

October 2019 Leader Retreat: Next Steps

The information in this document identifies next steps you can take to support the objectives and content presented at the October 2019 Leader Retreat.

The following objectives were addressed during the leader retreat:

- A. Identify ways to close 2019 strong
- B. Determine how to implement/execute key actions for 2020
- C. Discuss hiring in a culture of Diversity & Inclusion
- D. Share ways to inspire direct reports the remainder of 2019 and throughout 2020

A. Identify ways to close 2019 strong

- Create intentional action items around key messages heard in the leader retreat in order to hardwire at the department level. Refer to the retreat slide deck for key themes and data.
- Review your department's 2019 Team Member Engagement Results and work closely with your team to identify areas of strength and opportunity around key strategies for engagement and retention. The following are key components for team alignment:
 - Thank team members for participating
 - Share results with team
 - Set improvement goals with team
 - Monitor progress

B. Determine how to implement/execute key actions for 2020

- Be familiar and take action steps to guide your team to support the following:
 - Strategic direction and plan
 - Annual priorities and focus
- Follow-through with your team to:
 - Provide system and operating unit leadership
 - Drive ownership and deliver results
 - Stay informed and connected to align across the system and prioritize efforts
 - Continue to build culture of change readiness and resiliency
- Have conversations with your team that will:
 - Connect with meaning and purpose
 - Inspire and motivate others

C. Discuss hiring in a culture of Diversity & Inclusion

- Focus on becoming the **Employer of Choice** and use that focus to enhance our recruiting and engagement/retention strategies around talent that allow us to better understand and serve our patients and communities.
- Focus on becoming the **Provider of Choice** by aligning our efforts behind our strategic imperatives to position Novant Health as the "first choice" for healthcare.
- Focus on being a leader in **Health Equity** by guiding your team members to demonstrate inclusiveness in all aspects of the care we provide to our communities.

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Note: An essential ingredient for our culture change is all of us creating an *inclusive* environment. More than having a diverse workforce, we want our teams to have a voice. Keep the conversation going in your Leader Rounding, huddles, team meetings, etc.

D. Share ways to inspire team members the remainder of 2019 and throughout 2020

- Create engagement activities with your team members to invite and promote conversations around the following:
 - What excites you about 2020?
 - What actions will you take as a team member to create the success we envision for our organization and our department in 2020?
 - How can I support you to be successful with accomplishing our goals?

Note: The engagement activities you implement should connect back to the action plan generated by your team member engagement survey results.

Summary of Action Items!	
Take Action: Team Member Engagement Keys for Success	
Know	<input type="checkbox"/> Your survey results regarding areas of strength <input type="checkbox"/> Your survey results regarding areas of opportunity
Do	<input type="checkbox"/> Thank team members for participating <input type="checkbox"/> Share results with team <input type="checkbox"/> Set improvement goals with your team <input type="checkbox"/> Monitor progress
Share	<input type="checkbox"/> Improvement milestones with your team <input type="checkbox"/> Recognition <input type="checkbox"/> Achievements with your leader
What We All Need To Do	
Know	<input type="checkbox"/> Strategic direction and plan <input type="checkbox"/> Annual priorities and focus
Do	<input type="checkbox"/> Provide system and operating unit leadership <input type="checkbox"/> Drive ownership and deliver results <input type="checkbox"/> Stay informed and connected to align across the system and prioritize efforts <input type="checkbox"/> Continue to build culture of change readiness and resiliency
Share	<input type="checkbox"/> Connect with meaning and purpose <input type="checkbox"/> Inspire and motivate others