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Q Thanks for sharing, inspiring!

A Thanks for saying thank you it felt like a really scary thing to do so it was great that people appreciated it.

Q Beautiful, natural storytelling from the heart. Thank you. I'd love to hear more about any key milestones or moments in your "leadership Scratch" journey.

A One of the moments was when I passed our kitchen after a staff meeting and I overheard someone say, "I really like these Creative Museums staff meetings".

That for me was a sign that people were noticing and things were going in a positive direction. Also, the moment when I felt confident enough to ask for feedback at the end of a meeting about the content etc. In a sense each conversation I would expect to find difficult is a milestone and in the spirit of full disclosure I don't always get it right. It's reminding myself at those points that there will be another day and another opportunity to try again. I suppose my aim is to get to the point when scratching the way I work becomes instinctive rather than something I have to make a conscious decision about each day.

Q What other stories do your audiences want to tell?

A There were so many suggestions made: The Zoo, The Tannery, Sterling Metals, Memories of Yoxall Café, Nuneaton Quarries, local castles, the Health Service before 1948, the local Festival of Art, Geoffrey De Havilland, the Black Death, Mary Whitehouse, Ken Loach, lost buildings, pubs and clubs, textile industries, The Nuns of Eatone, Larry Grayson and Reginal Stanley We are getting together shortly to work out our next experiment having stepped away from it all for a while.

Q Very inspiring to see and hear Catherine's development as a leader through this. Bravo!

A Thanks I appreciate you taking the time to leave this feedback

Q **Two reflections. Firstly, Scratch bootcamp sounds amazing! Secondly, your presentation is one of the most heartfelt and engaging stories I have ever seen. Thank you.**

A The whole experience has been amazing and it's sad that it's come to an end. Thank you for your comments it's nice to know that someone got so much out of it.

I should say that I had lots of help to shape and make my story. Jessie Wyld the producer I worked with over the last 18 months really helped me to be able to tell the story on the day. Also, [Nick Cassenbaum](#) is a talented artist who works with Battersea a lot. Over the course of an afternoon he helped shape the mush in my head into the story you heard. I also need to thank my husband for hearing the story many times when I was rehearsing.

Q **How did you gauge the change between then and now?**

A I suppose in meetings some of it has been about observing body language. Also the degree of participation (how much people are joining in, talking, sharing ideas and sometimes laughing). It's also been about feedback, which I heard when we were evaluating the projects. There have also been moments in 121s when people have given feedback. I suppose at a personal level I'm a worrier but there are lots of times now when I just feel lighter because making a mistake is ok which in turn helps me to try different things and gauge reactions.

Q **How could you support other staff on the personal journey you have had of positive change? (honest, real, reflective)**

A For a long time the changes I made were covert and now I am being more honest about what I am trying to do. I'm aware that all of my team will have different journeys to make and at the moment if they are worried about trying something it's about giving them the reassurance to try and to remind them they can have another go, tomorrow, next week whatever,

Q **Fantastic – great to see personal and work practise impacted**

A Thanks for taking the time to feedback.

Q **What did you dump to free up the time to Scratch the stories? And did it matter?**

A Some work had to be done with a lighter touch and other tasks slowed down rather than being dumped all together. At the end of the day we didn't receive any complaints, the building stayed open etc.

Q **35 stories in 7 weeks! Communications with teams are important, it makes you a team with collective energy. Don't tell stories you think people want to know – ask them and act on their opinions**

A Thanks for this. We had an area where people could suggest stories and we are looking at how we can tell them and when. One thing we did learn from the

process was that the feedback wasn't predictable and we know we have some way to go to shake everything out.

Q How are you going to keep having fun?

A Ultimately it's about having that in mind when I programme my time. The team have already begun to introduce creative and fun moments in the sessions they organise so it's not just driven by me. I suppose the other thing is to look after yourself if you are overtired, not eating well then it's going to be more difficult. This was something Michael Day picked up in his session with us [during one of our Creative Museums learning cohort days].

Q Do you think Scratch would work in a national museum?

A I think scratch needs buy in at the top of the organisation. After that I think it's a case of growing it within the team. We are still working at including everyone in Scratch including front of house teams and our volunteers. It's good to remind ourselves that it has taken years for BAC to be where they are and its ok for us to take our time over, what is a seismic shift, in the way we work.

Q Thank you! I loved hearing how Scratch has influenced your leadership and management skills. Can you expand on how and in what ways?

A Initially it came from an acknowledgement that to adopt Scratch required all of us to develop our communication skills, have the confidence to experiment and find ways for people to flex their creativity. That meant I had to think differently about how we would develop the team and also meant that I needed to be making those changes myself. Once I started to make those personal changes it followed that I would start to change the way I worked.

It was also interesting to observe the energy at BAC and see where that comes from. A lot of this change has been through iteration and the situation at hand so there hasn't been a definitive end point in mind. Next week I have a team meeting and for various reasons a big chunk needs to be about health and safety. My first thought was how can I make this interesting and interactive? This wouldn't have been my first thought 18 months ago I would have just dreaded it.

Q Very interesting interpretation of and use of Scratch. Great to see and hear about your personal transformation

A Thanks for taking the time to leave this feedback.

Q Did you return to the engineers? How do you get a potato to hatch?

A I should say the engineers do work really hard and are very helpful. In many ways they helped me realise that day that something needed to change. They have been subject to change themselves as the council has now adopted agile working which means they are rarely now together. The "potato" was actually a marbled chocolate egg though I have to say it totally did look like a potato and unfortunately by the time the photographs were being taken it was the only one I hadn't eaten.