



One Great Team



Carolina Care



It Starts With Me



Leading The Way

WES Next Steps: Engagement Strategies

Share Results with your Team

Leaders were asked to review and understand their WES results over the past few weeks. Next Steps Strategies for WES will be shared over the next several months and you will see a variety of tools, resources and events to help you enhance engagement.

Next Steps Strategy: Review and Understand Your Data

Review your results in the WES portal. Information to log in was provided by Press Ganey. If you need your log in information, please contact hdesk@pressganey.com. Remember, to receive results, there must be 5 or more respondents for a work unit to have results displayed. If there are not 5 or more respondents, a message that says "Too Few Respondents" will be displayed. If there were less than 5 responses, the results "roll up" to the next level leader and are reported in aggregate.

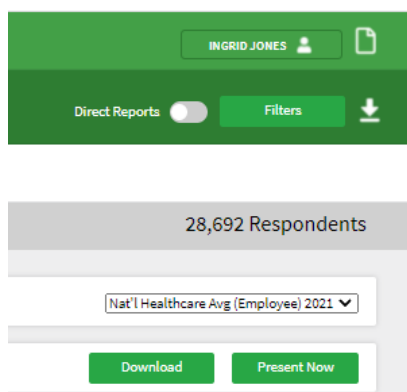
Resources to assist you with navigating the portal and understanding your data can be found here:

- [WES Portal Navigation and Q & A session with Press Ganey](#): This session was conducted by Press Ganey for UNC Health
- In the Press Ganey Portal: Generic demos and additional resources can be found when you click the "tabbed paper" on the right side of your portal.



Next Steps Strategy: Share Results With Your Team

Use the **present now** feature to present directly from the portal or create your own PowerPoint presentation using the download feature. Share the results in a team meeting or in 1:1s. Ask the team for feedback, suggestions and ideas.



Suggestions for sharing:

- 1) Review your results prior to sharing with the team.
 - Look at your work unit's overall scores and the items listed in the Strengths and Concerns sections.
- 2) Share these scores and information with your team:
 - Engagement Indicator: Teammates' emotional attachment and commitment to the organization
 - Team Index: Health and functioning of your team.
 - Leader Index: Connection that teams have to their direct manager
 - Resilience: It measures the ability of the team to recover and remain engaged even in challenging work circumstances. The resilience score consists of two components: 1) Decompression: ability to disconnect, 2) Activation: Finding meaning in the work.
- 3) Have a discussion. Questions you can ask:
 - What surprises you?
 - What do you see as our team's strengths?
 - What ideas or suggestions do you have to help us maintain or increase (engagement, team strength, well-being/resilience) in our team?

Remember: Thank them for their feedback by responding to the survey and thank them for their responses to your questions!

Capture ideas and determine what can be implemented.

You may enter your information and track your progress in the "Improvement Planning" Section of the Press Ganey portal.

Next Steps Strategy: Engagement Events, Tools and Resources

Use the resources found here:

[Engagement 365 site](#): Resources to assist with building engagement

[Well-Being](#): An abundance of tools to support you and your team

[Resilience for Managers Idea Exchange Cafe](#): Learn more about WES Resilience scores as well as resilience-building tips for managers