

## Case Studies on Enabling Improvement No. 6

# We Want You – streamlining work experience opportunities for young people

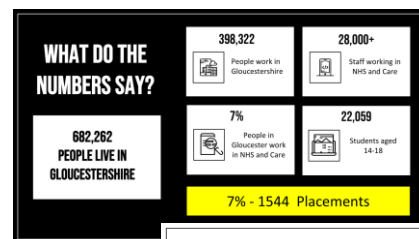
**Delivery Partners:** The improvement team worked closely with members of the ‘We Want You’ team – part of the people directorate supporting careers

**Situation:** The NHS has an aging employment base, but as the country’s population size continues to increase there are concerns that the capacity of the workforce will not meet the demand. To this end, the team are actively investigating mechanisms to support 16+ students (14+ for non-clinical) to gain access to work experience in the widest possible range of jobs available within health and care to encourage people into employment within the sector.

### Enabling Assignment:

Members of the ‘We Want You’ attended QSIR training in Cohort 15 (Apr-Jun 2024) and this connection resulted in an invitation to help to co-design an away day to engage with stakeholders and gain collective intelligence on the current situation and generate ideas for future changes.

The team, experts in their field, had an excellent handle on the outcomes they were looking for, but it was useful to discuss how to frame the objectives to ensure that we enabled discussion without being directive. The improvement team was invited to design and facilitate activities to generate ideas and we used a student story for context, then the 4Ns to identify target areas and Crazy 8 to provide a broad spread of ideas which were thematically analysed after the event.



### ACTIVITY 1: THE 4 NS

What would a work experience front door include from the perspective of a young person (yellow post-its)?

What else would be needed from the perspective of staff (pink post-its)?

Nuggets

Nice Ifs

Present

Future

Niggles

No Nos

### ACTIVITY 2: Crazy 8

Use your 4Ns to come up with some ideas/solutions that you think might work for staff and young people

The Crazy 8 ideation method is a **rapid brainstorming technique**.

You will be **8 minutes** to individually generate **8 different solutions**.

The emphasis is on **speed and quantity** rather than perfection or feasibility – **push your creative boundaries and explore unconventional ideas**.

8 minute

8 solutions

Speed and quantity



### Impact:

The away day identified three key priorities and six recommendations. **Priorities:** 1) to develop awareness of the breadth of careers and roles on offer, along with increasing awareness of the different pathways. 2) To develop the confidence and skills of young people, 3) to help create a talent pipeline to facilitate the pipeline of our future workforce. **Recommendations:** Improve data tracking; Expand virtual opportunities, e.g. videos, virtual tours, Q&A; Develop a consistent work experience policy; Design a standard process framework; increase communication and support; Explore a ICS ‘front door’ online platform to signpost students effectively.