

# Welcome

- We will be starting soon
- There is no sound until we get started
- Please keep your phones and computers on mute to support a pleasant experience to all
- Use the chat feature for questions

## **Just in Time Training**

**Providing Support for Health Care Staff/Frontline Workers**

**TOPIC: Discovering Joy in Work Part 1**

# TODAY'S PRESENTERS

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**Neekee West**

Training and Development Rep



**Zachary Kee**

Assistant Director

Our focus is on providing compassionate care by increasing workplace engagement and utilizing role model patient-centered behaviors.





# JOY in Work

In a COVID-19 World Part 1



# Today's Agenda

**Introductory Activity**

**Institute for Healthcare Improvement – Joy in Work Framework**

**What Matters to You Conversation Arrow**

**Wrap Up and Next Steps**



# Moment of Gratitude

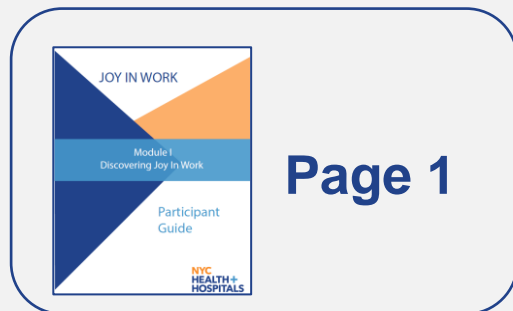




# What brings you **JOY** in life?

## ACTIVITY

- Think of a time you routinely experienced joy in your life. Completely immerse yourself in this experience.
  - What do you notice?
  - What do you hear?
  - What do you see?
  - How do you feel?
  - Why did this moment bring you joy?

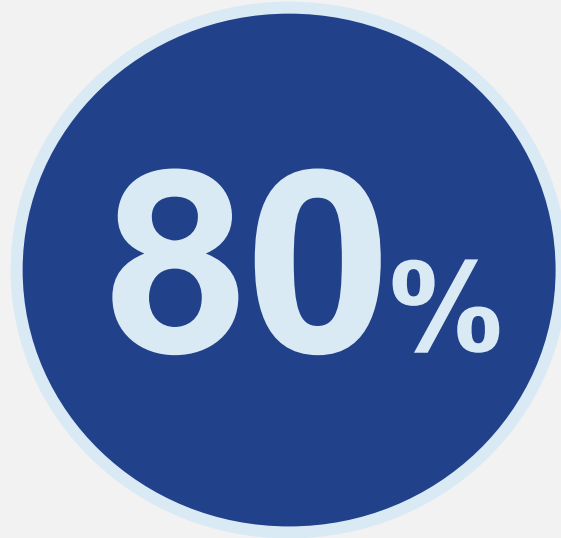




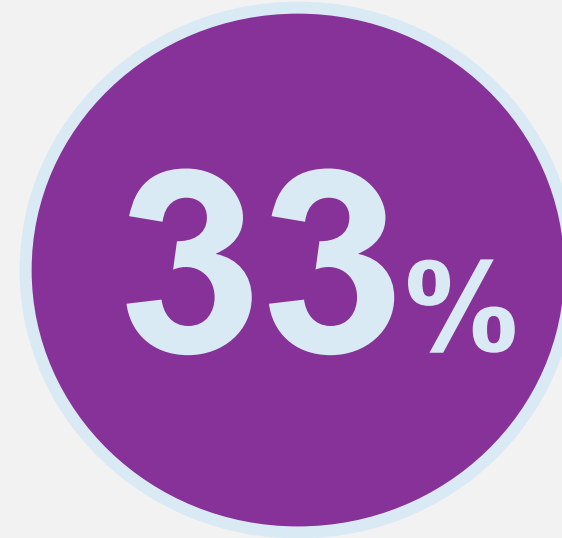
# INSTITUTE FOR HEALTHCARE IMPROVEMENT

## (IHI)'S JOY IN WORK FRAMEWORK





**of US physicians  
reported they  
were overworked**



**of new nurses  
seek another job  
within a year**



# Why

# JOY?

- **More innovative solutions**
- **Reconnect to meaning and purpose**
- **It's a fundamental right**



# What does it mean to be ambassadors for joy?



- Practice what you learn into your work settings
- Help others to feel joy in their work

# Ground Rules





# Purpose of Joy in Work

**Restore  
Joy**

**Respect Our  
Healers**

**Shared  
Responsibility**

**Highlight  
Bright Spots**

**Quality  
Improvement**



## Joyful Employees

 Employee Satisfaction

 Patient Outcomes

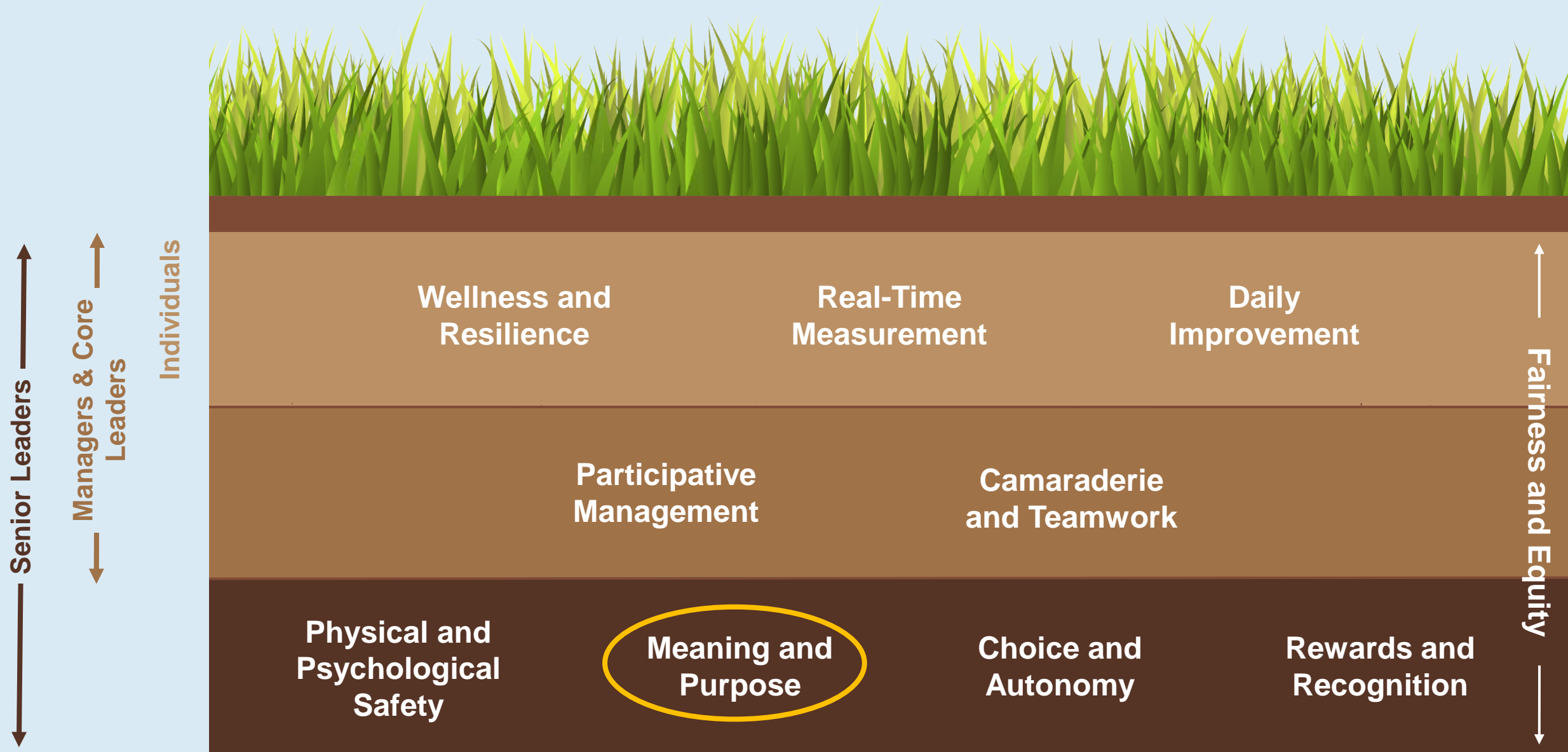
 Employee Turnover  
Rates

 Patient Experience

 Patient Safety



# Nine Components for Joy





# Staircase to Joy

**4. Use improvement science to test approaches to improving joy in work in your organization**

**3. Commit to a systems approach to making joy in work a shared responsibility at all levels of the organization**

**2. Identify unique impediments to joy in the local context**

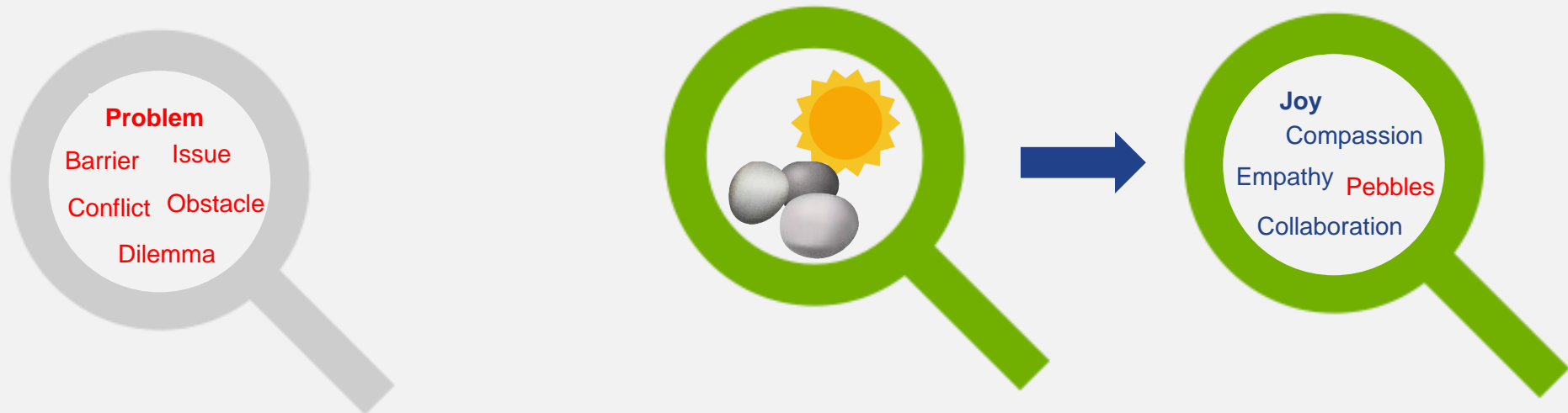
**1. Ask, “What matters to you?”**





# Things to Consider

- Not a one off effort or “flavor of the month”
- Does not ignore larger organizational issues, but provides a different lens to look through





# What Matters to You (WMTY) Conversations

## What

A type of conversation rooted in **appreciative inquiry** that taps into strengths or bright spots, or what's already working in the organization, that offer **energy for change**.

## When

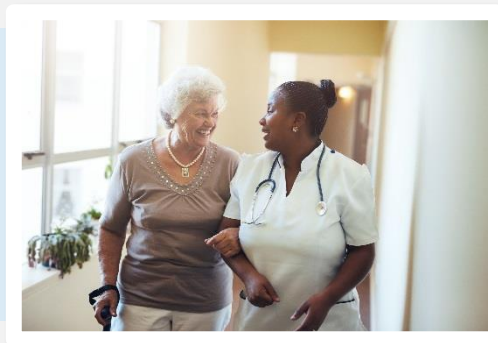
Informally,  
in-person ad-  
hoc basis

Staff and  
leadership  
rounds

Office hours  
with leadership

Small  
department-  
specific focus  
groups

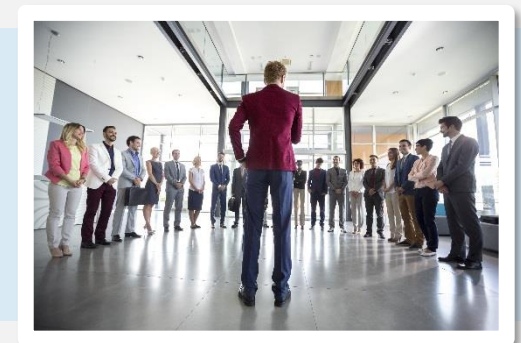
## Who



Employee and Customer

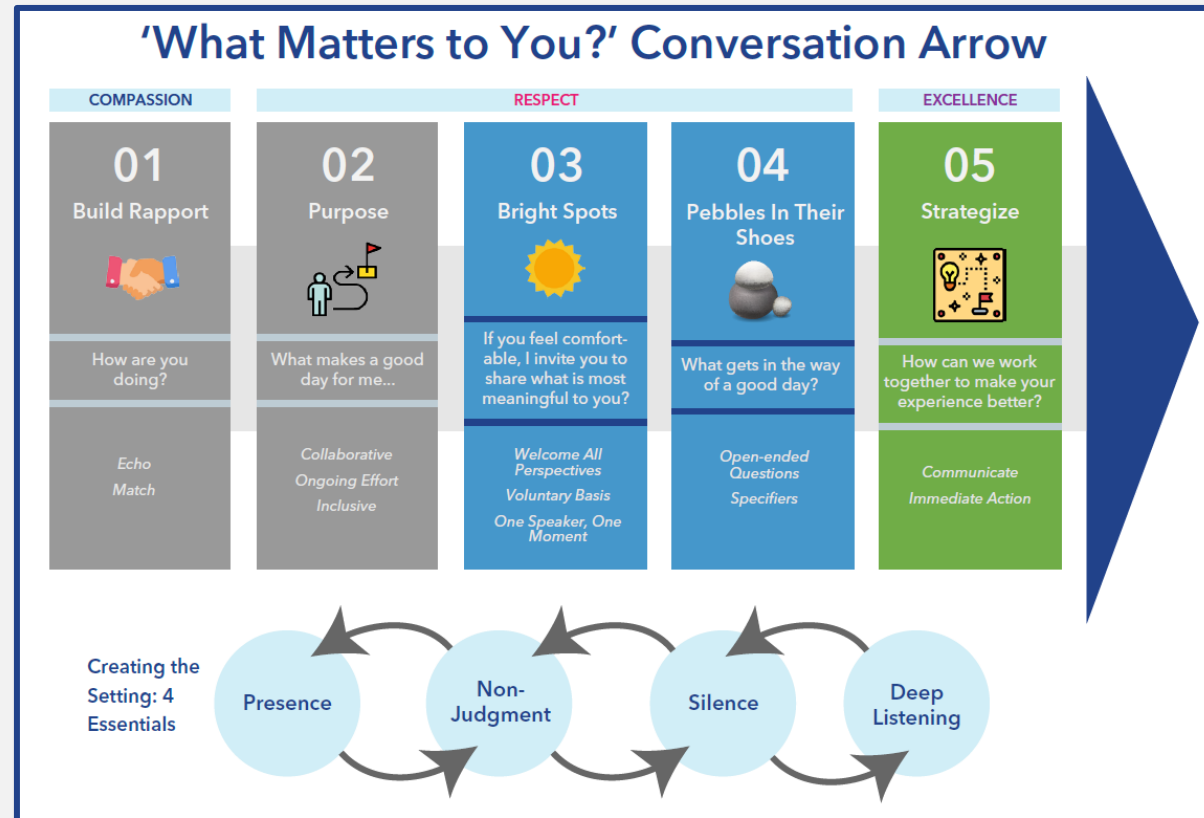


Employee and Employee

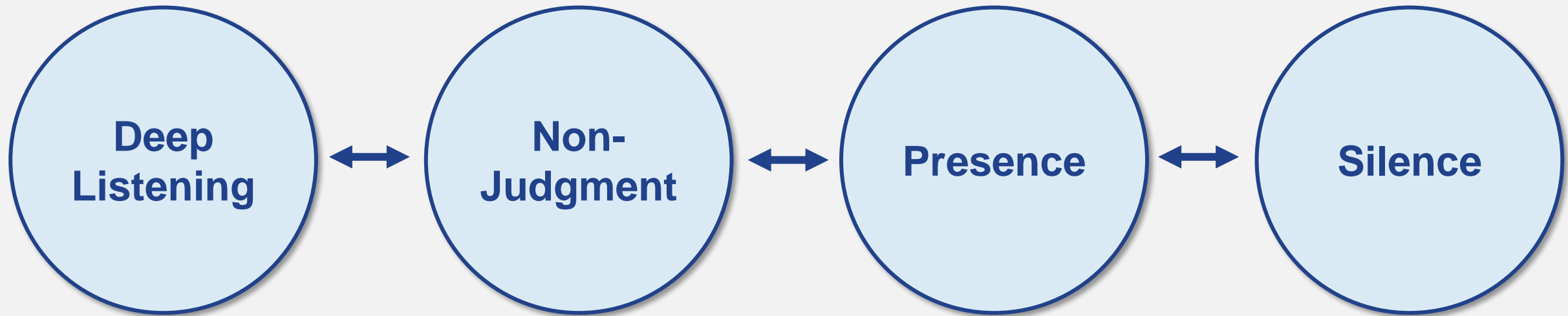


Employees and Leader

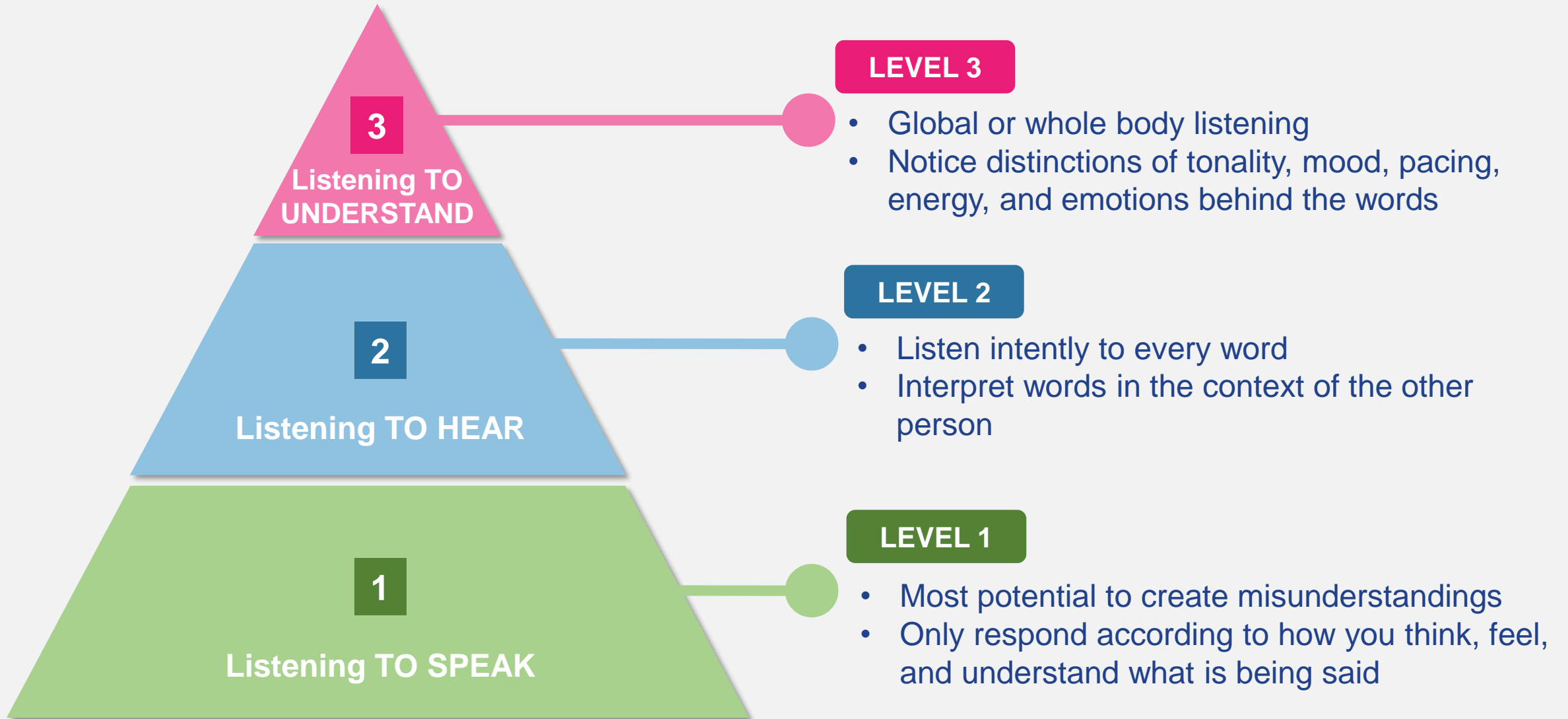
# WHAT MATTERS TO YOU CONVERSATION ARROW: CREATING THE SETTING



# Creating the Setting: 4 Essentials



# Deep Listening





# Deep Listening

Can you spot the value words? **Type it into the chat!**

“I feel like I’m doing my best but never receive the recognition I deserve. I come to work on time and a lot of times I help clean the kitchen even when no one asks me to. It is hard for me to feel motivated every day when I feel that my hard work is not being acknowledged.”

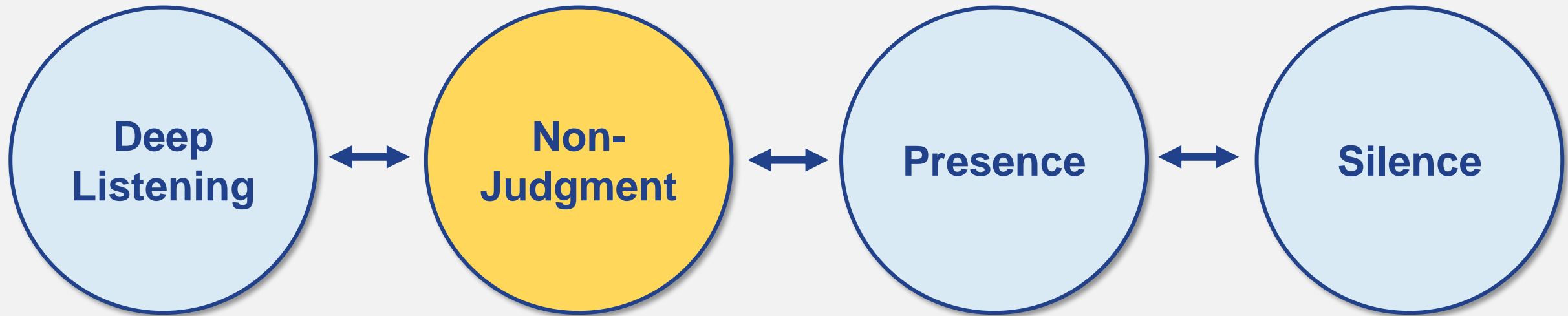


*“True listening  
requires a setting  
aside of oneself.”*

-M. Scott Peck



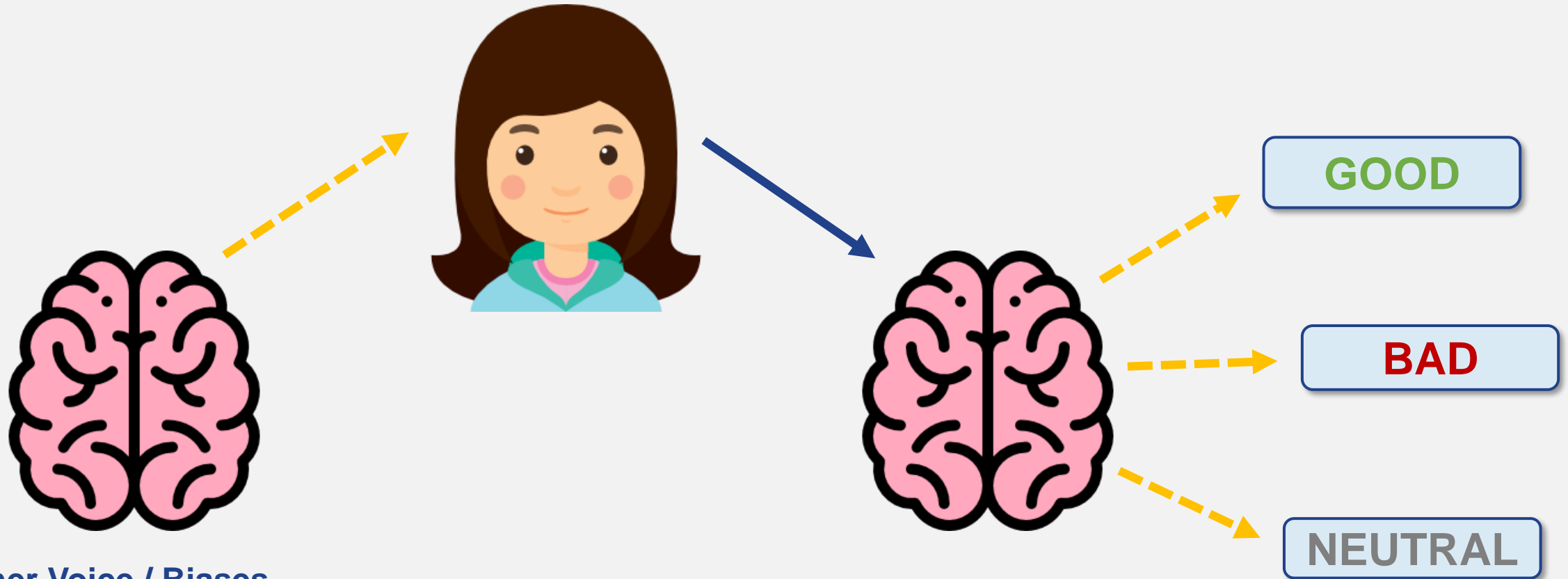
# Creating the Setting: 4 Essentials







# Judgment: The Normal Process



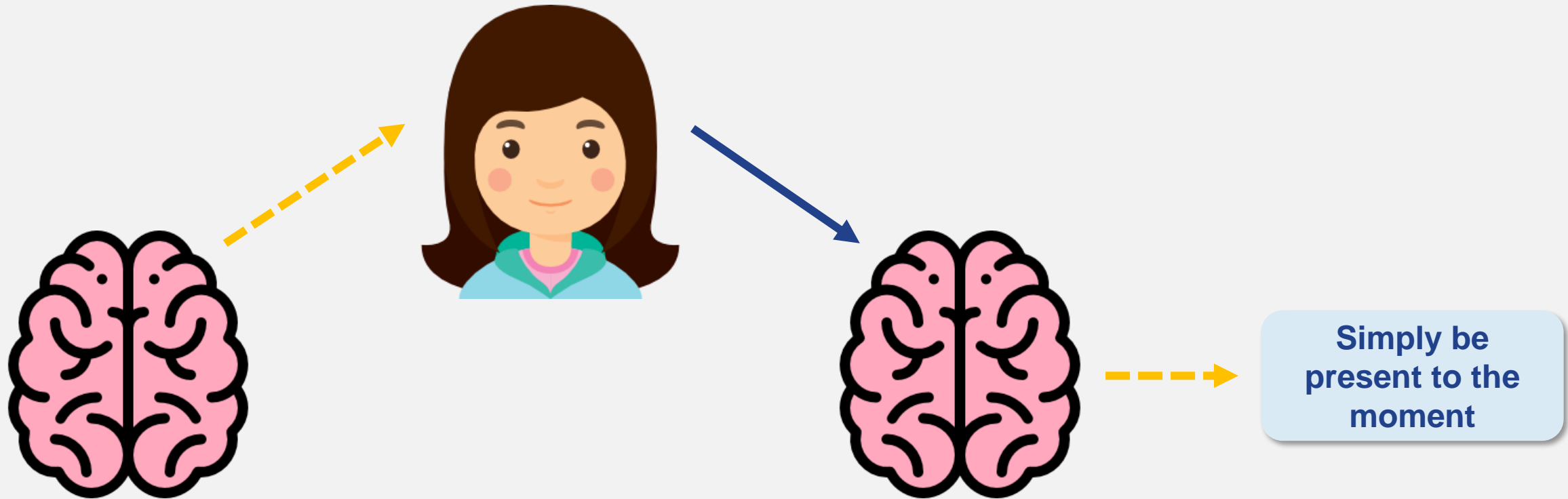
## Inner Voice / Biases

- “I know what she will say...”
- “I bet she’s feeling...”



# The Non-Judgment Practice

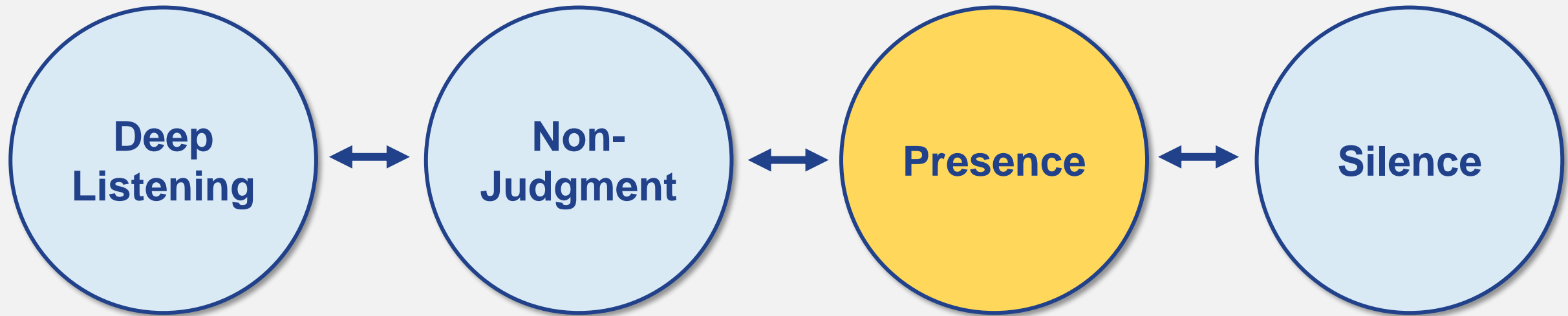
Non-judgment means **letting go of the automatic judgments** that arise in our minds with every experience we have.



## Inner Voice

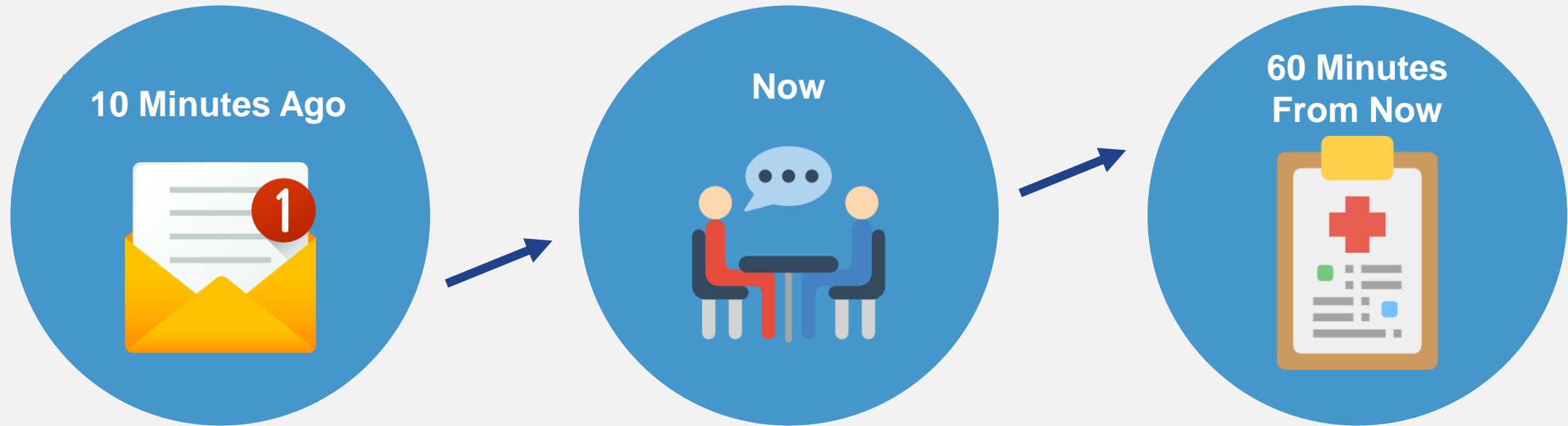
- “I notice that I’m making an assumption about her...”

# Creating the Setting: 4 Essentials





# Presence



**DEMONSTRATING  
PRESENCE**

**Mindfulness  
Exercise**

**Eye Contact**

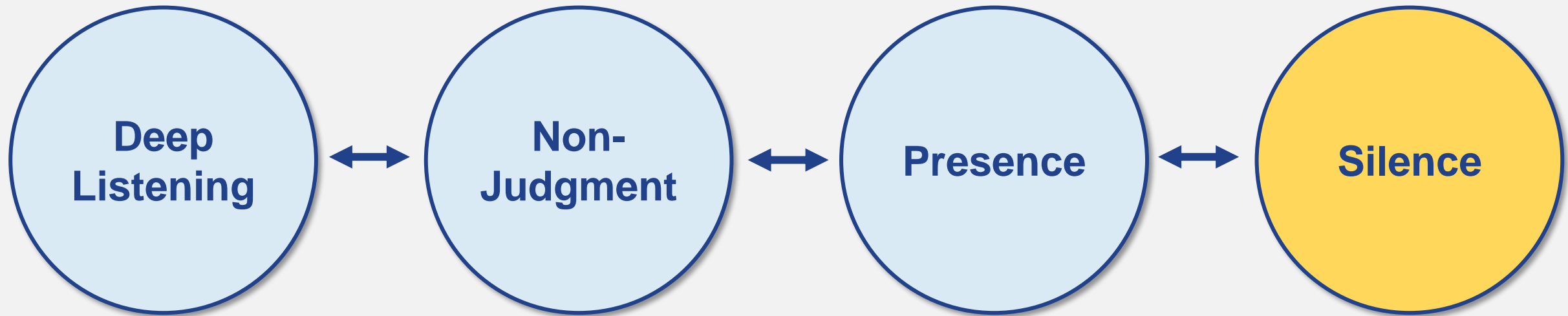
**Open Body  
Language**

**No Multitasking  
No Interruptions**

# Mindfulness Exercise



# Creating the Setting: 4 Essentials













# Video Observation Debrief

Video One



vs

Video Two



- What differences did you notice in the manager regarding deep listening, non-judgment, presence, and silence? **Type in the chat!**
- How did the staff member's reactions change?

# Join us on **July 28<sup>th</sup>** or **July 30<sup>th</sup>** for

## WHAT MATTERS TO YOU CONVERSATION:

### THE STEPS

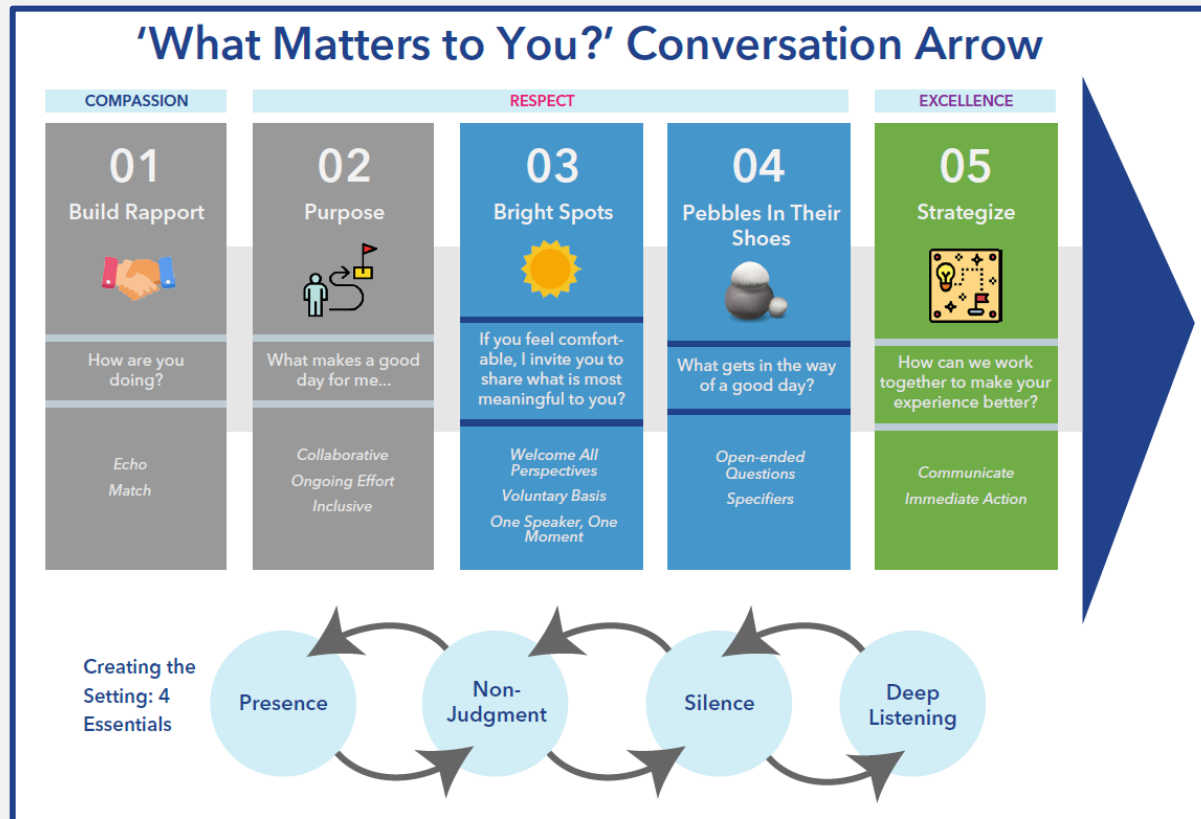
**I**  
Integrity

**C**  
Compassion

**A**  
Accountability

**R**  
Respect

**E**  
Excellence





THANK YOU!