STRATEGIES FOR STAFF ENGAGEMENT: LEADING THE LOW PERFORMER

AHA Team Training Monthly Webinar
November 19th, 2019
RULES OF ENGAGEMENT

• Audio for the webinar can be accessed in two ways:
  • Through the phone (*Please mute your computer speakers)
  • Through your computer
• A Q&A session will be held at the end of the presentation
• Written questions are encouraged throughout the presentation and will be answered during the Q&A session
  • To submit a question, type it into the Chat Area and send it at any time during the presentation
UPCOMING TEAM TRAINING EVENTS

Courses
Registration for 2020 Master Training, Fundamentals and Specialty courses are now open! View our course schedule to learn more and register.

Webinars
Register for the December webinar: Introducing Community Conversations in Health Care to Improve Patient Outcomes
December 11, 2019 | 1:00 – 2:00 PM ET (12 CT, 11 MT, 10 PT)
UPCOMING TEAM TRAINING EVENTS

Learn more about our National Conference to be held June 3-5, 2020 in New Orleans.
CONTACT INFORMATION

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TODAY’S PRESENTERS

Jan Brauer RN, BSN, MA  
Clinical Education Coordinator  
Providence Hood River Hospital

Rhonda Fischer, RN, BSN, CEN  
Trauma Nurse Coordinator  
Providence Hood River Hospital
TODAY’S OBJECTIVES

• Participants will understand the impact of low performance on the team dynamic, and thus, patient safety

• Participants will understand the importance of adjusting leadership approach in reaching the next generation of team members

• Participants will articulate the 5R’s as a strategy for engaging the low performer
The illusive force that motivates employees to higher (or lower) levels of performance

Workplace Performance Solutions
LACK OF ENGAGEMENT

More than 70 percent of medical errors are attributable to dysfunctional team dynamics.


The team dynamic is an indisputable contributor to patient safety.
THE DILEMMA:
WHEN TEAM MEMBERS FAIL TO ENGAGE

The Five Rs
- Reassure
- Readjust
- Reset
- Redeploy
- Release
The Power of a Great Question
REASSURE

- Don’t respond to the emotions
- Refuse to make people bad

https://www.confused.com/car-insurance/driving-emotions
READJUST YOUR APPROACH

Be a curious guide & coach

I See
I Think
I Wonder
READJUST YOUR APPROACH

- Dominance: Results Oriented, Driver, Competitive
- Influencing: Persuasive, Inspiring, Enthusiastic
- Task Oriented: Analytical, Detail-Oriented, Systematic
- People Oriented: Amiable, Democratic, Patient

Outgoing
Reserved

http://professionalchoices.blogspot.com
RESET

Bring them into the current reality
LEADERS have the right and responsibility to insist on accountability

But INDIVIDUALS ultimately decide whether to step up or not.

• Cy Wakeman
Everybody is a genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing that it is stupid.

~Albert Einstein
REDEPLOY

Find your fit
RELEASE FOR SUCCESS ELSEWHERE

For them

For your team
NOT YOUR FAILURE...OUR FAILURE
STAFF ENGAGEMENT IS WORTH IT

The Five Rs

• Reassure
• Readjust
• Reset
• Redeploy
• Release
Q & A

Thank you

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QUESTIONS?

• Stay in touch! Email teamtraining@aha.org or visit www.aha.org/teamtraining