

## Connecting our service

### What is it?

Understanding how health and social care services fit together and how different people, teams or organisations interconnect and interact.

### Why is it important?

Leaders understand how things are done in different teams and organisations; they recognise the implications of different structures, goals, values and cultures so that they can make links, share risks and collaborate effectively.

### What it is not?

Being rigid in your approach • Thinking about only my part of the organisation • Believing only your view is the right one • Thinking politics is a dirty word • Failing to engage with other parts of the system • Focusing solely on the depth of your area at the expense of the broader service.

### Help and support

If you would like further help and support, please don't hesitate to contact the helpdesk on +44 (0)1242 282 979 or by emailing [360support@jcaglobal.com](mailto:360support@jcaglobal.com).

Alternatively, you can view **Frequently Asked Questions** by following this link: <http://modelfaq.jcaglobal.com>