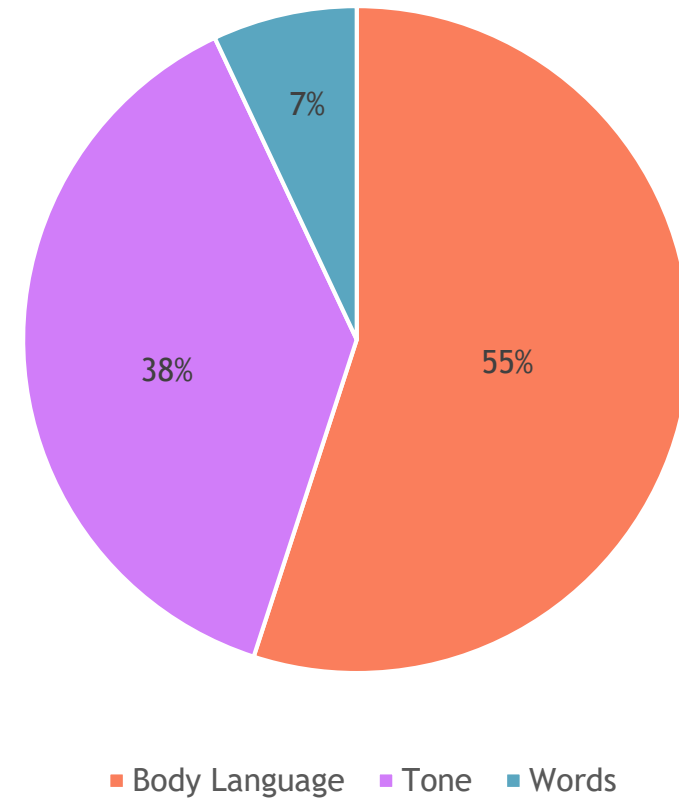


Listening Fact:

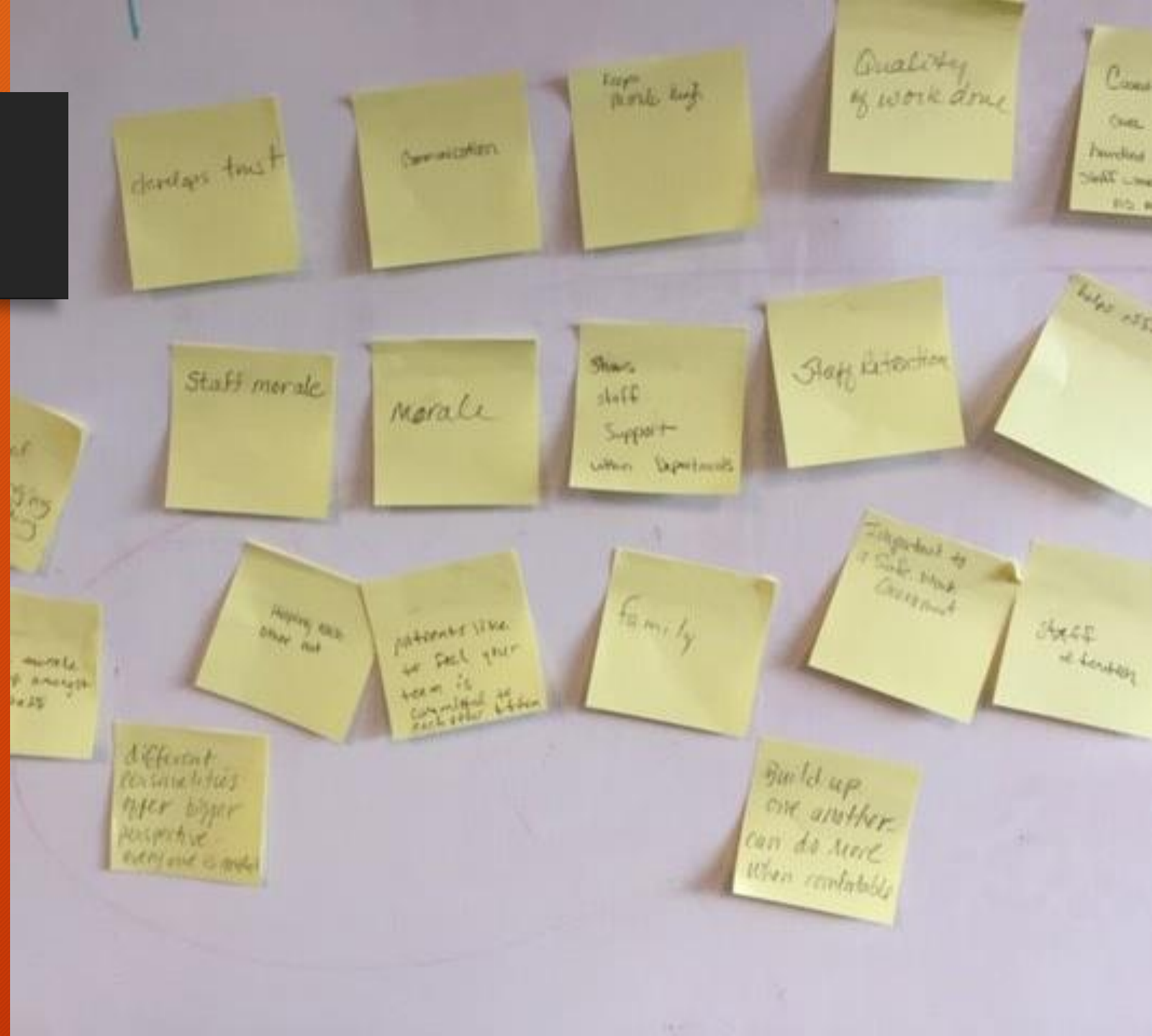
- Body Language = important consideration for face-to-face conversation
- Tone = important consideration, especially for phone conversations
- Active Listening i.e. multi-tasking during calls can backfire when it becomes apparent to the caller that they aren't really being heard

A listener's actual focus while listening



...Continued “Why is Team Building Important?”

- Assists with coordination of care
- Improves work quality
- Incorporates different views and experiences
- Helps retain staff
- Environment to build each other up
- Group becomes like a family



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Strategies for implementing change in the workplace

involve entire staff★

make it mandatory

education / explanation of value of change

identify positives potential challenges

Ease of implementation

incremental change. baby steps★

Cross train all employees★

Accountability

7 ways - 7 times

Strategies for implementing change in the workplace

- **Involve entire staff**
- Make it mandatory
- Education/explanation of value of change
- Identify positives, potential challenges
- Ease of Implementation
- Incremental change...**baby steps**
- **Cross train all employees**
- Accountability
- 7 ways - 7 times

Strategies to improve morale in the office

Social Events outside of office

Potlocks

Contents Ex. Cooking

Spirit Week



Team Spirit Wear

Community events As a team



Kudos

Positive shout-outs/updates

Acknowledgment of yrs of service

say "thank you"

accomplishments list at meeting

Christmas get together

TGIF

Office acknowledgement of successes /
ice cream social /
Smoothie day

Strategies to improve morale in the office

- Social events outside of office
- Contests... example = cooking
- Team Spirit Wear days & **Team Spirit Week**
- **Community events as a team**
- Kudos
- Positive shout-outs/updates
- Acknowledgement of years of service
- Say "Thank you"
- Get togethers - Christmas, TGIF, ice cream social or smoothie day
- Office acknowledgement of successes

Ways to improve
communication in the
workplace

- Staff Huddles
- Verbal / Face-to-face communication
- Basecamp -> repository for office wide info/processes
- Training -> How to improve
- Positivity

give everyone a cell phone - texting
✓ suggestion box
staff huddles
daily "blast" - group messaging
regular staff meetings

Monthly staff day (for fun)
UofM / Michigan

CC: staff in emails need to know

Constant checking in w/ staff
Active Listening



Ways to improve communication in the workplace

- **Staff Huddles**
- Verbal/ face-to-face communication
- Basecamp > repository for office-wide info/processes
- Training > how to improve
- Positivity
- Give everyone a cell phone > texting
- Suggestion box
- Daily "blast" group messaging
- Regular staff meetings
- Monthly staff fun day
- CC: impacted staff in the e-mail chain
- Constant checking in with staff throughout the day
- Active listening

Ways to reward employees

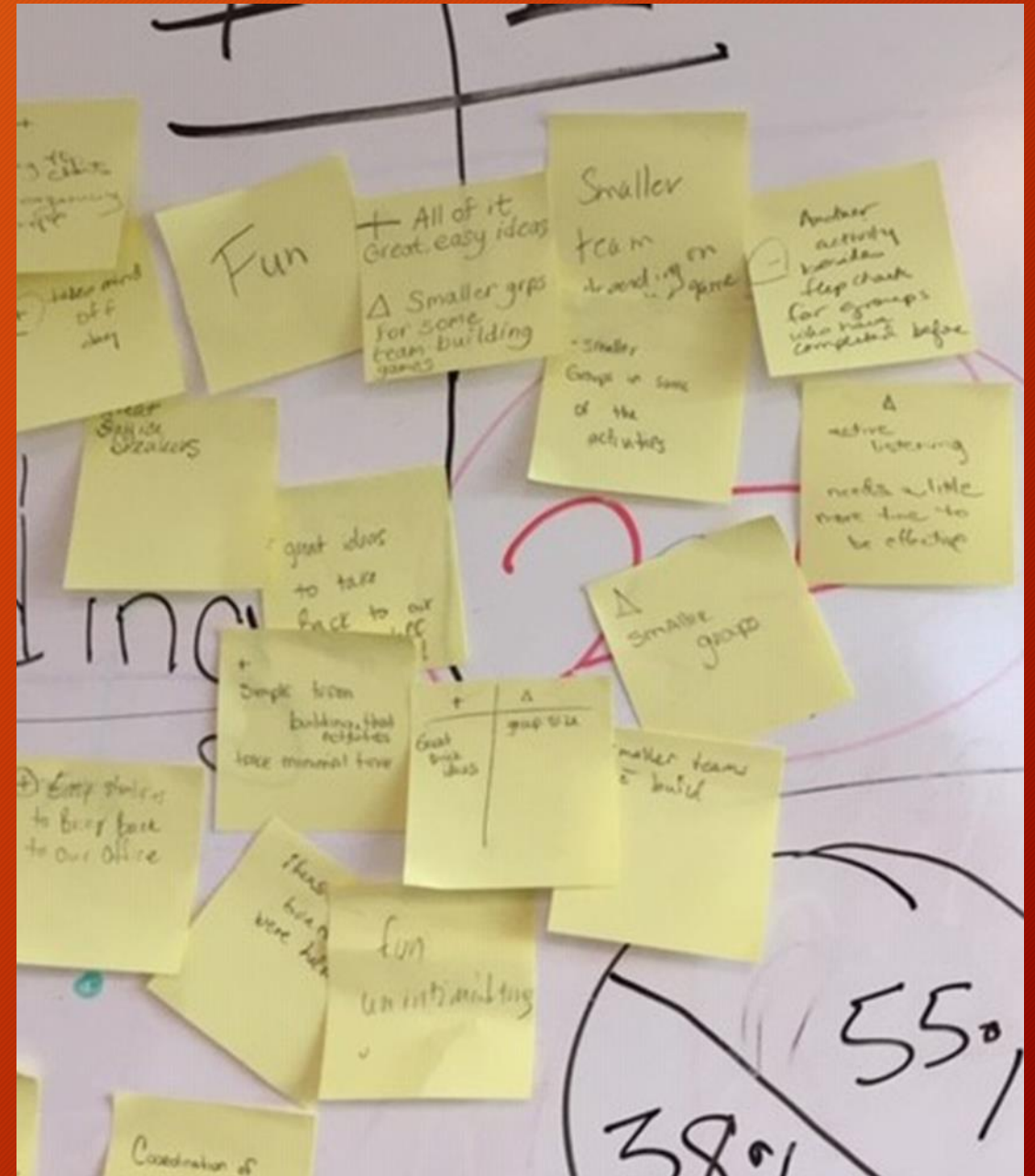
buy lunch - individual or group
(X) Hand written note + Bottle of wine.
cookies, etc in break room
Small gift. i.e. chocolate kiss
or gift cards
Plant / Flower
Stuffed Animal
attend staff meetings
individual thank yous - especially from doctors
* Comment Box.
* (+) recognition
Recognition pins
Day off
5 year rec. gift.
Chocolate
Public Acknowledgment i.e. Newsletter
Coffee
* Acknowledgment of professions week/day (i.e. nurses, bosses, MA)
Company Logo gear provided

Ways to reward employees

- Buy lunch - individual or group
- **Hand-written note & bottle of wine**
- Small gift i.e. chocolate kiss, plant/flower, stuffed animal, gift card
- Individual Thank Yous, especially from doctors
- Doctors attend staff meetings
- Identify positives, potential challenges
- **Staff compliments from Patient Comment box shared publicly**
- Day off
- Recognition pins
- 5-year recognition gift
- **Chocolate (made the list twice!)**
- Public acknowledgement i.e. in newsletter
- Coffee
- Acknowledge of different professions days (i.e. nurses, bosses, MAs)
- Company logo gear provided

Session Feedback

- Easy ideas to take back to staff
- Fun
- Great samples of ice breakers
- Fewer than six people would be best for team building activities involving construction
- Active Listening should be emphasized with more time



Timed fixed structure building

Winning team constructed tallest

