

52 Tactical Tips

to Create a
Respectful Work Culture
in Healthcare



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Picture this...

You walk into work and enter your department to find that there's already a line of employees at your door, waiting for you. They're waiting – NOT – to tell you about the good things that happened over the weekend; they're waiting to tell you the bad things.

Who did what to whom; how bad it was; how overworked they are, etc.

Rinse and repeat, every week. And now you dread coming into work on Mondays.

That was my life as a front line leader many years ago. It was so bad that after 14 months, I quit and for many years, felt like a failure. I failed to do what I set out to do – build a better healthcare team. And after many years of beating myself up for “failing”, I got older and wiser. I realized that I wasn't a failure. I just wasn't equipped with the skills and tools I needed to address unprofessional conduct so that I could truly build a stronger, more respectful, and cohesive team.

I don't want you to feel like a failure like I did – not on my watch!

Imagine a better future

What if you could change that? What if instead, you looked forward to coming into work Mondays or even Tuesdays, Wednesdays, etc.?

Are you spending too much of your precious time and energy dealing with employee drama, unprofessional conduct, and interpersonal conflicts?

Do you dread coming into work on Monday because you know you'll be hit with the problems from the weekend?

Are you drifting into your week, hoping things will get better at work or are you designing it?

If you answered yes to any of the above questions, you are exactly where you need to be right now, reading this book!

You're charged

Healthcare leaders are charged with making sure their teams deliver high quality, safe, and effective care. In an ideal world, leaders would spend their time and energy helping their teams grow, learn, and become their very best selves so that they can take better care of patients AND each other.

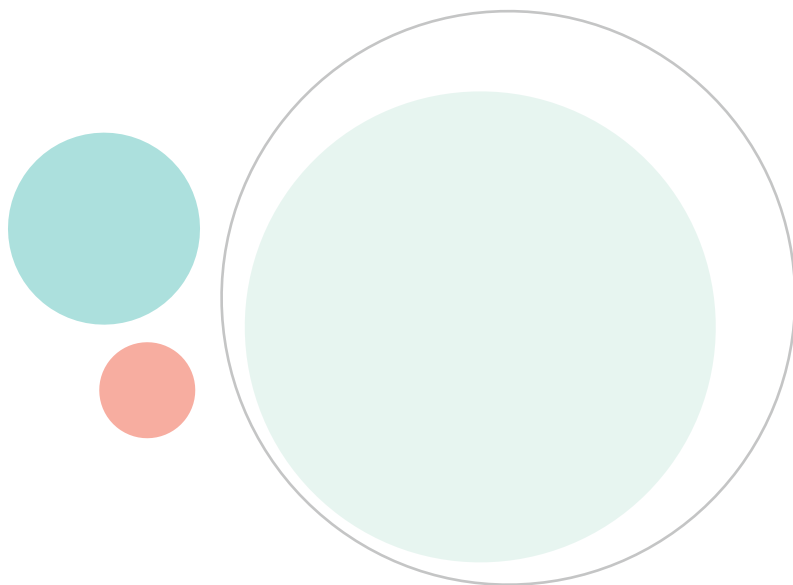
Yet, far too often, leaders spend their days dealing with employee conflict, unprofessional conduct, and drama, leaving little or no time to build stronger, more respectful teams.

When leaders spend all of their time putting out employee “fires” all day instead of building professional, respectful teams, bad things happen to patients and employees.

And that’s why we’ve designed, ***52 Tactical Tips to Create a Respectful Work Culture in Healthcare***, to help you implement simple, practical tools that will transform your department, build a stronger, more cohesive team, so that you can start looking forward to Mondays again.

You have important work to do. You don’t have time to deal with shenanigans, especially from professionals. We’re glad you’re here.

Renée Thompson



INSTRUCTIONS



In this eBook, you'll find 52 Monday Messages that will start your Monday with a hefty dose of positivity AND either a mindset (mind blowing) shift to help you become a better leader or a practical activity you can do with your teams.

There is no right or wrong way to go through this eBook. However, here are a few options:

Option 1

Starting this week, read "Week 1" and either reflect on the message or take action. Next week, read "Week 2" and repeat.

Option 2

Read the entire eBook and then schedule your activities when they make sense for you.

Option 3

Get a copy of this eBook for your entire leadership team AND any informal leader who is in a charge/coordinator role. Ask them to get involved in implementing some of the activities we offer so that they are involved too!

Note – although sharing is caring, this eBook is copyright and technically, ethically, it's not okay to just share it with others. Scouts honor...right? To order more copies, go to HealthyWorkforceInstitute.com/Shop.

Again, there isn't a right or wrong way as long as you take action!

WEEK 1

THE POWER OF A GREETING



A kindergarten teacher assigns one student per week to be the greeter. As students walk into the classroom, the greeter welcomes them with their preferred method; either a hug, fist bump, or a high-five. As a result, the teacher noticed more positivity and less fighting and complaining among her students.

The way humans start their workday influences whether they have a good or a bad day. When starting the day in a positive way, it influences people to BE more positive throughout the day. The same is true for negativity.



ACTION: Starting tomorrow, start every day by greeting every employee in your department with an enthusiastic greeting. Maybe a high five, fist bump, or just a smile. Be genuine and sincere. By doing this, you will be influencing them and yourself to experience a more positive day.



WEEK 2

WHAT EMPLOYEES ASK



John Maxwell is THE leadership guru and one of the most humble, gracious humans I've ever met. I had the privilege of hearing him speak at a conference where he shared his wisdom about leadership. One insight about leader – employee relationships was so profound, I wanted to share it with you. He said employees unconsciously always ask these 3 questions of their leaders:

- Do you care for me?
- Will you help me?
- Can I trust you?

He said bottom line is that leaders have to CARE for their people first. Everything else comes second.



ACTION: Pick one of the three questions to work on right now. Ask yourself: What can I do to show my employees that I care about them? What will I do to help them? What can I do to build their trust in me as their leader?



WEEK 3

THE POWER OF NICE



I travel a lot. Any time the flight attendant was really helpful, nice, sincere, etc. on my way out, I make it a point to say, “Thank you for being SO NICE!” Every time, they act a bit shocked, smile, and then tell me that I made their day.

This year has provided LOTS of opportunities for people to show up as their worst selves. Don’t let that happen. However, to make sure your teams don’t succumb to these intense stressors this week, you must be proactive. Here is just ONE tip that can help. It is often the smallest kindness - the smiles, gestures, compliments, and favors that make our day (and others).



ACTION: Today, find an opportunity to thank someone at work for “being nice”. Look them in the eye and just say, “Thank you for being so nice today.”



WEEK 4

STOP THE GOSSIP



Our studies show that one of the most common ways disruptive behaviors show up in healthcare is unrelenting and persistent GOSSIP. Here's the deal - we all gossip to some degree. Many of us don't even realize we're gossiping! But gossip in your departments is a cancer that infects everything! As leaders, it's important that YOU refrain from any gossip and that you keep your ears and eyes open and stop it when you hear it.



ACTION: Make a commitment that YOU will refrain from gossip by asking yourself this question – If this person were here, would I still say this? If you overhear gossip, say this – ***“This sounds like gossip to me. Is it?”*** Put a name to it and it immediately goes away!



WEEK 5

POWERFUL MANTRA



People are influenced by the messages they hear every day. Good or bad - what we listen to, see, do, etc. shapes our beliefs and attitudes, especially at work. Use this to your advantage by repeating consistent positive messages to your employees.



ACTION: Knowing that we tend to ignore bad behavior just because someone is SO good clinically, it's important to constantly remind your teams that behaviors are JUST as important as their clinical skills. To reinforce this, at the end of each huddle and staff meeting, close the meeting with this statement:

"The way we treat each other is just as important as the care we provide."

Make this statement your mantra!



WEEK 6

QUICK AND EASY WORD SPINNING



Let's say you step out of your office to help your employees with a patient care situation. When they thank you (if they thank you), many of us say, "No problem." However, when you say, "No problem," The brain actually interprets that as, I'm a problem that needs to be dealt with. It actually can be interpreted as a negative response.

A better response is to say, **"Happy to help."** The brain interprets this as a positive action - that you WANT to help and by doing so, it's making you and that person happy!



ACTION: The next time someone thanks you for something you did, instead of saying, "No problem", say, **"Happy to help!"**



WEEK 7

BRING OUT THE BEST



Just imagine if everyone on your team went out of their way to help their colleagues become the very best they could be. If that were true, giving and receiving feedback would become a habit. New employees would be nurtured and supported. Experienced employees would spend time and energy helping the inexperienced employees become better.

Ah. What a wonderful world that would be!



ACTION: To encourage your employees to bring out the best in each other, post this quote from Warren Buffet – EVERYWHERE!

“Surround yourself with people who push you to do better. No drama or negativity. Just higher goals and higher motivation. Good times and positive energy. No jealousy or hate. Simply bring out the very best in each other.”

- Warren Buffet



WEEK 8

ASK EMPLOYEES BETTER QUESTIONS



Employees want to feel appreciated, but a simple “Great job!” isn’t always motivating especially if you say it all the time. When you want to praise someone for their work on a project, try being curious about how they pulled it off. You might say something like, ***“That was really impressive. Will you tell me how you did it?”***

By showing interest in the story behind the accomplishment, you honor the results as well as the person who reached them. You also get a view into how the person solves problems, what parts of the work they love, and what makes them feel proud.



ACTION: This week, identify one person who accomplishes something and acknowledge them using the language above.



WEEK 9

ASK THIS QUESTION



I'm sure you know that when people feel like they belong at work, they are more engaged, productive, and 3.5 times more likely to contribute to their fullest potential. The bad news is that 40% of employees are feeling excluded and isolated at work (growing trend).

To counter this, especially with the employees who may seem to be a bit isolated from others, ask them this simple question: "How are you doing today?" Don't just ask. Face that person, look them in the eye, and be sincere when you ask. It's not always what you say but how you say it.



ACTION: Today, pick 2-3 employees who you suspect might not exactly feel like they fit in and ask, **"How are you today?"** Just one more strategy to help YOU cultivate and sustain a healthy workforce culture!



WEEK 10

WHAT MATTERS MOST



In the American Nurse Today journal, I read an article about retaining this younger generation of employees. As you know, retaining our newest and brightest is a challenge for many reasons. However, one thing they discovered is that the younger generation has a deep need to be engaged in doing things that matter, inside and outside of work. You can use this to your advantage!



ACTION: When you meet with your younger employees during your one-to-ones, ask this question: ***“What matters most to you right now?”***



GET ALL 52 TIPS!

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