



THE WELLSTAR EXPERIENCE CELEBRATION KIT

# We Honor Every Voice



# We Honor Every Voice

The following materials will help you dive deeper and explore the two standard behaviors that align to our value of **We Honor Every Voice**:

- Welcome and include
- Collaborate and celebrate

Each exercise has questions designed to help you and your team engage and brainstorm ways to bring these behaviors to life every day.

## WHAT'S INCLUDED:

- ✓ Overview
- ✓ Your Role & Leader Behaviors
- ✓ Self-Reflection Questions
- ✓ Team Discussion Questions
- ✓ Instructions for Monthly Competition

## STANDARD BEHAVIORS

Our standard behaviors bring our values and PeopleCare to life and give us guidance for how we conduct ourselves and how we interact with each other, our patients and consumers. There are two standard behaviors associated with each of our values. This month, we'll focus on the standard behaviors that support **We Honor Every Voice**.

### Welcome and include

- I take actions to include others and foster a sense of belonging.
- I seek to understand others because I want to know their point of view.
- I ask for advice if I am not sure how to talk to others who are different from me.
- I join conversations with an open mind and look for the good in others.

### Collaborate and celebrate

- I work well with others in accomplishing shared goals.
- I contribute to my team's success.
- I share information with the team and provide the chance to ask questions so we can make the best decisions.
- I thank others and celebrate the successes of those around me.

# Your Role

As a leader, you possess the unique ability to create and nurture an environment where team members feel inspired and empowered to consistently exhibit our standard behaviors so they can be difference makers. Team members will look to you as their guide so it will be important to:



## Welcome and include

Take action to include new team members and foster a sense of belonging around creating consistent, positive experiences with everyone we interact with.

## Collaborate and celebrate

Take time to recognize and celebrate team members who are modeling our standard behaviors.

As leaders, in addition to modeling our six system standard behaviors, it is also our responsibility to create a supportive environment for our team members to **welcome and include** and **collaborate and celebrate**. Here are some examples of how we create this supportive environment:

## Welcome and include

### When leaders consistently...

- Invite others to share their authentic voices, concerns, ideas and talents
- Advocate on behalf of others, take action based on feedback and close the loop
- Follow up on how messages are received, recognizing impact is greater than intent

### Then team members are empowered to...

- Take actions to include others and foster a sense of belonging
- Seek to understand others because they want to know their point of view
- Ask for advice if they are not sure how to talk to others who are different from them
- Join conversations with an open mind and look for the good in others

## Collaborate and celebrate

### When leaders consistently...

- Acknowledge, recognize and celebrate others in meaningful ways to them
- Thank people for the opportunity to serve and work with them
- Form diverse work teams and collaborate across departments and levels to accomplish goals

### Then team members are empowered to...

- Work well with others in accomplishing shared goals
- Contribute to their team's success
- Share information with their team and provide the chance to ask questions so we can make the best decisions
- Thank others and celebrate the successes of those around them

# Self-Reflection Questions

Prepare for your team discussion by reflecting on the questions below. Write your answers down in a journal or your phone or notebook, and be prepared to share your thoughts or stories when you connect with your team.

## Self-Reflection Questions **About You:**

- 1 How do I demonstrate these behaviors (welcome and include & collaborate and celebrate)?
- 2 What is a meaningful interaction I took to include or celebrate a colleague, patient or family member? How do I know it was meaningful?
- 3 Where do I have opportunities to demonstrate these behaviors with greater consistency?
- 4 Can you think of another leader who demonstrates these behaviors well? (Consider letting them know by sending a ShineWell card!)

## Self-Reflection Questions **About Your Team:**

- 1 How does my team demonstrate these behaviors today?
- 2 Are there role models within my team who exhibit these behaviors consistently? Spotlight team members who reflect our standard behaviors via ShineWell.
- 3 How do I create an environment for my team that is supportive of these behaviors?
- 4 Where does my team have opportunities to demonstrate these behaviors with more consistency?

# Team Discussion Questions

During your team huddle or meeting, you can use the following talking points:

- I'm excited for us to reflect on how our team brings We Honor Every Voice to life through our standard behaviors **welcome and include** and **collaborate and celebrate**.
- We know that team member experience and patient experience are linked. The way we treat and show up for one another directly impacts how we show up for our patients and their families. So, we use our standard behaviors to ensure we are creating consistently meaningful connections. And when we deliver that experience across the system, PeopleCare comes alive!
- As I was reflecting on how we do this, I thought about...

I'll give you a few moments to think about the following questions.

- 1 What actions do you take to include others and foster a sense of belonging within the team?
- 2 Can you think of a time where our team worked with another department to accomplish a shared goal?
- 3 What does it look like if we're not welcoming and including fellow team members? What does it look like if we're not collaborating and celebrating?
- 4 When have you seen these behaviors demonstrated well on our team?

## MONTHLY COMPETITION

# We Honor Every Voice!

It's time to showcase how we bring **PeopleCare** to life through our value We Honor Every Voice! Our new ShineWell program offers us a platform to showcase the exceptional individuals who are modeling the Wellstar Experience. By highlighting the efforts of our colleagues we can foster a culture of inclusion and collaboration where every voice is valued and celebrated.

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Throughout the month, take time to acknowledge those who exemplify our values, whether it's helping to keep our facilities clean or going above and beyond to help one of our patients. We encourage you to look beyond your immediate team and department and extend recognition to colleagues across the organization.

Let's share how we bring PeopleCare to life across the organization, one recognition at a time. The department that submits the most ShineWell cards to colleagues in other departments will be the winner!



+ + Be a difference maker. + +

