

# ENGAGEMENT & COLLABORATION



## Involve everyone!

- Employees and leaders need to clearly understand the vision and see their role in it.
- Provide clearly stated, measurable outcomes and ensure that team members understand **WHY** they are important.
- Allow team members who do the work every day to solve problems and create solutions for achieving outcomes.
- Recognize that **everyone** is necessary for success.

## Create a collaborative, resilient environment that promotes engagement!

- Identify and support frontline team members who identify as champions for QI.
- Promote a just culture of safety in which identifying barriers and system issues is encouraged and celebrated.
- Create a space for team collaboration and communication (i.e. **Quality Boards**).
- Create collaborative processes that promote engagement (i.e. **Huddles**).
- Identify the chain of resolution and associated roles for resource needs or out-of-scope decision making.
- Be patient. Remember that lasting change requires attention and there will be setbacks.

## Create competent team members!

- New skills will be required in order to foster empowerment and confidence.
- Just-in-time learning and continuous coaching is essential.
- Develop internal "**champions**" to be trainers and maintain momentum. Peers as 'experts' will accelerate the acceptance and implementation of new concepts.
- Involve team members in designing the training to ensure it is relevant to their work.

## Manage up!

- Provide leaders with training in the skills needed to lead effectively.
- Check in and provide updates frequently, clarifying priorities and the rationale.

- Model courage and commitment and reinforce expectations continuously. **A little bit of “good crazy” goes a long way.**
- Reinforce and sustain behavioral change with on-going coaching and feedback.
- Recognize and celebrate successes, as well as the “unsuccessful” moments that result in learning. **Celebrate the process, not just the outcome!**

### **Share!**

- Celebrate and share successes throughout the process.
- Start with “quick wins” to get team members motivated and excited.
- Educate interested team members about operations and metrics to foster professional growth and progression.
- Provide on-going and honest communication about challenges. Treat all team members as partners, no matter what role they are in.
- Identify team members from different role groups to be active participants in creating messages that will resonate with peers in their role group.