

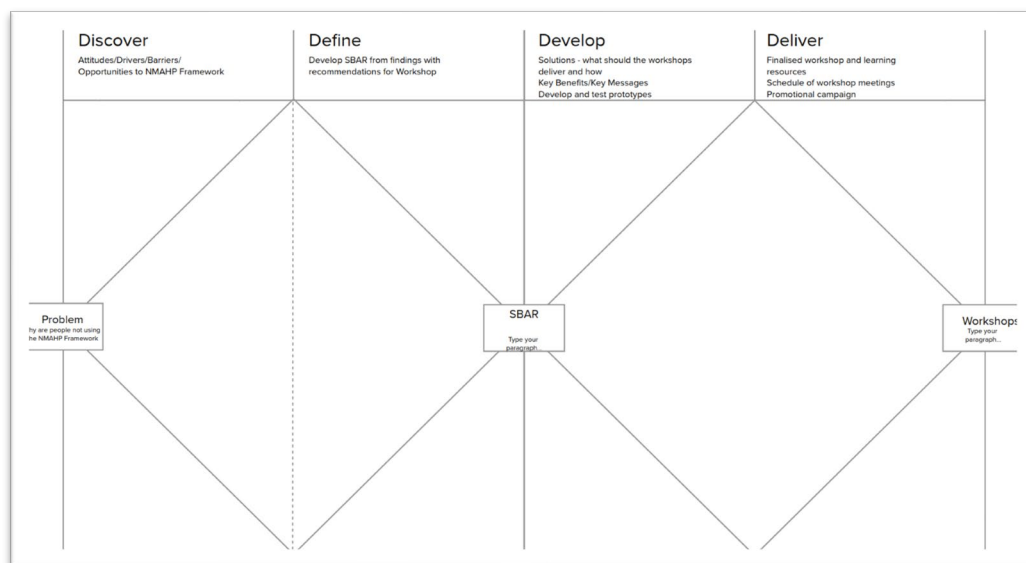
The [NMAHP Development Framework](#) is a comprehensive resource designed to support the professional growth, learning and development of healthcare professionals across Scotland. To promote and improve the embedding of the Framework in practice a series of Manager workshops was hosted by NES.

## Aim

To engage with managers and service leads to develop insight into their needs and support them with using the Framework with their teams.

## Methodology

A listening, needs based approach guided by the Double Diamond model, was used to shape the workshops. Originally developed for the design industry this model follows a problem-solving process of divergent (exploring widely) and convergent (focused action) thinking.



### Divergent thinking:

- An online quantitative survey gauged awareness and engagement with the framework (120 respondents).
- Two focus groups provided deeper insights into perceptions of the framework (20 participants).

### Convergent thinking:

- Manager Advisory Panel was formed to test workshop models and content.

## References

The Design Council (2025). The Double Diamond, available at [The Double Diamond - Design Council](#), accessed Oct 2024.



Going forward NES will be hosting User workshops in May and June. For further information please email [postreg.nmahp@nes.scot.nhs.uk](mailto:postreg.nmahp@nes.scot.nhs.uk)

## Outcomes/results

### Strengths:

- Standard approach to career development - providing a clear and structured pathway whilst being flexible enough to meet individual needs.

### Challenges:

- Lack of awareness
- Time constraints
- Organisational buy-in

### Managers requests:

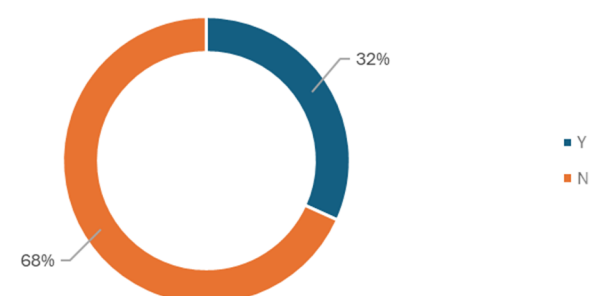
- Workshops that were more focused, featuring practical examples and case studies to demonstrate how the Framework could be applied effectively.

The findings were incorporated into the design of the workshops with the aim of improving the engagement and adoption of the Framework.

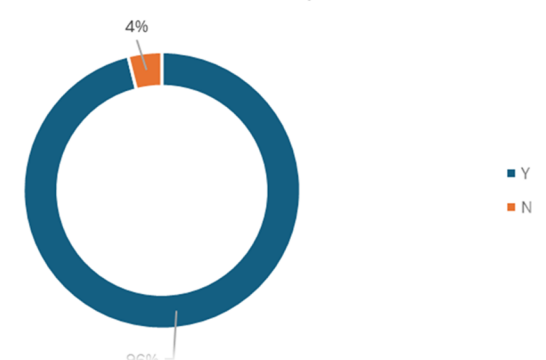
### Manager workshops

With 628 attendees, the workshops saw good engagement. Evaluations demonstrated significant conversion, from a baseline of 32% engagement pre workshop to 96% of attendees undertaking to use the framework post workshop.

Use framework before workshop



Will use after workshop



## Conclusion

By using the Double Diamond model, we were able to incorporate the lived experiences and specific needs of managers into the design of the workshops, ensuring that the content was directly relevant and actionable. The result has been increased adoption and implementation of the Framework for managers themselves as well as their teams.