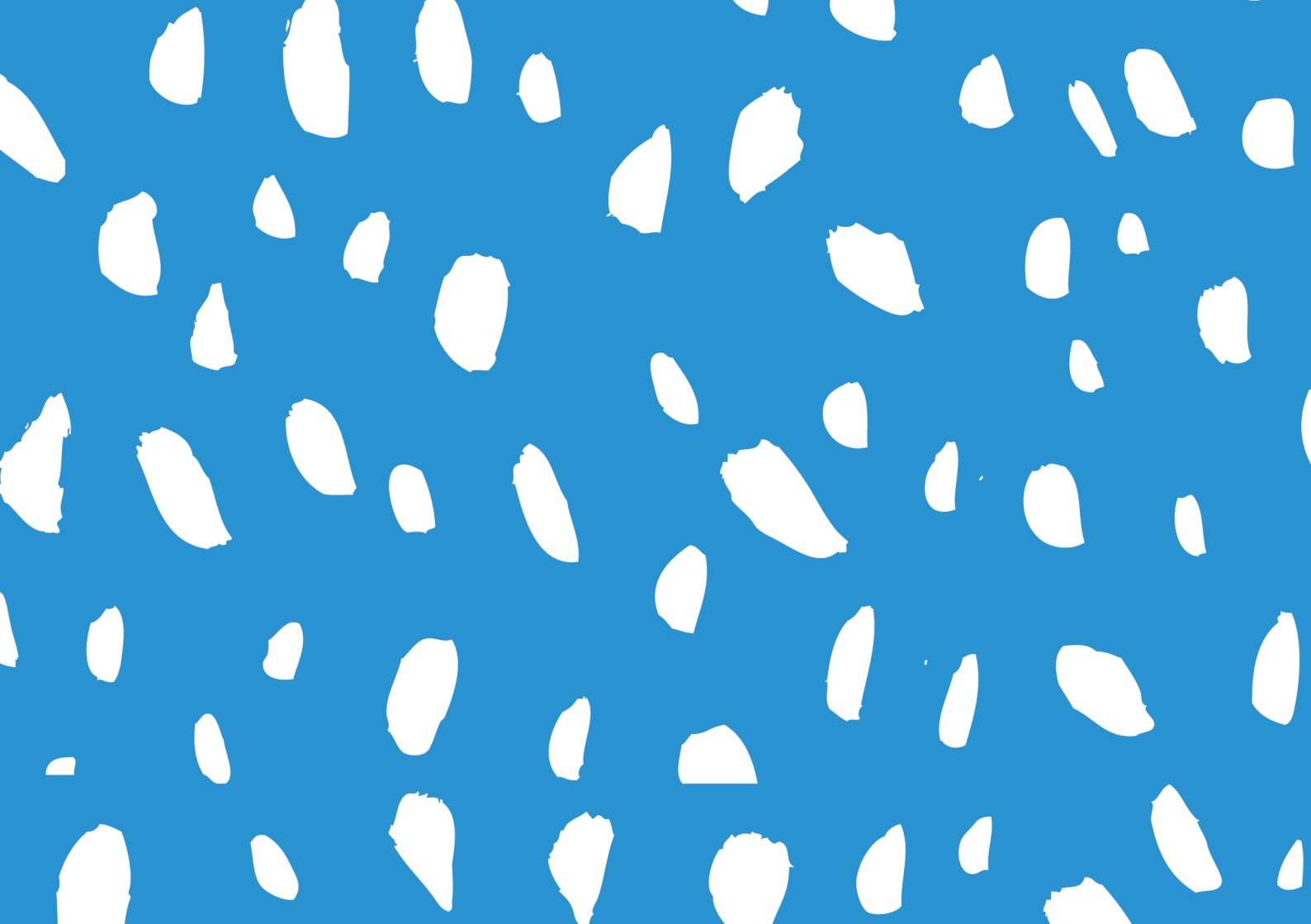
These introductory sessions will encourage people to think about what matters to them and what it means to be a citizen leader.



In this stage:

- What is Citizen Leadership?
- Purpose and passions

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STAGE ONE - WHAT MAKES YOU TICK?

WHAT IS CITIZEN LEADERSHIP?

This session will explore

- Jargon busting
- Be inspired
- My kind of leader
- I am a citizen leader!
- WhatsApp?

What's needed?

- Sticky notes
- Pens and paper
- Flip chart (optional)
- Camera
- Phone (with access to WhatsApp)



8.

CITIZEN
Leadership

ACTIVITY ONE

Jargon busting (25-30 minutes)

- In small groups, consider different words or phrases that describe Citizen Leadership and share them using sticky notes.
- Encourage everyday language so the meaning of Citizen Leadership is thoroughly explored and understood.
- Bring the group together to share and discuss the alternative suggestions.

ACTIVITY TWO

Be inspired (15 minutes)

- In pairs, discuss inspirational citizen leaders that are doing great work in their communities.
- Think about what they do, how and why.

ACTIVITY THREE

My kind of leader (20 minutes)

- Using sticky notes, ask the group to write down any qualities they admire in the citizen leaders previously discussed.
- Suggest that each person shares at least one of the qualities with the rest of the group.
- Do they see those qualities in themselves?
- Take a photo of the qualities to refer back to during the programme and these can be posted in the WhatsApp group.

ACTIVITY FOUR

I am a citizen leader! (5 minutes)

- Encourage each person to stand up and say 'I am a citizen leader because.....!'.
• Clap as each person shares why they are a citizen leader.
• It is important to encourage celebration at all stages of the journey.

ACTIVITY FIVE

WhatsApp? (5 minutes)

- Suggest setting up a WhatsApp group to stay connected.
- Share mobile numbers and agree who will set it up.
- The group can decide if they want the facilitator(s) to be part of the WhatsApp group.



**We hope the start of your programme has gone well.
Get in touch with NHS North west Leadership Academy if
you have any questions nwla.info@nhs.net**

STAGE ONE - WHAT MAKES YOU TICK?

PURPOSE AND PASSIONS

This session will explore

- Values and purpose
- Discovering strengths
- Giving and receiving praise
- Getting social
- Feeling the love
- Stay connected

What's needed?

- Postcards
- Postage stamps
- Pens and paper
- Sticky notes
- Flip chart (optional)
- Access to phones



ACTIVITY ONE



Values and purpose (15-20 minutes)

- In pairs, ask everyone to discuss what they care about or a change they'd like to see in their community.
- Encourage people to share their discussions with the group.
- Make notes so the group can refer back to them if needed.

ACTIVITY TWO



Discovering strengths (10 minutes)

- Ask everyone to tell the person next to them (a different person from activity one) something that they're good at.
- People are often reluctant to speak about their own strengths so it's important they feel safe and confident to do so; give an example of something you are good at to help them.
- Encourage people to share some examples with the whole group.

ACTIVITY THREE



Giving and receiving praise (10 minutes)

Ask the group to:

- Text someone they know with the question 'what am I good at?'. If they get a reply during the session, are they happy to share this with someone?
- Text, email or write a postcard to someone to say what they admire about them.
- As a citizen leader, it's important that they recognise strengths in themselves and others, so encourage them to share feedback that is being given and received. Again, give an example to help people get started.

ACTIVITY FOUR

Getting social (5 minutes)

- Encourage people to arrange to meet up with someone that they trust and respect to discuss themselves! Their ideas, what they think their strengths are and what drives them.
- This may feel self-indulgent but to help others they need to invest time in really understanding themselves and what they care about.
- This a great activity for people to do at home before the next session.

ACTIVITY FIVE

Feeling the love (10 minutes)

- Everyone write something that they admire about the person next to them and give it to them.
- Encourage everyone to think of compliments that will encourage their fellow citizen leaders in their journey.
- Would anyone like to share what their postcard says to the group.

ACTIVITY SIX

Stay connected (5 minutes)

Complete this sentence on a postcard along with your name and address.

- “I’ll be an amazing citizen leader because I’m really good at
- Collect postcards ready to send to participants in 30 days. This will remind them of their strengths that they’ve explored today and ensure that they remain confident in their ability as a citizen leader.

STAGE TWO

CITIZEN Leadership

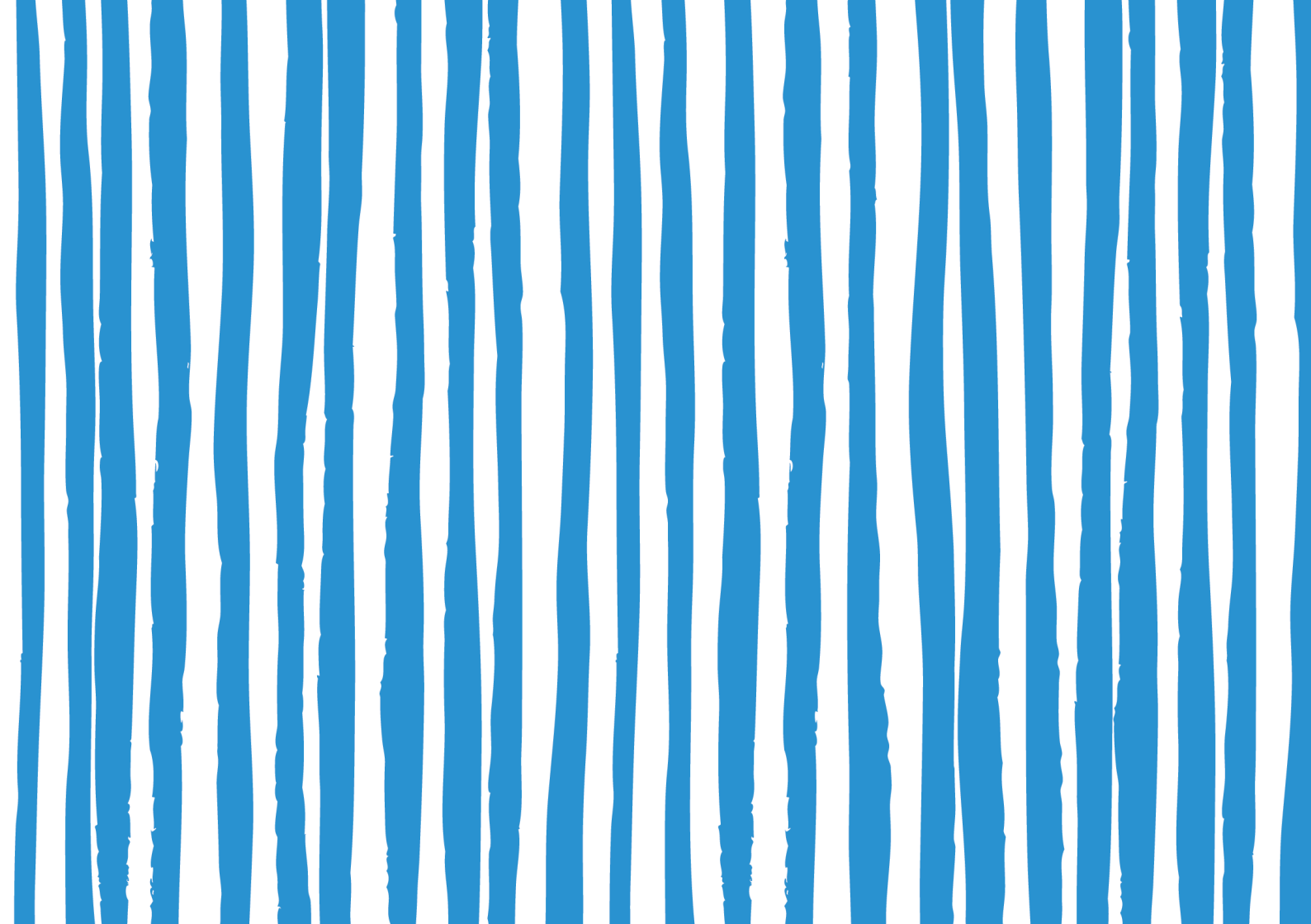
Getting started

It's now time to get started and set some goals, explore your confidence levels and find out about your community and how you can influence and change what matters to you.



In this stage:

- Setting your goals
- Confidence is King
- Developing ideas
- Putting ideas into action



STAGE TWO - GETTING STARTED

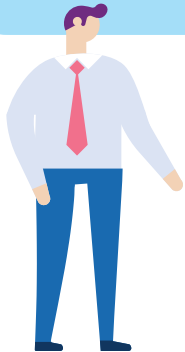
SETTING YOUR GOALS

This session will explore

- Goal setting
- Lights, camera, action...
- Smile
- Achieving goals

What's needed?

- A4 paper
- Felt tip pens
- Pens
- Flip chart (optional)
- Camera phones



ACTIVITY ONE

Goal setting (15-20 minutes)

- Think about what you want to get out of this programme and what you would like to achieve at the end of it. What difference would you want to have made? Note these things down.
- Now let's work to think about how to turn this into SMART Goals (either give people a sheet or write on a flipchart/board the definition of SMART goals).
 - **Specific** – what I want to accomplish
 - **Measurable** – how will I know when I have accomplished my goal?
 - **Achievable** – how realistic is the goal?
 - **Relevant** – does this goal fit with my purpose and values?
 - **Time limited** – when do I want to achieve the goal by?
- Invite participants to share their goals with each other.

ACTIVITY TWO

Lights, camera, action..... (10 minutes)

- Use camera phones to film each other saying 'I'm a citizen leader and my goal is to.....'
- Encourage participants to add these videos to their Citizen Leadership WhatsApp group and share them on their social media platforms using the hashtags **#NWCitizenLeadership** and **#Goalsetting**.



ACTIVITY THREE

Smile (10 minutes)

- Write down your goal/s on an A4 piece of paper 'I'm a citizen leader and my goal is to.....' Have a photo taken holding your goal/s.
- Encourage participants to add these photos to their Citizen Leadership WhatsApp group and share them on their social media platforms using the hashtag **#NWCitizenLeadership** and **#GoalSetting**.



We would love to hear your stories of how you are getting on. share your stories so far via **@NHSNWLA** on twitter and use **#NWCitizenLeadership**

ACTIVITY FOUR

Achieving goals (10 minutes)

- Discuss with the person next to you, what it will feel like when you have achieved your goal/s and what will other people be saying.
- Encourage participants to share these thoughts and feelings as a group and note things down so they can see them.



STAGE TWO - GETTING STARTED

CONFIDENCE IS KING

This session will explore

- Power posing
- Music
- Who do you think is confident?
- When I am confident
- Confidence buddy
- Confidence pay forward

What's needed?

- Pens and paper
- Flip chart (optional)
- Wi-Fi access



ACTIVITY ONE

Power posing (10 minutes)

- Stand in a circle. Explore the different ways that people stand when they're feeling confident and not so confident. Think about the way you hold your head, your shoulders. How do position your feet? (This works sat down too so don't worry if standing in a circle isn't an option).
- Share with people that there has been research done that shows that if we want to feel confident we can do what Amy Cuddy calls 'Power Posing'
 - Invite people to have a go.... (do it to show them what to do)
 - Stand with your feet hip distance apart
 - Put your hands on your hips
 - Stand up straight
 - Pull your shoulders back
 - Take a deep breath in
- Ask people how they feel after just a minute of this.

ACTIVITY TWO

Music (10-15 minutes)

- Create your own personal playlist of all the songs that make you feel confident/strong/proactive. You can do this on your phone now or make a list for later. Share the songs with the group and play them if possible. Is there a theme to the songs?
- You can also give them to people as something to take away and bring back to the next session.



ACTIVITY THREE



Who do you think is confident (10 -15 minutes)

- Think of people in the public eye that appear to be confident. Look them up online in pairs-how are they standing – how are they holding themselves – how are they speaking?
- Why do you see them as confident?
- Share what people found and note down the themes. Take a photo of the themes for the group to keep.

ACTIVITY FOUR



When I am confident (10 minutes)

- Think of a time when you felt confident. What did you do? How did you feel?
- Share your story with someone and compare what is similar and different.
- Invite people to share anything they discussed.



ACTIVITY FIVE

Confidence buddy (5 minutes)

- Think of someone that you trust and respect and ask if they'd like to be confidence buddies. Whenever you feel that you need that reassurance you can call or text to encourage each other.
- This maybe someone in the group or anyone else.
- Tell people you will ask them how they are getting on with their confidence buddies at the next session.

ACTIVITY SIX

Confidence pay forward (10 minutes)

- Think of a situation that might occur as a citizen leader where you'll need to be confident. Think of things you can do to boost your confidence both before the situation, during the situation and afterwards.
- Give an example to help people to do this.
- Ask people to share in pairs.



STAGE TWO - GETTING STARTED

DEVELOPING IDEAS

This session will explore

- What would you like to do?
- Sharing your ideas
- Move and motivate
- Reflection time
- Sharing is caring

What's needed?

- Felt tip pens
- Sticky notes
- Flip chart (optional)



ACTIVITY ONE



What would you like to do? (15-20 minutes)

- Spend 5 minutes writing down all the ideas that you have that you would like to explore as a citizen leader. These can be big or small and no idea is too wacky!
- This can be tough. Encourage participants to think back to what drives them and all the things they really care about.

ACTIVITY TWO



Sharing your ideas (10-15 minutes)

- Share your ideas with the person next to you – the more we say our ideas out loud, the more they seem real!
- Encourage participants to have open conversations about their ideas. The more support they have in those early stages, the more likely they are to follow the ideas through.
- Invite people to share ideas with the group briefly, so people get a sense of the sorts of things people are interested in.

ACTIVITY THREE



Move and motivate (10 minutes)

- Time to move! It's great to have feedback from lots of people so move around the room and share your ideas with at least one other person. Remember, the more we say our ideas out loud the further we can go.
- Ask the person 'what do you think?'
- This is a chance for participants to speak to someone who they wouldn't normally speak to. This can be repeated as many times as feels right.

ACTIVITY FOUR

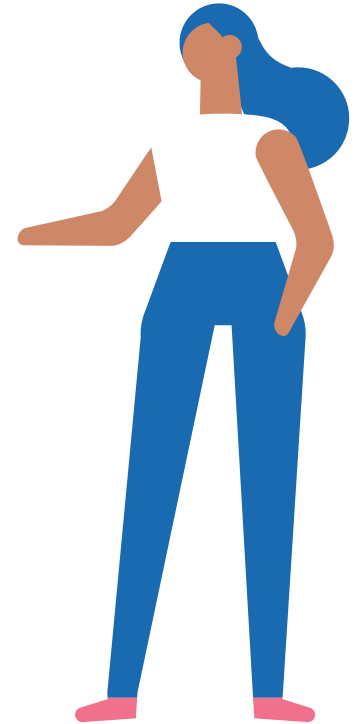
Reflection time (10 minutes)

- Spend some time reflecting on the feedback you've received in the room and how you felt saying your ideas out loud. Which excited you the most? Which supported your passion and goals? Which could you get started on now?
- If you haven't got a clear favourite, pick out your top 2 or 3.
- It sometimes helps to rule out bottom ideas first.

ACTIVITY FIVE

Sharing is caring (10-15 minutes)

- Would anyone like to share an idea that they've decided to go forward with? Or, anyone that would like to share their top 2 or 3? This may help to make a final decision.
- Encourage participants to be as open about their ideas as possible. The more positive feedback that they receive, the more confidence they will gain.
- You will notice that there might be similar ideas or connected ideas and encourage these people to get together to discuss how they can help each other.



STAGE TWO - GETTING STARTED

PUTTING IDEAS INTO ACTION

This session will explore

- and we are going to.....
- First steps to success
- Action lists

What's needed?

- Pens and paper
- Sticky notes
- Flip chart (optional)



ACTIVITY ONE

and we are going to (15-20 minutes)

- Take turns to share with the group the idea that you've decided to work on. You don't have to know all the details of how you're going to do it yet!
- This is a real opportunity to celebrate the next step of the Citizen Leadership journey. Taking action!

ACTIVITY TWO

First steps to success (10-15 minutes)

- Speak to the person next you about your idea in more depth:
- What do you need to do to get started?
 - Who do you need to speak to?
 - How much time do you need to dedicate?
 - How much help will you need?
 - Who can support you along the way?
- Encourage participants to make notes during this activity – particularly things that they'll need to go away and research. It's easy to forget when you leave the room!
- Ask for some feedback from people about what they discussed.

ACTIVITY THREE

Action lists (10 minutes)

- Spend some time writing a shortlist of the things that you need to do in the next 7 days to get your idea started. Share these with a partner.
- Ask each person to share one thing they are committing to doing.
- It might be useful to use the WhatsApp group or confidence buddies, if needed to support participants during this week when lots of people may be stepping out of their comfort zone.

STAGE THREE

CITIZEN Leadership

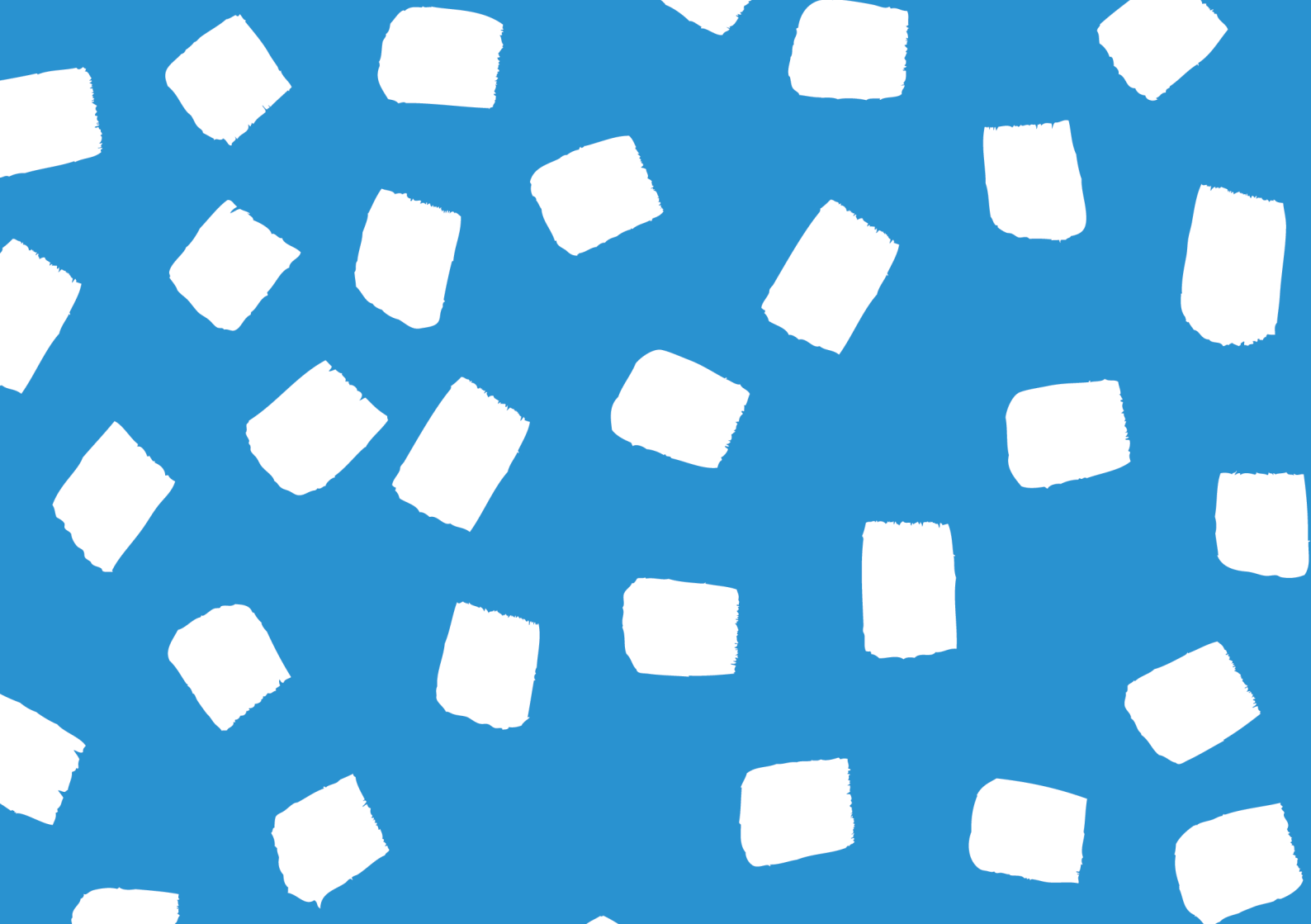
Leading and learning

You have now started on your journey so let's take some time to think about what you have done, what has worked well, what hasn't worked and use this to go forward.



In this stage:

- How's it going?
- Learning from what goes wrong



STAGE THREE - LEADING AND LEARNING

HOW'S IT GOING?

This session will explore

- How did it go?
- Purpose and passion check-in
- Goal refresh
- Walk about
- Cuppa time

What's needed?

- Pens and paper
- Sticky notes
- Flip chart (optional)



ACTIVITY ONE



How did it go? (15 minutes)

- Ask people to share how they got on with putting their ideas into practice.
 - What worked?
 - What barriers did they face?
 - Who have they spoken to?
 - How do they feel?
- Share experiences as a group.

ACTIVITY TWO



Purpose and passion check-in (15-20 minutes)

- Look back to the conversations you had about what is important to you and think about what you have now done. Is the thing you want to work on still the same or, through conversations and having a go, has it changed?
- It is fine for the focus and ideas to change. Testing what we want to do and why is what this is all about.

ACTIVITY THREE



Goal refresh (10 minutes)

- Look at the goals that you set yourself. Discuss these with a partner. Are they still what you want to achieve? If not, how have they changed and why?
- Write down your new goal or restate the goal you have been working towards.
- Invite people to share what has changed and why, or why they know now they are working towards the right thing?

ACTIVITY FOUR

Walk about (30 minutes)

- Let's take a walk around your local community and whilst doing that look around you and reflect on what you have done so far? What do you notice?
- Come back together as a group and share what you noticed and what it made you think about.
- Has it inspired any actions for people?



ACTIVITY FIVE

Cuppa time (15-20 minutes)

- Sit down for a cuppa with someone you haven't worked with a great deal on the programme and work together to set yourself a goal for the next part of the programme.
- Use this time to also get to know each other and share your experiences.
- Encourage people to come back together and share their conversations.

Do you want to know more about the original Citizen Leadership programmes and what happened to the participants? If so, visit our website

www.nwacademy.nhs.uk

STAGE THREE - LEADING AND LEARNING

LEARNING FROM WHAT GOES WRONG

This session will explore

- Examples of failure
- Seeing failure as a positive thing
- Storytelling circles
- Top tips for overcoming failure

What's needed?

- Pens and paper
- Sticky notes
- Flip chart (optional)
- Phone
- WiFi access



ACTIVITY ONE

Examples of failure (10 minutes)

- In pairs use a mobile phone to find out about products, services and ideas that failed and where this led the companies. Spend 5 minutes doing this then we will share some examples as a group.
- Share what people have found.



ACTIVITY TWO

Seeing failure as a positive thing (10 minutes)

- Think about something in your life that didn't go to plan and where this then led. We all have examples of when things go wrong but without them we wouldn't make the progress we do. Share your story with a partner.
- Encourage people to be open and share how it felt at different parts of the story.
- Invite people to share with the whole group.

ACTIVITY THREE

Storytelling circles (15-20 minutes)

- Work in small groups and think about something that you have done in your Citizen Leadership journey so far, that didn't work out how you thought it would.
- Take turns to each share your story for two minutes and then discuss this with your table and, as a group, note down the themes that you discover.
- Share the small group discussions with the wider group and pull out the key themes.

ACTIVITY FOUR

Top tips for overcoming failure (10-15 minutes)

- Together we are going to share our top tips for when things don't go to plan. On your tables, using the stories you have heard, write down what people shared they had learnt and how they carried on going when things went wrong.
- Work as a whole group to create a top tips for overcoming failure check list that is then photographed and added to the WhatsApp group.



STAGE FOUR

Sharing and connecting

One of the best ways to make a difference is to share our work, spread what works and meet new people along the way and that is what we will look at in this stage.



In this stage:

- Building your tribe
- Going social
- Sharing your story



STAGE FOUR - SHARING AND CONNECTING

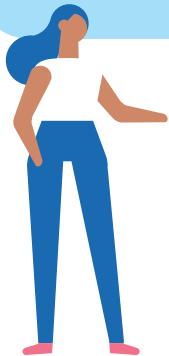
BUILDING YOUR TRIBE

This session will explore

- Your current supporters
- Who's missing?
- Come aboard
- Being inclusive

What's needed?

- Pens and paper
- Sticky notes
- Flip chart (optional)



ACTIVITY ONE

Your current supporters (10 minutes)

- Take a blank sheet of paper and write down as many people, groups, organisations as possible that you are currently connected and working with as a citizen leader. You have three minutes to do this.
- Then share your list with someone. If by sharing you think of more people add them.
- Share as a whole group to help people to think of people they might have missed.

ACTIVITY TWO

Who's missing? (10 minutes)

- Looking at the list that you have made, is there anyone that you know is missing? This might be a key organisation that you want to involve or an individual.
- Work in pairs for ten minutes to identify these people and organisations.
- Prompt people to think about different people that can help like NHS, local government, housing associations etc.



ACTIVITY THREE

Come aboard (10-15 minutes)

- Now you have identified people or organisations that you know can be really helpful to you as a citizen leader. Now think about how you can lead with generosity and engage them. This is about reaching out to these people not just for what they can do for you but leading generously and offering what you have to them. This could be a skill, opportunity or anything else. Work in small groups for ten minutes on this.
- Give an example to help people.
- Encourage people to share what they are going to do.

ACTIVITY FOUR

Being inclusive (10 minutes)

- Work with someone that you haven't worked with so far today and share your current tribe and ideas for who you want to engage.
- Then challenge each other to see how inclusive you are being in terms of who you are involving now and in the future.
- Remember that the more difference we experience the further and faster we get. Spend ten minutes doing this.
- Share some of the people and organisations that were added to the lists after the conversations.

STAGE FOUR - SHARING AND CONNECTING

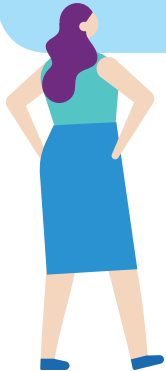
GOING SOCIAL

This session will explore

- How do you use social media?
- What are the benefits of social media?
- How could social media help you as a citizen leader?
- Let's have a go

What's needed?

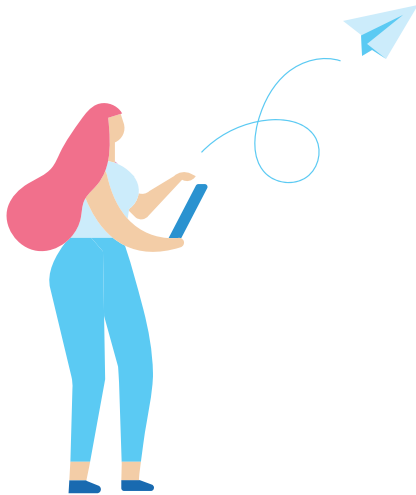
- Pens and paper
- Sticky notes
- Flip chart (optional)
- Phone
- WiFi access



ACTIVITY ONE

How do you use social media? (5-10 minutes)

- Think about how you use social media day to day. Work in small groups and write down the answers on sticky notes.
- Ask the group to feedback and challenge them on their definitions of social media as often people miss out things like WhatsApp but are using these daily.



ACTIVITY TWO

What are the benefits of social media? (10 minutes)

- Individually write down on sticky notes all the benefits there are to using social media.
- Now all get up and find someone to share your benefits with. Once you have both shared one benefit each and discussed it then find a new partner. Do this for five minutes.
- Share some benefits with the whole group.

**Remember we are always here to help
at NHS North West Leadership Academy
and you can get in touch at any time**

nwla.info@nhs.net

ACTIVITY THREE



How could social media help you as a citizen leader?
(15-20 minutes)

- How could social media help you to achieve your goals as a citizen leader? Take a blank sheet of paper and write one of your goals in the centre.
- Then in pairs discuss and note down around all the different ways you could use social media.
- Encourage the groups to share some of their ideas.

ACTIVITY FOUR



Let's have a go
(10 minutes)

- Pick something small from your list that you could have a go at on a phone right now.
- If you can't do any of yours straight away work with someone else and have a go at doing something small that could help you as a citizen leader.
- Give an example to help people like setting up an Instagram account, finding groups to join on Facebook or following some new people on Twitter.

STAGE FOUR - SHARING AND CONNECTING

SHARING YOUR STORY

This session will explore

- 100 word challenge
- Feedback
- Creatively sharing your story
- Leading out loud

What's needed?

- Pens and paper
- Sticky notes
- Flip chart (optional)
- Phone
- WiFi access



ACTIVITY ONE

100 word challenge (20 minutes)

- Ask each participant to take a blank sheet of paper and in no more than 100 words write down their Citizen Leadership story so far.
- 100 words isn't a lot but it helps people focus.
- Ask people to think about:
 - What they have learnt
 - What they have achieved
 - What they are proud of
- Or anything else they want to share about their journey.

ACTIVITY TWO

Feedback (30-45 minutes)

- Now ask people to if they are comfortable to share their 100 word stories.
- Give everyone some blank cards and ask them to write down a constructive comment about the story they are listening to.
- After each story and questions, collect and hand over the cards for the person to read (these are not shared with the group).
- Repeat this for each person.



ACTIVITY THREE



Creatively sharing your story (45 minutes)

- Now we have a brief story we want to tell, let's think about how we can tell that story in a creative way.
- Using either the materials laid out, your phone, or anything else you want, create something that tells your story. It could be a picture, poem, video or whatever you want it to be.
- Support people as they explore how they want to tell their story by promoting them to think creatively. Try things out and share ideas as they go.
- Then invite people to share their stories with the group.





ACTIVITY FOUR



Leading out loud (20 minutes)

- Now it's time to think about how you can share your stories.
- Think about where you could share your story to help you to not only tell people what you have been doing but engage more people in the next steps of your Citizen Leadership journey.
- You may want to think about social media, events, people etc.
- Share your ideas in small groups and write on a sticky note at least one way you will share the story you have created.

STAGE FIVE

CITIZEN Leadership

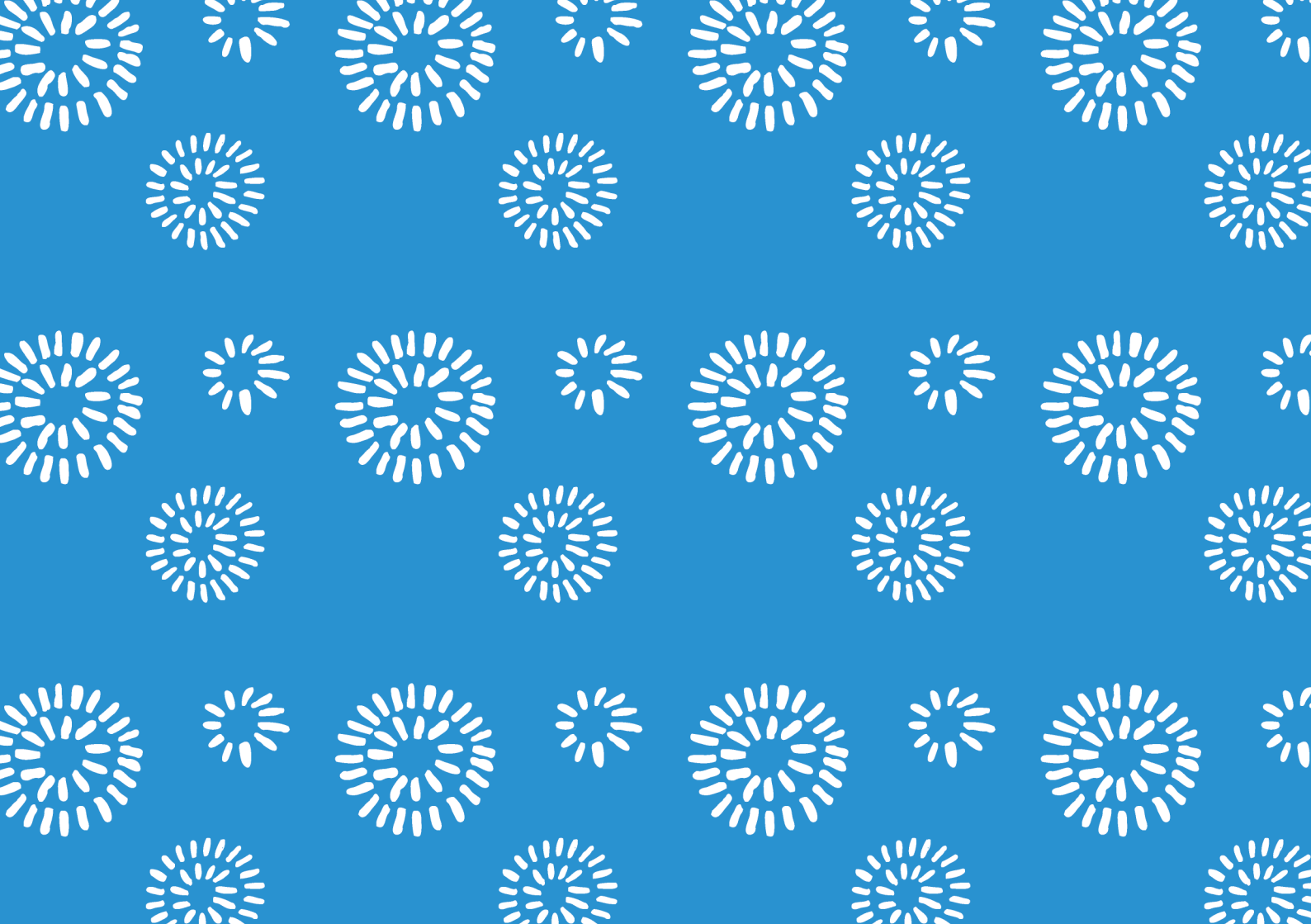
Making it long term

This section is all about focusing on how you can keep going as a citizen leader after the programme has ended. How can you celebrate what you have done, look after yourself and support each other?

In this stage:

- Looking after yourself
- Celebrate
- Keep going





STAGE FIVE - MAKING IT LONG TERM

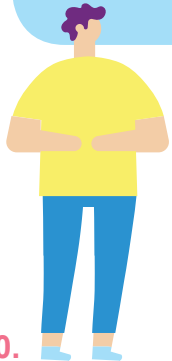
LOOKING AFTER YOURSELF

This session will explore

- How do you recharge?
- The five ways to wellbeing
- Your support network
- Your special space

What's needed?

- Pens and paper
- Sticky notes
- Flip chart (optional)



ACTIVITY ONE



How do you recharge? (15 minutes)

- It's important if you are going to be able to keep going as a citizen leader that you pay attention to what keeps you happy, healthy and well, so now we will consider how you make time to recharge your batteries.
- In pairs, discuss the things that you currently do that help you to recharge (give the group an example to help them e.g. going for a walk or listening to music).
- Share some of the things that are discussed.
- Now challenge people to think about the thing they are going to commit to do more of, or start doing, that will help them as a citizen leader to have time for themselves. Write these on a sticky note.
- Invite everyone to commit to their action by sharing their sticky notes.

ACTIVITY TWO



The five ways to wellbeing (15 minutes)

- There are five things that have been scientifically proven to help you stay well if we do them every day and they are:
 - Keep learning
 - Take notice
 - Be active
 - Connect
 - Give
- These are all simple things. In small groups, think about how you currently do these things and how you could build more of them into your everyday routine.
- Write down the things you discuss on sticky notes.
- Ask people to put their sticky notes up on the wall under the five headings and group them into currently doing and could do more of in the future. Let people look over your wellbeing wall and ask people what they notice in terms of patterns, things that interest them etc.

ACTIVITY THREE

Your support network (25 minutes)

- Having a strong support network is key for our emotional wellbeing and mental health. We will explore what yours looks like now and where you might want to utilise it more or either strengthen it.
- Take a blank sheet of paper and write your name in the centre and map out the support that you have around you. This could be family, friends, colleagues or anyone else. Think about the type of support they give you e.g. practical help, a friendly ear etc.
- Pick out either two supporters you know are going to be key for you as a citizen leader or two opportunities to strengthen your support network. Talk to a partner about these and mark on your support map who these are, or where you will strengthen the support you have around you.

ACTIVITY FOUR

Your special space (15 minutes)

- It's great to have that special space where you can go to think, be inspired and relax.
- Think about where your special place is and how you can spend more time there.



STAGE FIVE - MAKING IT LONG TERM

CELEBRATE

This session will explore

- Jacob's lunch
- Creating a celebration canvas
- Reward and recognition
- Gift box

What's needed?

- Pens and paper
- Sticky notes
- Flip chart (optional)
- A4 envelopes
- Phone
- WiFi access



ACTIVITY ONE

Jacob's lunch

- You will need to set this up ahead of your final session together.
- Ask everyone to bring along a dish, that means something to them, reminds them of happy times or whatever they want.
- Come together as a cohort and start the session with lunch, sharing the food, stories and spending time talking, relaxing and looking how far you have come.
- Invite local leaders who have supported the programme as well as people who would benefit from connecting with the group from organisations like the CCG, Council, Housing Associations etc.

ACTIVITY TWO



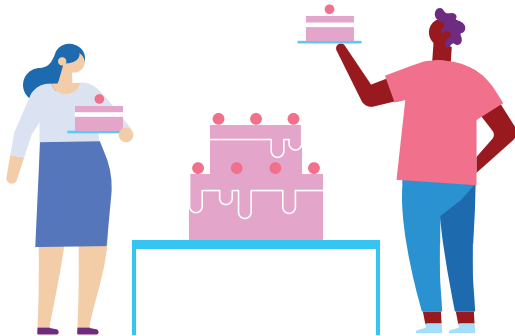
Creating a celebration canvas (35 minutes)

- This activity is all about the group creating a canvas that represents their story as a collective of citizen leaders. The word canvas doesn't have to be a literal interpretation and the canvas could be a video or anything else the group wants to make.
- Ask the group to create a canvas that answers these questions using the materials provided and anything else they want to use:
 - What does Citizen Leadership now mean to you?
 - What have been your successes?
 - What have you learnt from what has gone wrong?
 - What have you achieved?
 - How do you feel?
- Ask the group to present the canvas.

ACTIVITY THREE

Reward and recognition (20 minutes)

- Organise for everyone to be rewarded with a certificate.
- Invite someone from the local community who is respected by the group to come along and present the certificates.
- Give the group the opportunity to network with the guests and tell their stories informally as well as sharing their celebration canvas.



ACTIVITY FOUR

Gift box (15 minutes)

- As a final act of celebration work with the group, create a gift box for each of them.
- This works in the following way, have a large A4 envelope with each of the participants names on and ask each member of the group to write down on a piece of card something that they admire about each person.
- Pass round the envelopes for everyone to put their cards in.
- Give the envelopes to each person and give them time to read the comments and invite each person to share one comment (if they feel comfortable doing so).

STAGE FIVE - MAKING IT LONG TERM

KEEP GOING

This session will explore

- Continuing to support each other
- Accountability buddies
- Your 30, 60, 90 actions
- Final Check-out

What's needed?

- Pens and paper
- Sticky notes
- Flip chart (optional)



56.

ACTIVITY ONE



Continuing to support each other (20-25 minutes)

- It's important once we formally stop meeting as a group, that there is still a support network in place for the participants. Discuss in small groups how you think you could continue to support each other?
- Prompt the group to think about things like continuing to meet socially, the WhatsApp group, Facebook.
- Ask each group to share their top three ideas of how the group can continue to support each other.
- Then as a group help them to agree how they want to continue to support each other.

ACTIVITY TWO

Accountability buddies

- Having someone that helps to hold you to account is really important, and as the formal elements of the programme come to a close, we want you to buddy up with someone who can help you to be accountable for what you will be committing to do next.
- Work out between yourselves who you want to buddy with and sit with them for ten minutes. Agree how you want to work together to help each other be accountable. This might be texting each other to ask how things are going each week, meeting or something else.

Share your stories of success and celebration with the NHS North West Leadership Academy, so we can help spread the word about the impact citizens across the North West are having @NHSNWLA on twitter and use #NWCitizenLeadership

ACTIVITY THREE

Your 30, 60, 90 actions

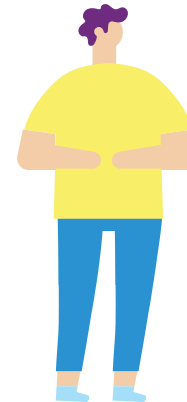
- Finally, what's now important is for you to have a clear action plan that you can take forward to help you to keep up the momentum.
- Each take a sheet of A4 paper and create four boxes on the page. Write these four headings on the page:
 - In the next 30 hours I will.....
 - In the next 30 days I will.....
 - In the next 60 days I will.....
 - In the next 90 days I will.....
- Now take ten minutes and really think about what actions you will take to keep up the great work.

ACTIVITY FOUR

Final check-out

- To end our time together we would like each person to stand up and share with the group.

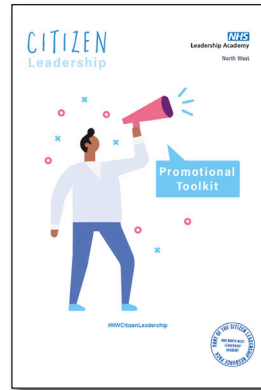
'I am a citizen leader because....
And I am proud that I.....'



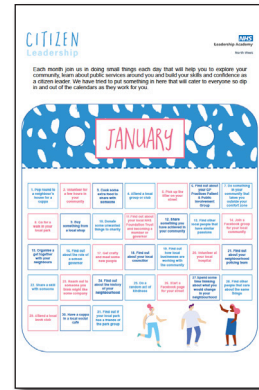
The series includes



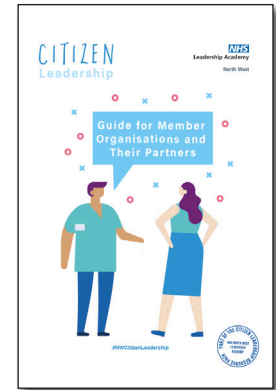
Facilitator Guide



Promotional Toolkit



365 days of citizen
leadership calendars



Guide for Member
Organisations and
their Partners

CITIZEN Leadership

NHS
Leadership Academy

North West



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#NWCitizenLeadership

This playbook is part of a resource pack that can be downloaded from NHS NWLA website

<https://www.nwacademy.nhs.uk/>

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