

Engagement Journey

Che Adriano-Evangelista
Patient Services Manager III
Wakebrook Inpatient Unit

**CREATING A CULTURE OF
LEARNING/COACHING**



**COMMUNICATION/
CONFLICT RESOLUTION**



**HEALTHY WORK
ENVIRONMENT**



**FOCUSING ON OUTCOMES
THAT MATTER**



**FOUNDATIONS OF
UNIT SUCCESS**



**MANAGING
YOURSELF**



SAFETY



**RETENTION &
ENGAGEMENT**



How did we get to where we are now?

- Current state vs Ideal State
 - Gap analysis of what's keeping us from getting to our ideal state
 - Used historical WES data, staff surveys, and feedback from 1:1s
 - Issues identified were mostly on: accountability, former leader's inconsistency with managing performance and conduct issues, lack of communication and transparency

Strategies:

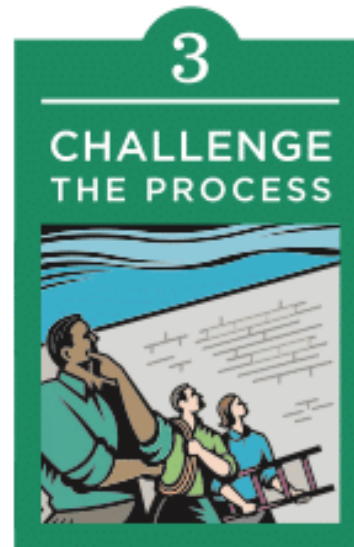
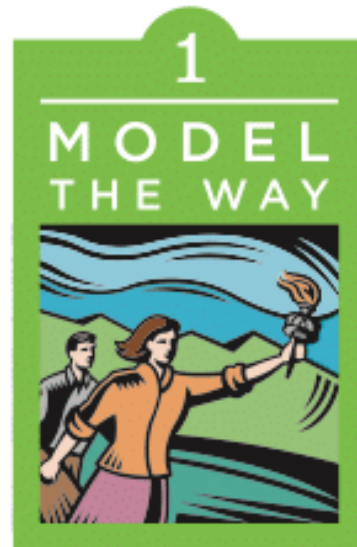
- Trust and relationship building - start with being present, consistent, and accessible
- Sharing the vision and establishing clear expectations
- Holding each other accountable
- Transparency in communication
 - Establishing psychological safety is VERY important; let staff know that they can talk to you and share feedback without fear of retribution
 - Connect with staff; ask them for feedback; take notes and follow-up when they bring concerns

Strategies:

- Explore all possible avenues for communication – keep them updated
 - Weekly Updates – make it all about them
 - BLUF (Bottom Line Up Front) in emails, keeping it short and to the point
 - Video Messages
 - Utilizing SharePoint
- Staff Recognition
 - What matters to your staff? How do they want to be recognized? (5 Languages of Appreciation)
 - I have a mix of staff who want public acknowledgement (High 5s, awards, etc.); some respond better to acts of service; some want material things (food, coffee, etc.), and others would like greater responsibility



JUST DO ITs



Five Exemplary Leadership Practices (James Kouzes & Barry Posner)

- Learning about myself
- Learning from others

- Perfect Unit
- DON, Service Line and Unit Specific Goals

- Kaizen Mindset
- Hiring Process (Hungry, Humble and Smart)

- Knowing Your Team
- Move You Bus (Ron Clark)
- Situational Leadership
- Engagement Magic
- Transforming Energy Vampires

- Rewards & Recognition
- 5 Languages of Appreciation
- Building a Resilient Team