

# MIDER

## Improving Team Bonding in Remote Working Teams (Corporate)

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# Improving Team Bonding in Remote Working Teams (Corporate)

**Project Lead:** Rachel-Kim Dallimore, Operational Planning & Support Manager, coached by The Improvement Team **Jul 25**



**Project Aim:** To improve team bonding and colleague engagement whilst in a remote working environment (such as home address) across the Resilience & Operational Support Team (Corporate Directorate) by July 2025.

**Background and Rationale:** The Resilience and Operational Support Team were a newly formed team in April 2024 working from home for the majority of time, on work that often didn't involve working together directly. As a result, virtual calls felt transactional. The team wanted to improve how they interacted and embed team-bonding without forcing people to return to the office. This is in line with Maslow's Hierarchy of Needs theory which emphasises that by creating a sense of belonging and fostering positive relationships, leaders can cultivate a more engaged, motivated and cohesive group. This involves creating a supportive environment and providing opportunities for social interaction and connection, which are crucial for team success.



## QI Tools Used:

- **Brainstorming** To get change ideas to test out.
- **Constraints Diagram** To identify & manage limiting factors of the project.
- **Staff Survey** To collect staff satisfaction before and after change implemented.
- **Voting** For change ideas.
- **PDSA Cycles** Testing ideas.



## Measures:

- Responses from staff satisfaction surveys.
- Number of team bonding activities completed.
- Number of embedded team bonding initiatives.



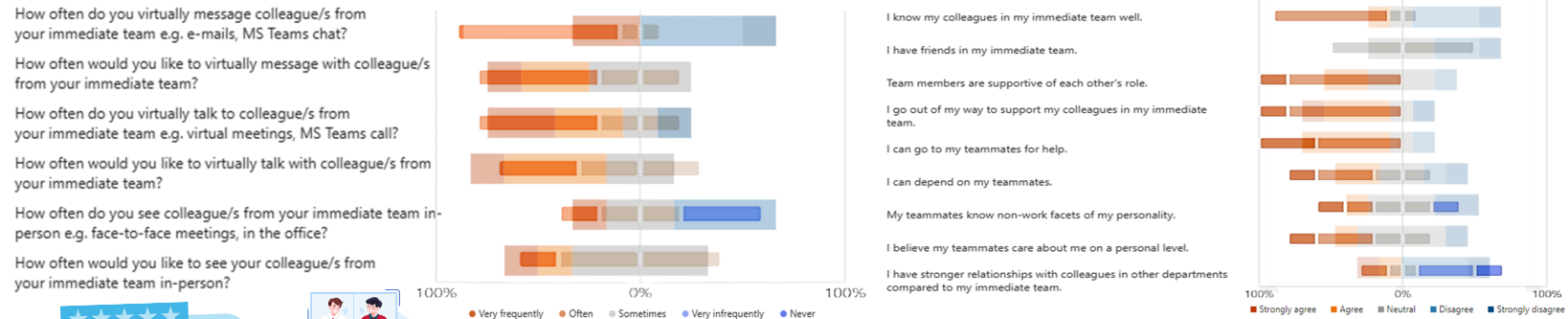
**Change Ideas Tested:** Over the course of a year, several different change ideas were tested out to improve team engagement.



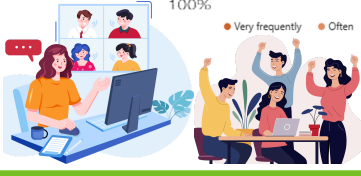
“ It has really facilitated us getting to know each other faster and without forcing it - thank you! ”

*Team Feedback*

## Benefits & Outcomes: Baseline data (shown as wider, transparent bars) compared to post change ideas results (darker, thinner bars).



★★★★★  
The team now do a regular mixture of virtual and in-person activities.



★★★★★  
Team members communicate more frequently and have better relationships (increase in frequency & strongly agree statements).



★★★★★  
Staff have increased seeing each other face-to-face.

## Next Steps:

- Sustain regular team bonding activities with continued engagement from staff.
- Introduce different activities.
- Ensure to include any new staff in future activities and ideas.
- Reach out to include other staff the team work closely with, to spread and share all the positive outcomes achieved by the team.

