



Taking Our Strategy Mobile---HANDOUT

HOW TO use 'Walks & Talks' to...

Build Trust
Boost Morale
Enhance Quality & Efficiency

...by Walking with *Purpose!*

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Walks & Talks:

A deliberate and genuine strategy to:

- Improve your understanding of
 - Functions
 - People
 - Processes
- Streamline processes
- Develop & empower employees
- Instill feelings of value
- Recognize, praise, energize
- Obtain feedback
- Clarify instructions, expectations
- Model expected behaviors
- Demonstrate concern
- Resolve problems
- Assess team mood
- Improve teamwork
- Manage conflicts
- Add humor, levity
- Boost accountability, productivity
- Build trust, relationships
- Understand what's going *right*
- Celebrate accomplishments
- Address stress

How to...Walk with *Purpose*

- Truly *want* to know your staff and operations
- Be approachable, relaxed
- Ask open-ended questions
- Listen actively
- Watch your body language
- Have casual, unstructured conversations
- Be open and willing to change your mind
- Tailor your approach to each individual

How to...Walk with *Purpose*

- Sound inquisitive...not intrusive
- Scale of 1-10
 - How comfortable are you doing_____?
 - What would it take to get you to an 8?
- Do you see how your work contributes to the “big picture”?
- How can we make things better?
- Hold back on your views
 - Listen actively to their responses
 - Listen and observe more than talk
- Be open and truthful
- Say ‘I don’t know’ but I’ll get back to you---and then do
- Pitch in to help do a key part of their work (Undercover Boss?)

How to...Walk with *Purpose*

- Spread your attention evenly—no favorites
- Look for successes and compliment
- Strike balance between work and personal conversation
 - Joke
 - Know kids' names
 - Hobbies
- Handle negative comments without being defensive
- Follow-up on their concerns, suggestions
- Commit to seeking continuous improvement
- Don't overdo your visits
 - Avoid perception: 'looking over their shoulder'
- Be spontaneous and unplanned---regular but random
- Review what you've learned and take action
- Dependability, 'walking the talk', is critical to build trust

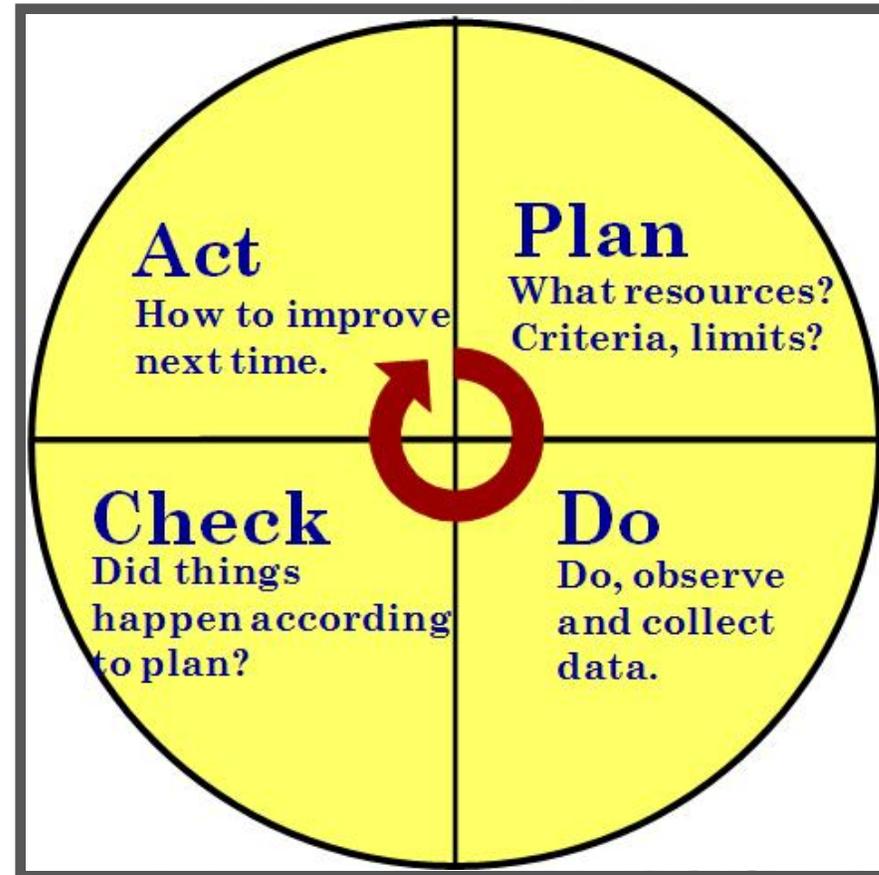
Continuous Process Improvement

PLAN: Root cause of problem?
Project final outcome
What if?

Do: Make the change

Check: Consequences of change?

Act: Lock in improvements
Share results with team
Other improvements needed?



What's In It For All?

- Learn what's really going on!
- Develop more trusting relationships
- Boost individual and team spirit
- Keep vision and values alive
- Have fun!
- Improve quality and quantity of work
- Connect all to improved customer experiences