



THE WELLSTAR EXPERIENCE CELEBRATION KIT

We Serve with Compassion



We Serve with Compassion

The following materials will help you dive deeper and explore the two standard behaviors that align to our value of **We Serve with Compassion**:

- Connect with purpose
- Care and support

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
- ✓ Behavior Cards: Use your behavior cards for on-the-spot recognition of team members who are exemplifying our value of We Serve with Compassion.
- ✓ 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 Serve with Compassion:

Connect with purpose

- I greet others with a smile and give my full attention in every interaction.
- I listen without interrupting and confirm what I have heard.
- I introduce myself, share my role and call others by their preferred name.
- I clearly communicate, find answers and explain next steps.

Care and support

- I treat everyone with kindness and respect.
- I help others.
- I honor personal boundaries for all.
- I take care of my wellbeing.

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:



Connect with purpose

Clearly communicate the importance of our standard behaviors and how they support our mission, vision, values, PeopleCare and strategy and the value you see for your team and the work you do.

Care and support

Connect your team with resources and information to ensure their success in demonstrating these 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 connect with purpose and care and support. Here are some examples of how we create this supportive environment:

Connect with purpose

When leaders consistently...

- Engage others in two-way dialogue and provide the “Why” behind the “What”
- Build trust by asking questions and listening with empathy
- Explain the value of the team’s work in supporting Wellstar’s mission and goals

Then team members are empowered to...

- Greet others with a smile and give their full attention in every interaction
- Introduce themselves, share their role and call others by their preferred name
- Listen without interrupting and confirm what they have heard
- Clearly communicate, find answers and explain next steps

Care and support

When leaders consistently...

- Talk with people about how they are doing, not just what they need
- Provide a helping hand and connect people with resources to support their work and wellbeing
- Demonstrate consistency between words and actions and honor commitments to others

Then team members are empowered to...

- Treat everyone with kindness and respect
- Help others
- Honor personal boundaries for all
- Take care of their wellbeing

Self-Reflection Questions

Prepare for your team discussion by reflecting on the questions below. Write your answers down – in a journal 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 (connect with purpose & care and support)?
- 2 What is a recent meaningful connection I made with 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 them one of our standard behavior recognition cards or 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?
- 3 How do I create an environment that is supportive of these behaviors for my team?
- 4 Where does my team have opportunity 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 Serve with Compassion to life through our standard behaviors, connect with purpose and care and support.
- 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 does connect with purpose look like for our team? What about care and support?
- 2 How does it make a difference for our team?
- 3 What does it look like if we're not connecting with purpose and caring and supporting?
- 4 What factors facilitate your ability to connect with purpose and care and support? Are there barriers that hinder your ability?

MONTHLY COMPETITION

Lights, Camera, Action!

It's time to showcase how we bring **PeopleCare** to life through our value, We Serve with Compassion! Grab your phones and get ready to unleash your creativity with short video vignettes that capture how we connect with purpose and care and support.

Whether you bring the laughs or tug at the heartstrings, let your imagination run wild as you demonstrate how our value, We Serve with Compassion, shines through in everything we do. This is your chance to highlight the unique spirit and personality of your department.

Let's share how we bring **PeopleCare** to life across the organization, one unforgettable video at a time.

Get filming and have fun!

