



Where Psychology Meets Real Change

Labour Ward Co-ordinator Snapshot

“Leadership on the labour ward isn’t about control. It’s about creating calm amid chaos, so every voice and every birth can be heard.”



A quick self-check on how you’re leading, communicating, and connecting across shifts.

This reflective tool helps Labour Ward Co-ordinators (LWCs) evaluate how effectively they lead and communicate within dynamic, shift-based maternity teams. It aligns with the NHS England Labour Ward Co-ordinator Education and Development Framework with specific focus on the Leadership and Communication domains.

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Mind Strong Hub

Why Your Leadership Matters

Leadership is one of the strongest predictors of both staff wellbeing and patient outcomes in healthcare. Research from the King's Fund and NHS England shows that teams who rate their leaders highly for compassion, clarity, and psychological safety deliver up to **25% better patient experience and safety** outcomes. Conversely, poor leadership is consistently linked with higher stress, burnout, and turnover — which directly affect quality of care and organisational resilience.



Ultimately, leadership isn't about hierarchy but about influence and tone. When co-ordinators lead with calm authority, psychological safety rises, communication improves, and staff feel valued and motivated.

Studies across the NHS show that **a one-point increase in staff perception of leadership support is associated with a 9% rise in engagement and a 5% improvement in care quality** (NHS Staff Survey, 2023). Leadership, therefore, is not an optional skill — it is a critical patient safety intervention.

With the Education and Development Framework in mind, let's take an honest look. Is your leadership built on trust and challenge or running on politeness and pressure?

The Snapshot

“Remember, teamwork begins by building trust. And the only way to do that is to overcome our need for invulnerability”

Patrick Lencioni

Rate each statement with your leadership in mind, from 1 (rarely true) to 5 (always true). Be honest and reflective.

Dimension	Statements	Score (1–5)
Leading Self Under Pressure	I stay composed, clear, and compassionate when the unit is under strain.	☐ ☐ ☐ ☐ ☐
	I’m aware of my emotional triggers and use quick reset strategies to stay grounded.	☐ ☐ ☐ ☐ ☐
	I balance empathy with accountability, addressing performance respectfully but directly.	☐ ☐ ☐ ☐ ☐
Leading Others Across Shifts	I create a calm, structured atmosphere that helps the team feel safe and focused.	☐ ☐ ☐ ☐ ☐
	I ensure everyone knows roles, priorities, and escalation routes are clear.	☐ ☐ ☐ ☐ ☐
	I consciously model the tone I want others to use (especially in emergencies).	☐ ☐ ☐ ☐ ☐
Communication & Influence	I use structured communication tools (SBAR, repeat-backs, brief/debrief).	☐ ☐ ☐ ☐ ☐
	I make space for all voices — including junior or agency staff — to speak up.	☐ ☐ ☐ ☐ ☐
	I give feedback promptly and with empathy, even when the message is hard.	☐ ☐ ☐ ☐ ☐
Team Climate & Connection	I sense when morale dips and take small steps to reset (e.g., quick huddles, appreciation moments).	☐ ☐ ☐ ☐ ☐
	I promote learning from errors without blame.	☐ ☐ ☐ ☐ ☐
	I support recovery after challenging incidents (hot debriefs, check-ins).	☐ ☐ ☐ ☐ ☐
Total Score		



What Your Scores Reveal

“The journey of a thousand miles begins
with one step.”

Lao Tzu

Scoring:

- 10–15 → Stretched thin — time to reset.
- 16–23 → Strong foundations, room to stretch.
- 24–30 → You’re a stabilising force.

High (24–30)

You lead with calm clarity and inspire trust, even
Protect your capacity. Keep practising micro-
resets and mentor emerging coordinators to
multiply your impact.

Moderate (16–23)

You show consistency, but may find it harder to
sustain psychological safety under intense
pressure or with new team mixes.

Low (10–15)

Your focus may be pulled in multiple directions,
leaving less bandwidth for tone, clarity, and
team connection.

You’re not alone — the LWC role is one of the
most demanding in healthcare.

💡 “Not finance. Not strategy. Not technology. It is teamwork
that remains the ultimate competitive advantage, both
because it is so powerful and so rare”

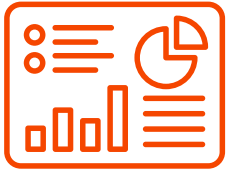
Patrick Lencioni

Strengthen Your Leadership and Team Cohesion Muscles

“You don’t have to be great to start, but you have to start to be great.”

Zig Ziglar

Shift Climate Dashboard: Track ward safety climate and communication culture over time.



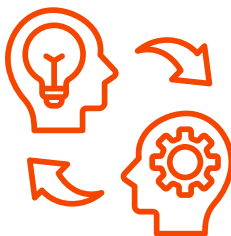
The Shift Climate Dashboard tracks the safety, communication, and teamwork culture of the ward after each shift. It highlights trends in psychological safety, leadership tone, and morale over time. This enables coordinators to spot early risks and strengthen compassionate, high-performing team cultures.

Micro-learning Nudges: Weekly reminders (e.g., Pause before you page, Name it to tame it).



Micro-learning Nudges deliver short, science-based reminders that keep key leadership and communication habits front of mind. Each week, staff receive a simple prompt such as “Pause before you page” or “Name it to tame it.” These quick, practical cues help embed calm, compassionate, and consistent behaviours across shifts.

Peer Coaching Circles: 45-minute reflection groups to discuss real shift challenges.

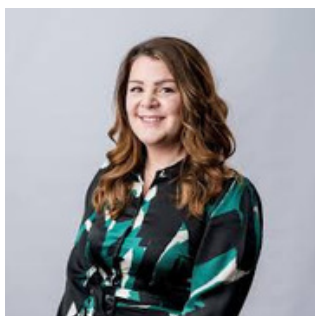


Peer Coaching Circles are short, structured reflection sessions where co-ordinators explore real shift challenges together. In just 45 minutes, they share insights, normalise pressures, and problem-solve collaboratively. The approach builds trust, learning, and resilience across the team.

Want to Go Deeper?

Book your free 30-minute discovery call to give you space to pause, reflect, and get clear on what’s really needed.

**LET'S
TALK**



Why Mind Strong Hub

We are on a mission – to blend the science of psychology with practical strategies to spark deep, meaningful change, for individuals, teams, and organisations. We're not your average training company. We go beyond surface fixes, creating movement where things feel stuck. Like a muscle, we challenge what needs to be broken so it can rebuild stronger.

We bring over 15 years' experience supporting NHS and public-sector leadership teams to build trust, cohesion, and wellbeing under pressure.

- Specialists in organisational and positive psychology, leadership, and team dynamics.
- Experienced facilitators and certified team coaches with a track record in NHS Trusts, health regulators, and public-sector reform.
- Skilled at creating psychologically safe environments where difficult conversations lead to progress, not defensiveness.
- Evidence-based, results-driven, and grounded in real-world complexity.
- Delivery team's selected clients and partners: NHS England, Matthew Syed Consulting, Canon Medical, PwC, Bank of America, E-On Energy, University of Birmingham, University of Oxford, in addition to many more.

Our principles:

Tailored to your world. Every team, service, and setting is different. We design around your reality – not a generic model – to create practical, lasting impact.

Science that delivers. We use proven psychological frameworks to build engagement, resilience and collaboration – so your teams perform better and your people thrive.

Change that sticks. We don't just run workshops; we build habits, mindsets, and relationships that sustain transformation long after we've left the room.

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