



MANAGER TRAINING SERIES

CREATE A THRIVING WORKPLACE

JUNE 30, 2020

1 P.M. EASTERN

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<http://www.chcworkforce.org>

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Recruitment & Retention

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Health
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Training

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SOLUTIONS TRAINING AND ASSISTANCE
FOR RECRUITMENT & RETENTION

www.chcworkforce.org

WEBINAR HOUSEKEEPING

We are
Recording

Ask Questions

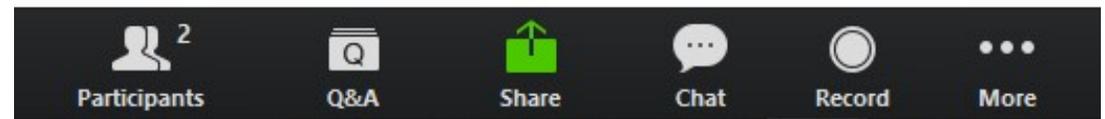
Session &
Series
Evaluations

Have Fun

- Questions?

- Use the chat and questions boxes
- Email mblake@clinicians.org

Select "All panelists and attendees"
before sending your chat to the group



Use the Q&A box to share
questions directly with the
presenting team

OUR PRESENTER

April Lewis
CEO
Good Connection, Inc.



www.aprillewis.com

Connecting you with your highest self.

TODAY'S SESSION

Employee
Engagement

Decrease
Turnover

Recognize &
Reduce Burnout

USE THE CHAT FEATURE

Use ONE word to describe the culture of your organization?

START WITH “WHY”

PASSION LED US HERE

WHAT DOES YOUR TEAM WANT?

- Full appreciation for the work done



WHAT DOES YOUR TEAM WANT?

- Full appreciation for the work done
- Feeling “in” on things



WHAT DOES YOUR TEAM WANT?

- Full appreciation for the work done
- Feeling “in” on things
- **Sympathetic help on personal problems**



WHAT DOES YOUR TEAM WANT?

- Full appreciation for the work done
- Feeling “in” on things
- Sympathetic help on personal problems
- **Job security**



WHAT DOES YOUR TEAM WANT?

- Full appreciation for the work done
- Feeling “in” on things
- Sympathetic help on personal problems
- Job security
- **Good wages**



WHAT DOES YOUR TEAM WANT?

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- Job security
- Good wages
- **Interesting work**



WHAT DOES YOUR TEAM WANT?

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- Sympathetic help on personal problems
- Job security
- Good wages
- Interesting work
- **Promotion/ growth opportunities**



WHAT DOES YOUR TEAM WANT?

- Full appreciation for the work done
- Feeling “in” on things
- Sympathetic help on personal problems
- Job security
- Good wages
- Interesting work
- Promotion/ growth opportunities
- **Personal loyalty to workers**



WHAT DOES YOUR TEAM WANT?

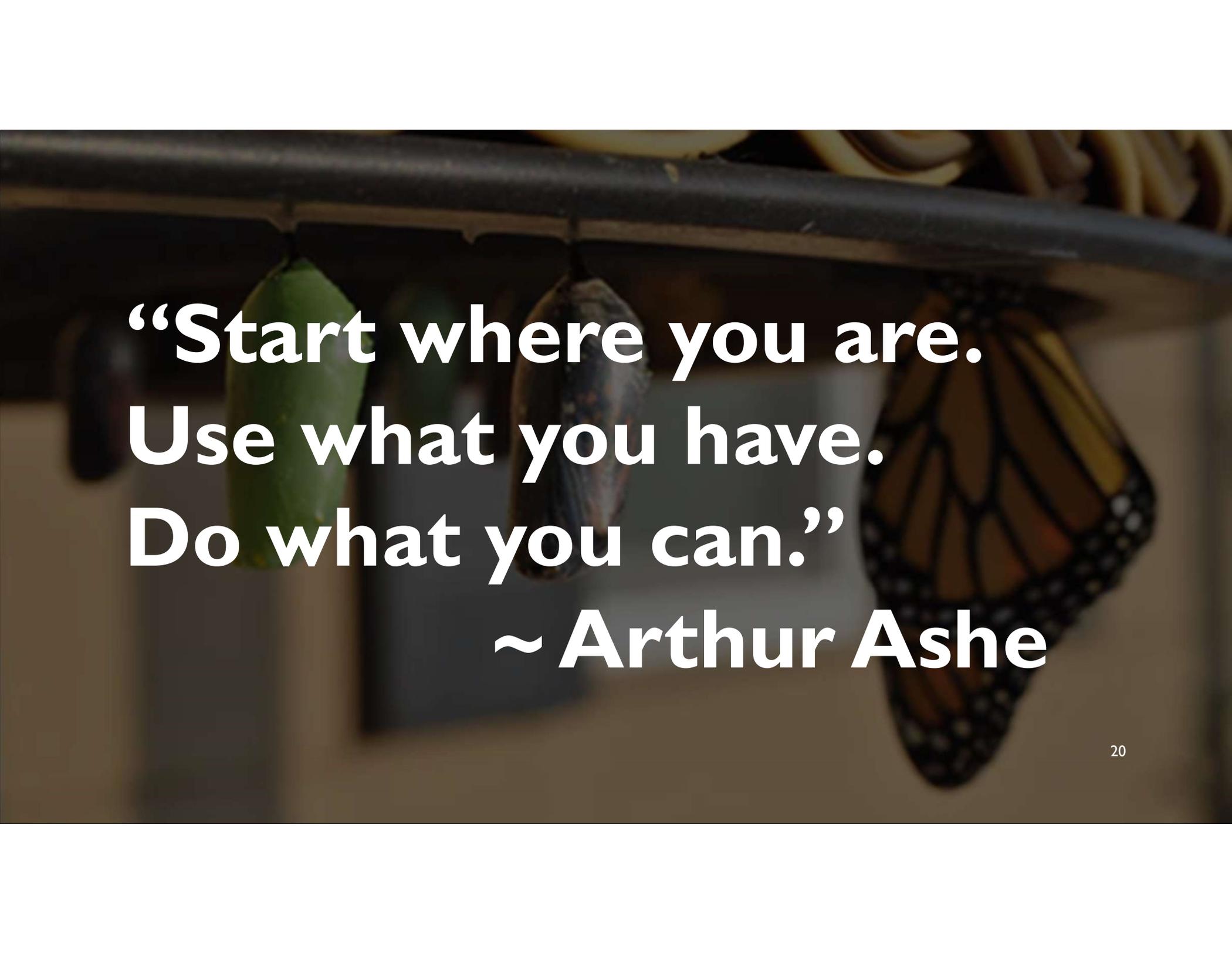
- Full appreciation for the work done
- Feeling “in” on things
- Sympathetic help on personal problems
- Job security
- Good wages
- Interesting work
- Promotion/ growth opportunities
- Personal loyalty to workers
- **Good working conditions**



WHAT DOES YOUR TEAM WANT?

- Full appreciation for the work done
- Feeling “in” on things
- Sympathetic help on personal problems
- Job security
- Good wages
- Interesting work
- Promotion/ growth opportunities
- Persona; loyalty to workers
- Good working conditions
- **Tactful discipline**



A monarch butterfly in its pupal stage is shown hanging from a branch. In the background, a monarch butterfly in its adult stage is visible, along with a green leaf and a dark object. The text is overlaid on the image.

**“Start where you are.
Use what you have.
Do what you can.”
~ Arthur Ashe**

EMPLOYEE ENGAGEMENT

- Society for Human Resource Management (SHRM) defines employee engagement as the lifecycle employees experience physically, emotionally, psychologically, and behaviorally with their organization.



USE THE CHAT FEATURE

**On a scale of 1-5, with 5 being
the MOST engaged,
how engaged is your team?
(*average of them all*)**



ENGAGEMENT VS. SATISFACTION

FACTORS THAT AFFECT ENGAGEMENT

Leadership

- Inspiring
- Interact with the workforce
- Collaborative
- Employees want to feel like they are involved in the company's success and growth

FACTORS THAT AFFECT ENGAGEMENT

Advancement Opportunities

- Learning and development
- Professional growth
- Internal/ team promotion

FACTORS THAT AFFECT ENGAGEMENT

Communication

- Consistent
- Resolve problems quickly
- Trustworthy
- Bi-directional

FACTORS THAT AFFECT ENGAGEMENT

Diversity, Equity and Inclusion

- Open to new ideas
- Equal opportunities and treatment
- Across gender, race, generation, etc.

FACTORS THAT AFFECT SATISFACTION

Compensation

- Comparable to market and competitors

FACTORS THAT AFFECT SATISFACTION

Benefits and Rewards

- Support overall well-being
- Perks outside of salary

FACTORS THAT AFFECT SATISFACTION

Work-life Balance

- Flex schedules/ Comp time
- Remote work
- Vacation
- Promote joy at work

FACTORS THAT AFFECT SATISFACTION

Recognition

Consistent

- Show appreciation
 - **Formal or informal**
 - *“The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People” by Gary Chapman*
 - Affects engagement

Attainable

Equitable

JOB SATISFACTION AND EMPLOYEE ENGAGEMENT ON MASLOW'S HIERARCHY OF NEEDS



- ▶ **SELF-ACTUALIZATION**
Alignment of professional with personal goals, a spirit of entrepreneurship, creative, rewarding work, work-life balance
- ▶ **ESTEEM**
Regular recognition, two-way feedback, a culture of appreciation, personal growth through learning and development
- ▶ **BELONGING**
Diversity and inclusion, support from team members and managers, social interactions in the workplace
- ▶ **SAFETY**
Job security, insurance, benefits, regular training for long-term employability, sufficient pay to meet long-term goals
- ▶ **PHYSIOLOGICAL**
A safe workplace, short commutes to work, sufficient pay to meet immediate needs of survival

WAYS TO MEASURE ENGAGEMENT

- Pulse Surveys
- One-on-Ones
- Stay/Exit Interviews
- Net Promoter Score
- Establish key metrics
- Listen

HOW CAN YOU TELL?

Engaged behaviors

Optimistic

Team-oriented

Goes above and beyond

Solution-oriented

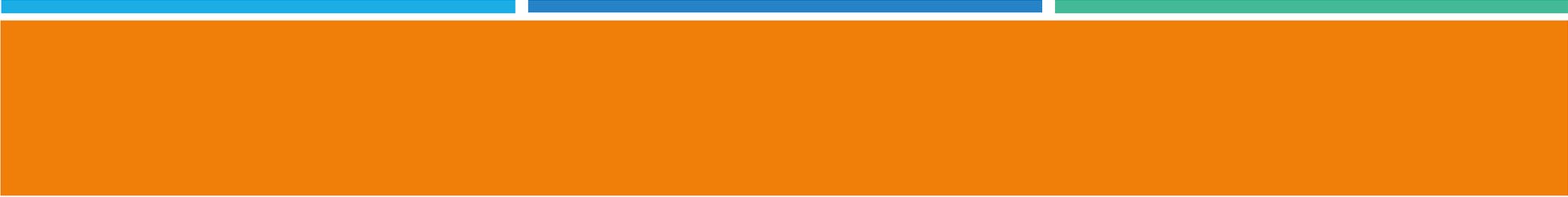
Selfless

Shows a passion for learning

Passes along credit but accepts blame

HOW CAN YOU TELL?

Engaged behaviors	Disengaged behaviors
Optimistic	Pessimistic
Team-oriented	Self-centered
Goes above and beyond	High absenteeism
Solution-oriented	Negative attitude
Selfless	Egocentric
Shows a passion for learning	Focuses on monetary worth
Passes along credit but accepts blame	Accepts credit but passes along blame



High engagement can lead to high retention.

PREDICTORS OF TURNOVER

- 1. Manager**
- 2. Poor fit for the job**
- 3. Coworkers not committed to quality**
- 4. Pay and benefits**
- 5. Connection to organization or leadership**

WAYS TO REDUCE TURNOVER

- Recruit and hire for best fit
- Manager training
- Competitive wages
- Focus on drivers of engagement
- Coaching strategies

USE THE CHAT FEATURE

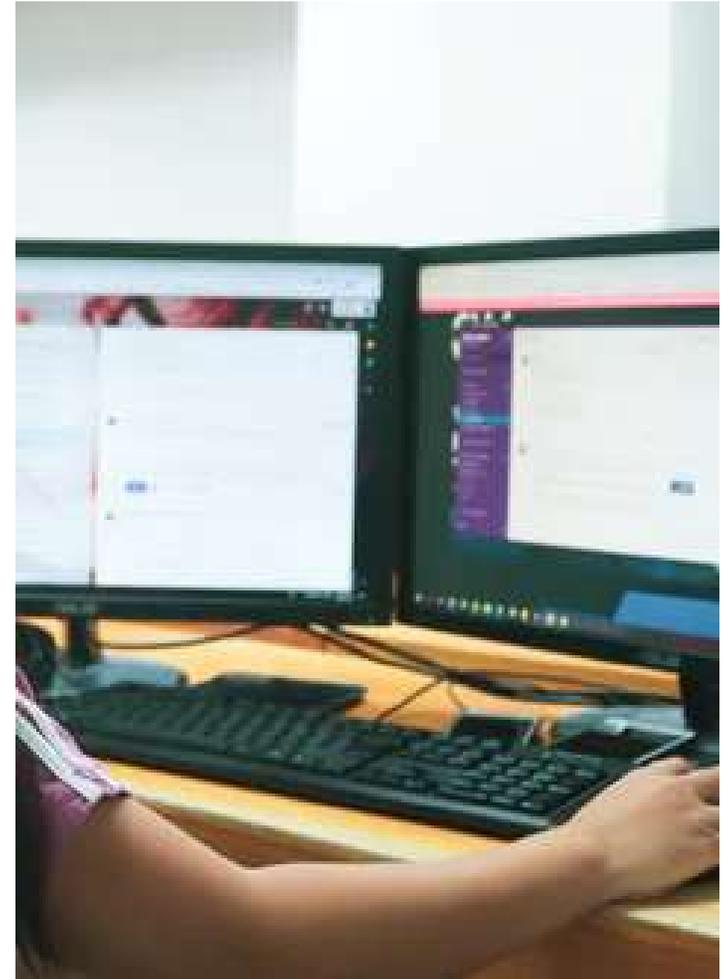
“Train people well enough so they can leave, treat them well enough so they don’t want to.”
~ Richard Branson

USE THE CHAT FEATURE

Recognize and Reduce Burnout

BURNOUT DEFINED

A state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress.



WHAT DOES IT LOOK LIKE?

RECOGNIZE BURNOUT

43

- Feeling tired



RECOGNIZE BURNOUT

44

- Feeling tired
- **Complaints of headaches or muscle aches caused by stress**



RECOGNIZE BURNOUT

45

- Feeling tired
- Complaints of headaches or muscle aches caused by stress
- **Increased absenteeism for sick days or leaving early**



RECOGNIZE BURNOUT

46

- Feeling tired
- Complaints of headaches or muscle aches caused by stress
- Increased absenteeism for sick days or leaving early
- **Decreased motivation**



RECOGNIZE BURNOUT

47

- Feeling tired
- Complaints of headaches or muscle aches caused by stress
- Increased absenteeism for sick days or leaving early
- Decreased motivation
- **Cynical or negative attitude**



RECOGNIZE BURNOUT

48

- Feeling tired
- Complaints of headaches or muscle aches caused by stress
- Increased absenteeism for sick days or leaving early
- Decreased motivation
- Cynical or negative attitude
- **Detachment from work and the team**



RECOGNIZE BURNOUT

49

- Feeling tired
- Complaints of headaches or muscle aches caused by stress
- Increased absenteeism for sick days or leaving early
- Decreased motivation
- Cynical or negative attitude
- Detachment from work and the team
- **Decreased productivity**



RECOGNIZE BURNOUT

50

- Feeling tired
- Complaints of headaches or muscle aches caused by stress
- Increased absenteeism for sick days or leaving early
- Decreased motivation
- Cynical or negative attitude
- Detachment from work and the team
- Decreased productivity
- **Procrastination or taking longer than usual to complete task**

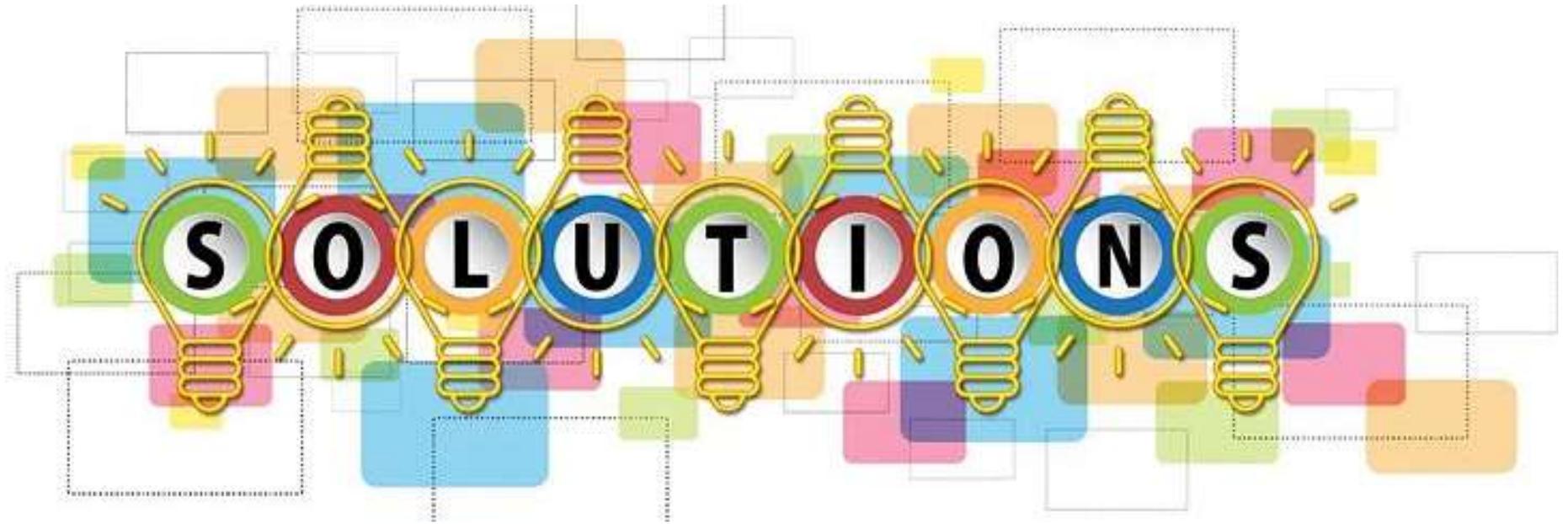


RECOGNIZE BURNOUT

51

- Feeling tired
- Complaints of headaches or muscle aches caused by stress
- Increased absenteeism for sick days or leaving early
- Decreased motivation
- Cynical or negative attitude
- Detachment from work and the team
- Decreased productivity
- Procrastination or taking longer than usual to complete task
- **Outbursts**





REDUCE BURNOUT



REDUCE BURNOUT

- Flexible scheduling,
when able



REDUCE BURNOUT

- Flexible scheduling, when able
- **Encourage and support work life balance**



REDUCE BURNOUT

- Flexible scheduling, when able
- Encourage and support work life balance
- **EHR/Technology optimization**



REDUCE BURNOUT

- Flexible scheduling, when able
- Encourage and support work life balance
- EHR/ Technology optimization
- **Provide clear expectations for all employees**



REDUCE BURNOUT

- Flexible scheduling, when able
- Encourage and support work life balance
- EHR/ Technology optimization
- Provide clear expectations for all employees
- **Ensure employees have access to necessary tools and resources**



REDUCE BURNOUT

- Flexible scheduling, when able
- Encourage and support work life balance
- EHR/ Technology optimization
- Provide clear expectations for all employees
- Ensure employees have access to necessary tools and resources
- **Provide ongoing training**

REMEMBER...

- ✓ Burnout doesn't happen overnight
- ✓ It doesn't "look" the same in everyone
- ✓ Several factors lead to burnout
- ✓ Reducing burnout requires change
- ✓ Burnout can happen to all staff
- ✓ Utilize the STAR² Center's Burnout Assessment Tool to measure your need for intervention to prevent burnout:

http://forms.logiforms.com/formdata/user_forms/68725_123124/361775/page1.html?cachebust=368





COMING SOON!

THANK YOU FOR YOUR TIME

Any questions?

Please complete the session evaluation.

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