



AHA Team Training

Leadership that Motivates: Keys to Unlocking Team Engagement and Retention

June 14, 2023

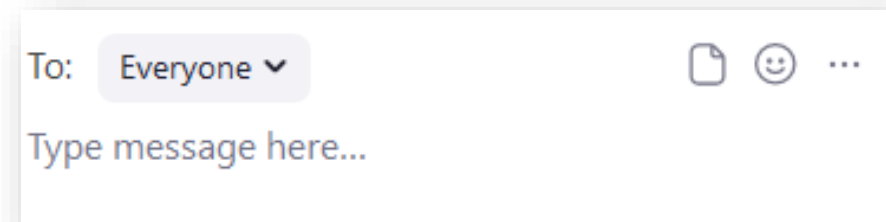


AHA CENTER FOR HEALTH

INNOVATION

Rules of Engagement

- **Audio for the webinar can be accessed in two ways:**
 - Through your computer
 - Or through the phone (*Please mute your computer speakers)
- **Q&A session will be held at the end of the presentation**
 - Written questions are encouraged throughout the presentation
 - To submit a question, type it into the Chat Area and send it at any time
- **Other notable Zoom features:**
 - This session is being recorded, the chat will not be included in the recording
 - Utilize the chat throughout the webinar. To chat everyone, make sure your chat reflects the picture below:



Continuing Education Credit

To receive 1.0 CE credit hour for this webinar, you must:

- **Create a Duke OneLink account.** You only need to create an account once – you may use it for all future webinars. Instructions will be chatted in and/or you may find them in your registration confirmation email.
 - Step 1: Register for a OneLink account
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- **Text to **GAXDET** (919) 213-8033 after 1:00 pm ET today – 24-hour window**

In support of improving patient care, the Duke University Health System Department of Clinical Education and Professional Development is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the health care team.



Upcoming Team Training Events

Courses & Workshops

- [TeamSTEPPS Master Training Course](#) on June 21-22 at MetroHealth (Cleveland, OH)

Custom TeamSTEPPS Advisory Services at Your Organization

- 2-day TeamSTEPPS Master Training Courses and comprehensive TeamSTEPPS programs
- [Learn more](#)

Webinars

- [Nurse Onboarding and Professional Development: Assessing and Addressing DEI](#) – June 28

Today's Presenters

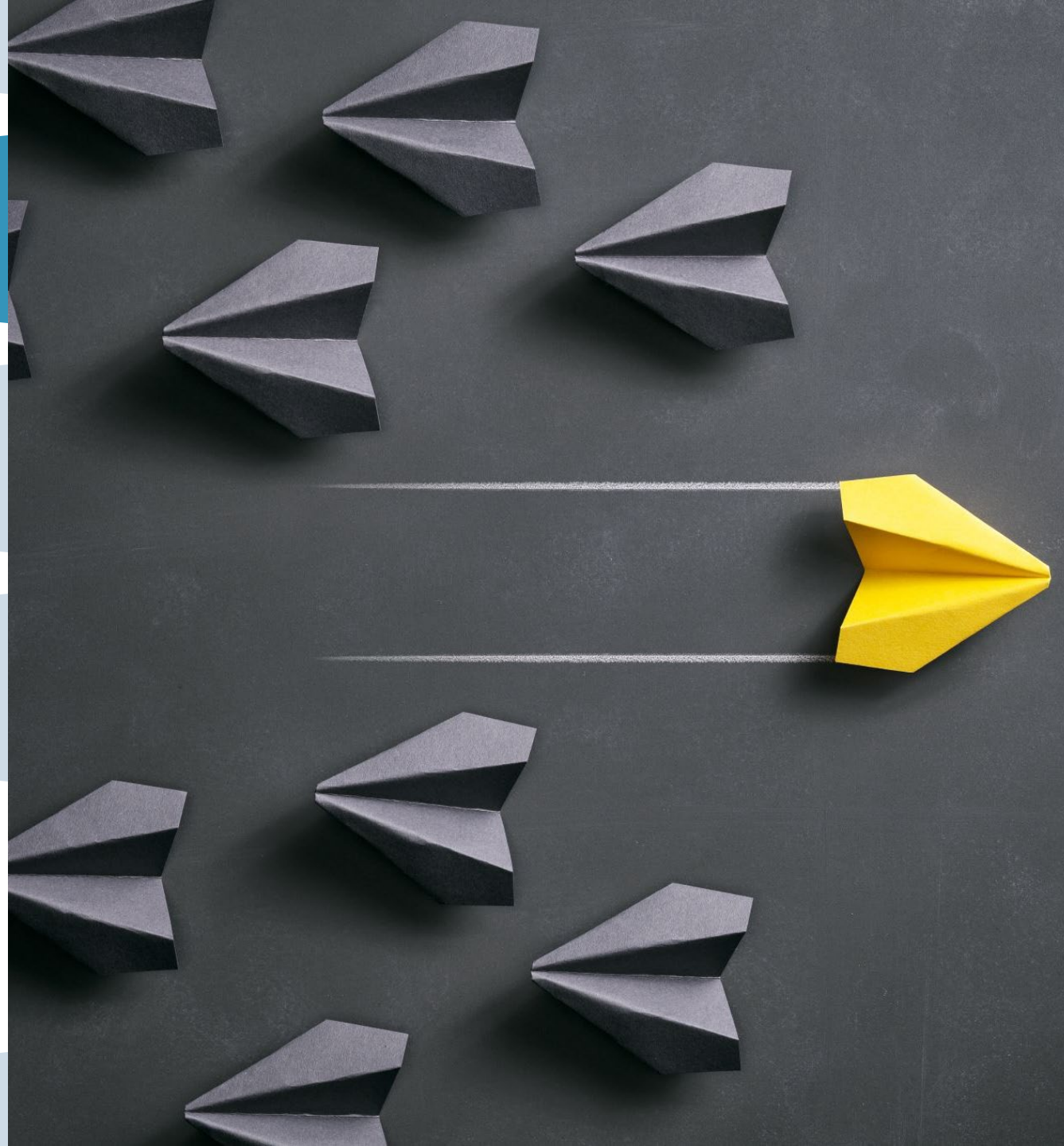


Jan Brauer, RN BSN MA
Co-Founder
Creating Team Solutions

Leadership that motivates

Keys to Unlocking Team
Engagement and Retention

Jan Brauer RN BSN MA



Where we are & Where we want to be

Surviving



Thriving



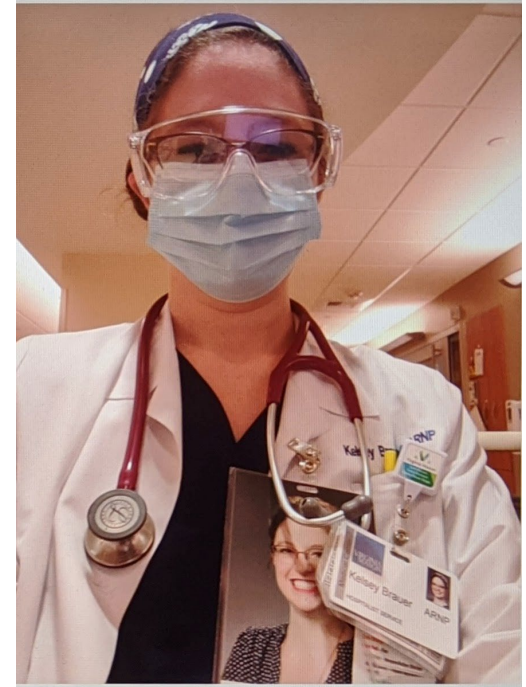
Poll: Rate your team from 1-5
1=Surviving 5=Thriving



Thriving

Getting your team on the same page takes intentionality and is not driven by care initiatives.

Thriving is driven by engaging the team's potential to lead the initiatives themselves in the way that makes sense to them.



3 Keys to unlock your team

- Connection
- Curiosity
- Celebration



Connection

The power of your
presence.

Connecting with a multigenerational workforce

- The employee

- Needs to be known
- Needs to be heard
- Needs to understand the “why”.

- Leader Rounding

- What is your routine for rounding with your staff?
- How do you connect with night shift?
- What do you use to communicate with your staff aside from email?



Power of your presence

Goal: I see you and I value the work you do

- Regular
 - No agenda
 - Sit down
 - Ask how people are doing
 - Ask “Is there anything I can do for you today?”
-



Curiosity

Asking
the right questions



**The leadership
skill of
coaching through
Curiosity**

Are you interested?

Putting the ball in their court

- How would you do it?
- What would it take to get the team on board?
- What timeline seems reasonable?
- What role would you like to play?
- What support and supplies do you need to be successful?





Are you interested?

- Involvement = “I belong”
- Involvement = retention
- Involvement = unleashing the power within team

Involvement requires flexibility on “how” things get done.

Celebration

Small wins
lead to
Sustained wins



Why wait to celebrate?

Elevating the work of the Front Line cultivates participation and engagement leading the team into a recognition culture.

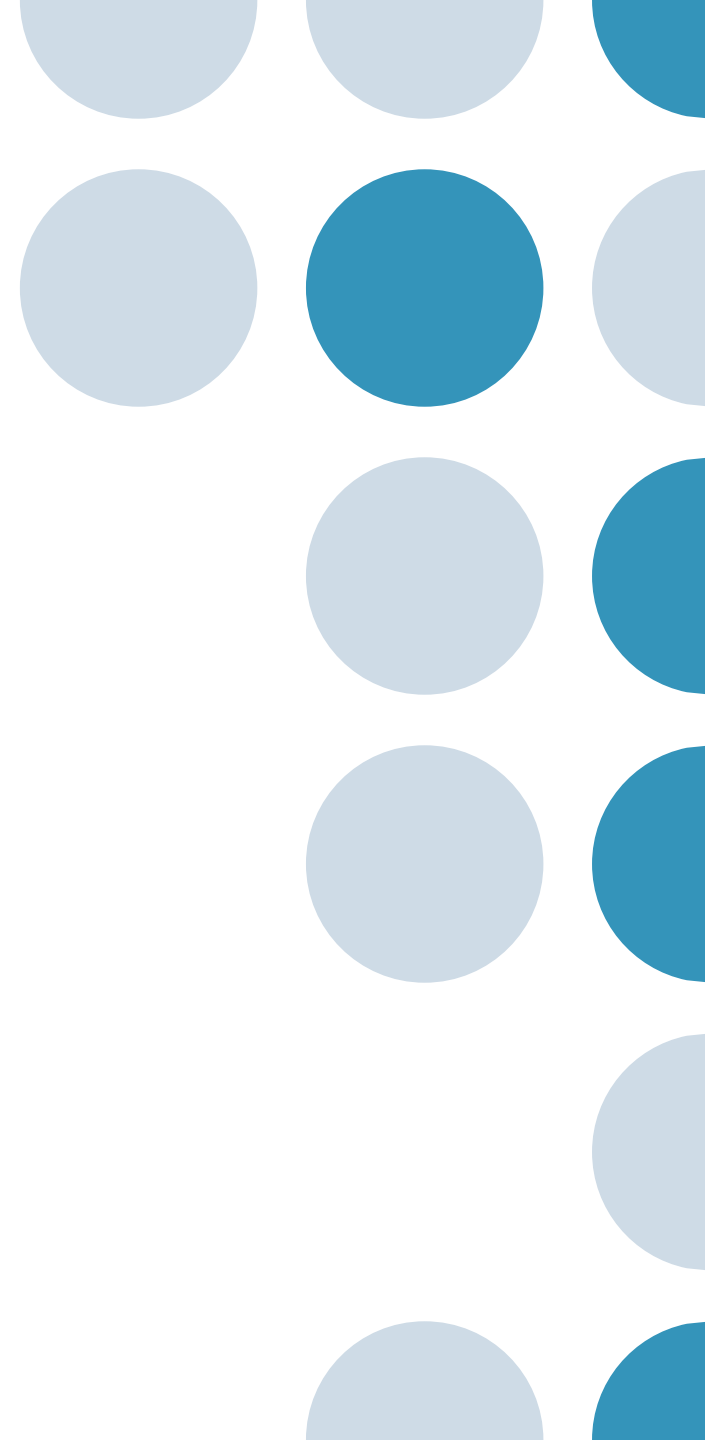


More than just a good idea

“When recognition hits the mark,
employees are **5 times** as likely to be connected
to company culture and
4 times as likely to be engaged.”

Emily Lorenz

www.gallup.com/workplace/400907/industry-delivering-employee-recognition





Celebration

- How often do you provide feedback?
 - How do you elevate the work of the front line?
 - What tools do you utilize to celebrate wins?
-



“Leadership is not about
being in charge.
Leadership is about
taking care of those
in your charge.”

— Simon Sinek

Leadership that motivates

Keys to Unlocking Team Engagement and Retention

- Connection
- Curiosity
- Celebration



Questions?

Jan Brauer RN BSN MA



Final Reminders

- **Evaluation**

- Please complete the evaluation form that appears on your screen once the webinar ends

- **Continuing Education**

- Create a Duke OneLink account if you have not done so
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- Text to **GAXDET (919) 213-8033** within 24 hours



Questions? Stay in Touch!

www.aha.org/teamtraining

Email: teamtraining@aha.org • Phone: (312) 422-2609

