

Questions to discuss as a team

to help improve communication between shift teams, to identify areas for improvement, to identify processes that have worked well, and flag up required support for the team.

Start of the shift

1. How is everyone **today**?
2. What did we learn **from the last shift** that **this shift** will need to know about?
3. Let's take note of what we learn today that will be useful for **tomorrow**?
4. What do we need to escalate for further support **today and in the future**?
5. What do we need to **share more widely** than our team?

End of the shift

1. How is everyone **today**?
2. What did we learn **today** that will be useful for the **next shift** to know about?
3. What did we learn today that we will take forward for **tomorrow**?
4. What do we need to escalate for further support **in the future**?
5. What do we need to **share more widely** than our team?



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