ICEBREAKERS, ENERGIZERS AND MIND-BENDERS

51 QUICK Employee Engagement Activities to Transform Your Meetings and Huddles
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Introduction

“I always look forward to our weekly staff meetings.” – Nobody

It doesn’t have to be that way!

You can make sure your team members share, discuss, connect, and have fun -- by devoting a few brief minutes to an engaging activity at each get-together.

Employee engagement is key to exceptional service, patient and family-centered care AND employee satisfaction and retention. Staff meetings are the perfect opportunity for both you and your staff to engage with each other. In group meetings and huddles, people can connect, support each other, and, ultimately, become more effective at providing quality care and service.

These quick activities spark sharing and discussion in ways that make your team meetings productive, thought-provoking and fun.

You’ll find six categories of activities:
1. Take the Team’s Pulse
2. Strengthen Coworker Relationships
3. Make Our Jobs Easier
4. Connect and Share
5. Thinking of Those We Serve
6. Onward and Upward

There is no set order. Hand-pick the activity that strikes your fancy. Or, invite a team member to choose an activity and lead it.

Enhance engagement around topics, experiences and goals aligned with your mission, and you’ll build a more effective and cohesive team.
Chapter 1: Take the Team’s Pulse

Sharing Metaphors

1. Ask your team to form groups of three and come up with a metaphor that describes how they’ve been feeling at work. Examples:
   • “Like a dishrag!”
   • “Like an orchestra conductor!”
   • “I feel CHASED!”
   • “Like a long-distance runner!”

2. Now, ask your team to share some of those responses with the entire group.

3. Drill down and ask team members:

   1. Did any themes emerge as you listened to the responses?
   2. Having heard from each other, what thoughts do you have about improvements?
Take the Team’s Pulse

Team Support

Reflection does wonders!

1. It’s time for the team to step back and reflect on the support they give (or don’t give) each other. Reiterate that each member can make the team far stronger than merely the sum of its parts.

2. Ask team members to pair off and answer these questions:

   a) What are the “ugh” moments when you don’t feel good about our team?
   b) What are the “ta-daah” moments when you feel supported and connected?
   c) What are the key ways we can strengthen and support one another?

3. Ask each pair to share some of their answers.

4. Engage the group. Ask for next steps or conclusions.
Take the Team’s Pulse

Savoring Our Successes

Spark positive energy with this team activity:

1. Split your group into pairs. Give each pair a sheet of paper for notes.

2. Ask each pair to interview each other by asking:

   What were your high points and successes at work within the last week?

3. Each person must provide a minimum of 10 high points/successes.

4. Afterward, go around the group multiple times and have each person take a turn reading one of their partner’s responses.

5. Make sure to thank everyone for sharing and express your happiness with the team’s many successes.
Take the Team’s Pulse

Lovingkindness Check

Pose this question to your entire team, and then ask each of them to share examples. It’s simple and direct.

Was your care or service delivered with loving kindness today?
Share one example!
Take the Team’s Pulse

Recognizing Strengths and Contributions

Celebrate your team’s strengths, successes and contributions.

1. Ask the group this question:

   **What is everything that’s good about our team?**

2. Invite the group to brainstorm their answers, and list all the answers on a flipchart.

3. At the end, conclude by telling everyone:
   
   - *We all work hard, and the pressures in our work and personal lives can be tremendous.*
   
   - *We run the risk of moving quickly to solve one problem after another, often without stopping to savor the fact that we are actually solving problems.*
   
   - *We are improving. We are contributing. I want to post this list of our team’s strengths and contributions in the hope that we’ll keep our terrific work and achievements in perspective.*

4. Invite group members to keep adding to the list, and repeat this activity every couple of months.
Take the Team’s Pulse

Focus on the Positives

1. Leaders, prepare to answer this question yourself beforehand, and then ask your team:

   **From your perspective, what do you see as the good things that are happening to improve healthcare today?**

2. Ask people to brainstorm the POSITIVES and enforce disagreement or argument as taboo. This is the chance for people to learn from others and for each team member to express different views. Push for POSITIVES, since NEGATIVES usually get the most airtime.

3. Be sure to include YOUR views!

4. Encourage people to remind themselves that, as stressful as healthcare can be, there are some very positive trends to which everyone is contributing.


Chapter 2

Strengthen Coworker Relationships

Suggestions for Each Other

If only our coworkers and direct reports would square with us and explain how they view our behavior. It’s not that people don’t talk about the behavior of higher-ups. It’s just that most of that talk is directed laterally or downward, or to anyone but the person being discussed. This breeds negativity.

Consider asking the question below to find out directly what people think. Consider what they say, commit yourself to specific improvements, and then make those changes. Staff members usually mirror their leader’s behavior, so your improvements will, over time, have a very positive impact on everyone’s behavior.

Ask your team this cage-rattling question;

**If I worked for you, how would you want to change my behavior?**
Strengthen Coworker Relationships

Giving Feedback

1. Make the point that every member of the team affects the quality of work life of every other member of the team.

2. Ask your team:

   If a coworker is dragging you down, how can you put a stop to it effectively?

3. Have your team brainstorm options.

4. Now, ask the team to look over the options and identify the option they prefer that others use to provide caring feedback to them. Have each person share his or her preference.

5. Now, encourage the group to have the guts necessary to talk with each other directly in these situations for the team’s sake.
Strengthen Coworker Relationships

Know This about Me!

1. Pose this question to the group as a warm-up:

   \[
   \text{What do you wish your colleagues realized about you that would help them work better with you?}
   \]

2. Give each person a chance to answer. The prime rule here is “Don’t comment; just listen!”
Strengthen Coworker Relationships

Creating “A Good Tired”

1. Pose this question to the group:

2. **How can we help each other create the conditions for “a good tired” at the end of the day?**

3. Ask your team to talk about this in small groups, and then share the answers with everyone.
Strengthen Coworker Relationships

What Can We Do TODAY?

Ask your team to think about making TODAY better by answering these questions:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><em>What can you do TODAY at work to refresh your energy?</em></td>
</tr>
<tr>
<td>2.</td>
<td><em>What can you do TODAY to help team members so they don’t end the day or night drained?</em></td>
</tr>
<tr>
<td>3.</td>
<td><em>What do you wish others on the team would do to help YOU stay engaged at work without burning out?</em></td>
</tr>
</tbody>
</table>
Strengthen Coworker Relationships

Appreciating Other Teams

1. Ask your team:

<table>
<thead>
<tr>
<th>What other department do you really appreciate?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why?</td>
</tr>
</tbody>
</table>

2. After people discuss this, choose one or more group members and brainstorm. Next, select a token of appreciation your team can give to this other department or team to express gratitude.

3. Now, decide how you can follow through and deliver. Be sure to consider one of my all-time favorite recognition methods, the “Pickle Jar.”
Strengthen Coworker Relationships

Creating Harmony

Make a point about the team being like an orchestra, with each player important to the symphony.

Ask the group these questions to help people reflect and share about their individual contributions to the team’s effectiveness:

1. What have you done this week to help our team be effective and harmonious?
2. What could you do to make next week better for the team?

Start out with sharing in pairs, and then invite people to share their “commitments for next week” with the entire group.
Strengthen Coworker Relationships

Our Impact on Our Team

Ask people to find a partner and interview each other using these questions:

A. When you are feeling negative:
   1. To what extent does this show itself at work?
   2. How does it show itself? What do you do or say?
   3. What are the effects of this behavior on others?

B. When others are negative:
   1. How does it show itself?
   2. What is the impact on you?

Ask the pairs to share one thing each person will do to be a more positive force in the team culture.
Strengthen Coworker Relationships

Helping Each Other Tune In

Address the critical importance of creating conditions that allow patient-centered communication with complete presence or giving those we serve our undivided attention.

1. Ask your team to brainstorm:
   2. 
   1. How can we allow each other the time and space to pay undivided attention and be fully present when having caring communication with patients and families?
   2. When should and shouldn’t people interrupt each other?
   3. How can we say NO to an interruption appropriately?
   4. In front of the patient:
      a. How can we best say NO to an interruption?
      b. How can we best say YES to an interruption in a way that does not make the patient or family feel unimportant?
      c. How can coworkers know to cover for each other when someone is busy talking with a patient or family member
Strengthen Coworker Relationships

Advice Sharing

1. Ask your staff this question. Explain in advance that you are not going to discuss or respond directly, but that you want to listen and take notes:

   To improve the service we provide, what would you do if you were me?

2. After you have a chance to think about people’s input, hold a follow-up discussion.

3. Listen, listen, listen and ask this very helpful question at each lull in conversation: “What else?”

4. Keep your promise. Reflect on the input and hold a follow-up discussion to identify action steps resulting from your team’s input.
Strengthen Coworker Relationships

Declaration of Independence

1. Spark discussion on the interdependence between staff members in various roles and the power of seamless service by showing your team this Honda commercial:
   http://www.youtube.com/watch?v=o9o9Sr_vw5l&feature=player_embedded

2. Now, invite discussion on how the concepts highlighted in the video apply to your team and how team members work together.

P.S. Make sure to arrange for high-speed Internet in your meeting so you can play the video.
Chapter 3: Make Our Jobs Easier

Be an Inventor

1. Ask your team to brainstorm on this question:

   What amazing invention would make your job MUCH easier?

2. After brainstorming, invite the group to react to the list with these questions:
   a. What frustrations did you learn about for the first time?
   b. What ideas do you have about how we can do some of these tasks with the resources we already have?
   c. What seeds of really important inventions do you see on the list? We can see if that invention already exists, and if not, patent it!

The discussion can reap three benefits:
   1. People will focus their invention wish list on relieving the frustrations in their jobs, and the team learns more about what’s frustrating.
   2. Some people might hear an invention wish and suggest another way to do the task with current resources.
   3. Your team might produce a great idea amenable to a patent and contribute to the tools of the trade.
Make Our Jobs Easier

What Is NOT Necessary?

Often, people keep doing things day after day because they always have, not because these activities continue to serve a positive purpose.

1. To fix this problem, ask your team:

   On a typical day, what one time-consuming activity could you eliminate with NO negative consequences for customers or your organization?

2. Invite staff to share these in the meeting or to drop you a note with their answer. Then, together, make a decision about whether the task can truly be eliminated, freeing up time.
Make Our Jobs Easier

Your Effectiveness Goal

1. Offer up the fact that while there is always room for improvement, each individual may or may not need to improve his or her performance.

2. Next, have the group discuss the following with coworkers:

- How satisfied are you with your own performance and the difference you make with the people you serve?
- What, if anything, would you like to learn to do better or differently this year?
- If you do want to become more effective this year, how can the team help?
Make Our Jobs Easier

The Impact of Our Technology

Engage your team in considering the technology they use on the job and how that affects their customers’ experience and satisfaction.

1. Ask these two questions:

   • In your personal healthcare experience, how has technology helped and hurt communication with caregivers?
   • How can we make sure we reap the benefits of the technology used without a negative impact on our customers’ experience?

2. Develop a short list of Tech Use Tips for Our Team based on the results of this discussion.
Make Our Jobs Easier

Fostering Engagement

1. Start off by telling your team, “It’s a new year rich with opportunities to gain greater fulfillment from our work.”
2. Divide into smaller groups (threesomes) and have people discuss this question:

   **In this new year, what would make your job more interesting or fulfilling?**

3. In groups, come up with many ideas and see if each group can choose two they believe your team could bring into reality.
4. After 10 minutes:
   a. Invite the groups to share their proposals with each other.
   b. Ask people if any themes or patterns emerged from those proposals.
5. Then, either at that meeting or the next, have the team choose:
   a. Three ideas that can be accomplished immediately
   b. Three ideas that would take planning and effort, but would have a significant impact
   c. Identify people to plan further or carry out the suggestions
Chapter 4: Connect and Share

Learning at Work

All too often, people run on automatic pilot and don’t want to stop and reflect on what they are learning or wanting to learn. By knowing what coworkers want to learn, people will naturally help each other learn it.

Stop the action and ask your team to share their answers to these questions:

1. What is one valuable thing you learned recently at work?
2. What would you like to learn from someone else on our team?
Connect and Share

Your Hoped-for Reputation

Traits, skills, accomplishments and behaviors shape a person’s reputation.

Ask your team the following questions:

1. What do you want your reputation to be at work?
2. What traits, skills, accomplishments and behaviors do you want to be known for by your colleagues and by the people you serve?
Connect and Share

A Gift to Yourself

1. Invite your team to brainstorm on the topic of “gifts you want to give yourself.”

2. Then ask them to share those they’re willing to share with the group. Why? It’s because they’ll find that coworkers can HELP them give themselves those gifts if they see their wish list.

For example:
For the coming year, without spending any money, what is a gift you want to give yourself?
- Is it alright to sit and do nothing but breathe for five minutes per day in the middle of the workday?
- Do you want to give yourself permission to speak up and give caring feedback to a coworker who treats you disrespectfully?
- Do you want to give yourself the courage to step in when a coworker is treating a patient with disregard?
- Do you want to give yourself a round of applause on a really good day?
Connect and Share

Feel-Good Compliments

1. Ask your team:

What's the best compliment you’ve ever received about your work?

2. If your group is too large for everyone to have a turn, divide people into smaller groups of four to five and have them discuss this.

By asking this question, you help your team learn more about each other and what each person values. People who have a difficult time answering will have food for thought about why they can’t think of a truly positive compliment.
Connect and Share

About You on Your 90th

Frame this with the following explanation: “To be a great team, we need to support each other. There’s a lot of evidence that people are instinctively supportive of each other when we know what’s important to one another. Let’s try a creative approach to learning more about what’s important to each of us. I’m confident we can help each other advance our values and goals in our everyday work.”

1. Present your team with this scenario:
   *Picture this. At your 90th birthday party, people are singing your praises. What kinds of things do you hope to hear them say about you and your life? I hope everyone will talk for a full minute.*

2. Give everyone a turn to talk about this. If fewer than 10 people are present, take turns sharing with the whole group. If you have more than 10 people, divide into two groups. Adjust your group size to the time available.
Connect and Share

What Floats Your Boat?

This question will help the team understand a bit more about each member. It will also help staff focus on what’s satisfying, rather than what’s unsatisfying.

Of all the things you do at work, what do you really LIKE to do?
Connect and Share

Positive Intentions

It’s uplifting to help your team (and yourself) mobilize positive energy and channel it into actions that lead to greater gratification from work.

Make this question a quick ritual to help your team pinpoint a positive intention for the day. By sharing these, colleagues are also more likely to help each other turn these intentions into reality.

*What's one thing you can do today that will help you end the day with a sense of satisfaction?*
Connect and Share

Handling Tough Situations

Ask your team what produces the most stress in their jobs and among the top responses, you'll find “difficult people.” It certainly can feel like challenging customers create a lot of stress for us. However, stress is a response to a situation, not the situation itself.

Have your team share ways people can manage their response to challenging customers so they can stay engaged and caring while minimizing their stress response. Ask:

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When a patient, family member or coworker is angry about the care or service they’re receiving and they direct their anger at you, what does it take on your part to remain compassionate and avoid becoming defensive?
```
Connect and Share

Empathy

By calling attention to empathy and having people self-reflect, they will be more likely to express empathy. Ask your team these questions:

1. *What does empathy mean to you?*

2. *How do you rate yourself on empathy, and why is that so?*
Connect and Share

Compassionate Acts

In pairs or small groups, share stories that counteract compassion fatigue and help people savor the energizing feelings created by compassionate acts:

1. *When in the last week did you act with compassion in your work or family life? Tell the story. What did you do? What was the result? How did you feel afterward?*

2. *When in the last week did someone else show compassion for you? Tell the story. What did they do? What was the result? How did you feel afterward?*
Connect and Share

What is Patient-Centered Care?

Ask these questions to spark personal engagement with the concept of patient-centered care. Drive it home by inviting personal connection to the concept:

1. **What does patient-centered care mean to YOU?**
2. **In a specific experience with a loved one, when have you seen patient-centered care in action?**
Connect and Share

Loving Care, Every Day

When inspirational healthcare leader Erie Chapman ran a hospital in Ohio, he had all managers ask their staff this question every day. This is an amazing way to keep people’s focus on their real mission.

Make a habit of asking your team this wonderful question:

How have you shown loving care today?
Connect and Share

Personal Healthcare Experiences

Tell a story from your family’s actual experience with healthcare. Then, identify one change you would want to make:

*Based on your family’s experience with illness, what one change would you make in the way we provide care or service?*
Connect and Share

Have Some Fun

Spark creativity and sharing. Have fun conversations with your team!

- You’ve just received $5 million to spend on this organization. What would you do with it?
- Imagine a Martian visiting us at work. What would they think of us?
Connect and Share

Identifying Positive Experiences

Help your team identify positive experiences during which they felt connected to another at work in a gratifying way. Ask them to share the circumstances and reflect on how they can create moments like that each day.

1. Think of a time when you connected with someone at work. It can be a patient, a family member, a coworker, volunteer or someone else. Remember how that person changed from stranger to friend, even if only for a few moments.

2. Share those details with your partner:

   - What happened?
   - How did you connect?
   - How did this feel?
   - How can you make this happen more often at work?
Chapter 5: Thinking of Those We Serve

What Frustrates Our Customers?

Provoke crucial conversations about improvement opportunities. Ask:

If we were to interview our organization’s best customers, what would their pet peeves be about our services?
Thinking of Those We Serve

Driving People Crazy

1. Provoke crucial conversations about improvement opportunities by asking:

   *What drives those we serve crazy?*

2. As people brainstorm, write down each item on a Post-It note and stick it to the wall.

3. Ask people to move the Post-It notes around to make clusters of items that relate to one another, and give each cluster a title. This “affinity charting” method engages the entire team in organizing ideas, so the themes and related ideas become more apparent.

4. Tackle one cluster at a time and discuss them:

   *What can we do to reduce the frustration of those we serve?*
Thinking of Those We Serve

Lasting Impressions

I love this question because so few people stop and ask themselves how they want to be perceived by others. What’s exciting is that when we stop and answer this question, we typically have the power to act in order to create this perception.

1. Ask your staff to answer this question. They’ll be interested in each other’s answers:

   a. After serving a customer, how do you want to be remembered?

2. Next, make the point that we have the power to create the impression we want.
Thinking of Those We Serve

Handling the Negatives

1. Pose these questions to your team. Invite them to help each other develop and try out good ways to handle negative comments from others about the organization.

   a. What negative things have you heard from friends, family or neighbors concerning our organization?
   b. How did you respond?
   c. How do you respond when you agree with the person’s negative statements?

2. Have your team share ways they handle negativity about healthcare from family, friends and neighbors and how as healthcare professionals, they can fuel or lessen the situation.
   • When people make negative comments about hospitals, doctors and healthcare experiences, how do you handle it?
   • How do you think your ways of responding help or hinder public attitudes toward healthcare professionals and organizations?
   • What would be a non-defensive and caring response to a friend or neighbor ranting about a bad experience they had as a patient or family member?
Thinking of Those We Serve

The Grapevine about Us

Make the point to your team that every person on staff is an ambassador for the organization (whether they want that responsibility or not). In this role, we all hear positives and negatives from friends and neighbors about their experiences with the organization.

Discuss your team’s experiences as organization ambassadors and how it’s possible to channel what you hear to improve the patient and family experience.

1. What positive things have you heard?
2. What negative things have been said?
3. How do you respond to positive experiences?
4. How do you respond to negative experiences?
5. How can you bring back the positives and negatives to make the organization better?
Thinking of Those We Serve

Make It or Break It!

Make the point that the team has the power to make or break the customer's experience.

1. Have two quick brainstorming sessions with your team:

- What behaviors on our part can break the customer’s experience with us, making it memorably unpleasant?
- What behaviors on our part can make the customer’s experience memorably positive?

2. Next, ask the team:

If we all were to do one thing consistently, what one behavior would transform our customers’ experience with us in a very positive way?

3. Finally, ask your team what it would take to make this happen.
Thinking of Those We Serve

Difficult Situations

Pose this question to your team and then share the results. People can empathize with each other’s challenges, and benefit from each other’s education in the “school of hard knocks.”

1. What one truly difficult situation do you have to handle often with patients, their families or your coworkers?
2. What have you learned about the best way to handle that situation?
Thinking of Those We Serve

Easing Anxiety

Make the point that in healthcare, anxiety reduction is a powerful driver of patient satisfaction. Patients and their families appreciate the provider who makes an effort to reduce their anxiety.

Have your team discuss these questions and share the results:

1. Think about those you serve. Choose one point in your services when the people you serve are most likely to feel anxious.
2. What is one thing you can do to prevent anxiety at that point for the people you serve?
3. In situations where prevention isn’t possible, what can you say to the person that might ease their anxiety?
Thinking of Those We Serve

How Would You Rate?

1. Ask your team to think about the people they’ve served, including patients, families and coworkers. If those your team serves were to ask the following questions, how would they answer?

   - Can I trust you?
   - Are you good at what you do?
   - Will you care about me?

2. Next, make the point that those we serve will probably not ask those questions directly, but they will have them in their minds while you interact with them.

3. Finally, ask your team:

   *What are three specific things you can do or communicate that will show them that the answer is a resounding “yes”?*

4. Share the results with the entire group.
Thinking of Those We Serve

First and Last Impressions

1. Tell your team you’re going to read a list of numbers that you want them to remember.
2. Read a long list of numbers (at least 12). Next, ask people to write down the numbers they can remember. Chances are good most people will remember the first and last.
3. Make the point that the first and last interactions with patients and families tend to be the ones they remember most. Invite your team to take a fresh look at the last impressions they make on the people they serve.
4. Ask your team:

   a. *How do we end our interactions with the people we serve?*
   b. *If a mystery guest were to observe us at the end of our patient interaction, what would they see? What grade would they give for how we say goodbye?*
   c. *To what extent do we make our last interactions ones that leave our customers feeling valued, appreciated, clear, cared for and special?*
   d. *What can we do to make sure these last interactions leave our customers with a positive memory, both of us and our service?*
Thinking about Those We Serve

Handoffs, Handovers and Transitions

Ask your team the following:

1. What handoffs does our team manage day in and day out?
2. When we’re on the receiving end of a handoff and a person has just been turned over to us by a colleague, what special steps do we take to:
   - Make the coworker doing the handoff to us feel respected and appreciated?
   - Make the person we’re receiving feel welcome and trusting right from the start?
3. When we’re handing off a customer, what special steps do we take to:
   - Leave our customer with a positive memory?
   - Make the customer feel confident about the next steps?
   - Make the colleague receiving the handoff feel respected and appreciated?
4. What can we do to improve one specific handoff we manage every day?
Thinking of Those We Serve

The First 6 Seconds

1. Engage your team to consider the emotional punch of the first seconds in their encounters with the people:

   *When I greet individuals I serve, how do I make the other person feel?*

2. Ask them to share with a partner suggestions for making a really positive first impression.

3. Invite sharing of suggestions with everyone.
Thinking of Those We Serve

Caregiver-Patient Relationships

Help your team empathize with the patient and reflect on the responsibility they have to ensure a positive experience.

1. Tell your team, “I’d like you to join me in a short experiment that will help us think together more deeply about our patients’ experience.”
2. Have your team break up into pairs.
3. Explain: “From here on, there is no talking. One of you will play the car. You stand in front of your partner with your eyes closed, holding your open palms out in front of your chest to act as bumpers. The other person is the driver. The driver should stand behind the car with eyes open and hands on the shoulders of their partner. Now, the driver steers the sightless car around the room and hallway, making sure to prevent running into other cars. Driver, you are responsible for the safety of your car. And remember, no talking.”
4. Demonstrate. Move slowly; acknowledge that most people are nervous about closing their eyes.
5. After demonstrating, tell your team they have two minutes before you call stop. Tell them to begin.
6. After two minutes, tell them to stop and reverse roles.
7. Now that both partners have had a turn, ask people to discuss how they felt in both roles.
8. Finally, ask everyone:

   How does this parallel the caregiver-patient relationship?

You’ll find that many of the insights given are impressive.
Chapter 6: Onward and Upward

Spirit Booster

Engaging your team is easier when you’ve warmed them up the right way. Start with a warm-up that lifts spirits, engages creativity and focuses your team on your agenda.

Imagine you’re about to discuss your HCAHPS scores, or perhaps the patient experience, rounding or recent accomplishments. Divide your team into groups of three or four and ask each group to develop a limerick about the topic.

Tell each group:

1. The Limerick Warm-Up
   a. In your small group, develop a limerick on __________.
   b. Prepare to read it to the entire group. You’ll have five minutes to write it.

2. A limerick must have:
   a. Five lines
   b. Lines one, two and five have nine stressed syllables, and they rhyme
   c. Lines three and four have five stressed syllables and they also rhyme

3. Limerick Example

   We have customers who are needy
   We don’t want care to be seedy.
   With high standards of service,
   We won’t have to feel nervous.
   We'll be proud and successful indeedy.

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Onward and Upward

Win-Win Situations

Some say you must create a great environment for employees in order to create a healing environment for patients. Others say you can’t wait, that even if employees aren’t thrilled with their workplace, they still need to focus on putting patients first.

Ask your team members what they think:

1. **What do you see as the relationship between employee engagement and patient satisfaction?**
2. **What can we do as a team that will lead to a win-win, for us and for patients?**
SIGN UP HERE FOR OUR FREE MONTHLY E-NEWSLETTER
(Insights, tips & tools)

...and GET YOUR FREE COPY
of *Icebreakers, Energizers and Mind-Benders: 51 QUICK Employee Engagement Activities to Transform Your Meetings and Huddles*

http://languageofcaring.com/heartbeat-e-newsletter/

Achieving an unparalleled patient experience and a culture of caring through exceptional communication!

languageofcaring.com
C OM P A N Y  O V E R V I E W :  
L AN G U A G E  O F  C A R I N G ,  L L C

Who is Language of Caring?
Language of Caring is a healthcare consulting firm owned by partners Wendy Leebov, Jill Golde and Dorothy Sisneros. This powerhouse trio shares a passion for reshaping healthcare organizations to become communities of caring that ensure an exceptional patient, family and team experience. We’ve served as healthcare leaders, organization development professionals, instructional designers, strategists, and coaches. And, we’ve enlisted and certified a talented, committed team of physician and nurse leaders, trainers and team-builders who serve our clients as coaches, strategy partners and facilitators.

What We Do
We effectively engage physicians, nurses, and everyone on the healthcare team in mastering and using Language of Caring’s concrete communication skill set to achieve:

- Patient engagement and patient and family-centered care
- Exemplary CAHPS scores and a reputation as provider of choice
- Optimal reimbursement under Value-Based Purchasing
- Greater alignment, inspiration, collaboration and engagement among the entire healthcare team
- And improved patient outcomes

We develop healthcare teams who speak the Language of Caring and deal effectively not only with patients’ medical needs, but also with their anxieties, fears, and concerns. We help organizations breathe new life into existing strategies and move performance to a breakthrough level.

We engage hearts and minds, and the results are palpable.

“...It has been an absolute pleasure to work with the Language of Caring team in two different healthcare systems to create a differentiating culture of compassion. The training content is fabulous ... simple to understand and extremely effective with patients and coworkers.... The Language of Caring team exemplifies service excellence by partnering with us to address our unique needs.... They have provided inspirational training and assistance as we work to create unsurpassed customer/employee-centered service.”

Tracy Tannenbaum
VP, Service Excellence

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Achieving an unparalleled patient experience and a culture of caring through exceptional communication!
Phased Learning: Ten Modules

1. Introducing The Language of Caring
2. Heart-Head-Heart™ Communication
3. The Practice of Presence
4. Acknowledging Feelings
5. Showing Caring Nonverbally
6. Explaining Positive Intent
7. The Blameless Apology
8. The Gift of Appreciation
9. Say It Again with HEART
10. The Language of Caring: From Good to GREAT

Features
- Managers lead!
- One skill at a time
- Short team sessions – under 30 minutes
- Compelling videos shot on location at Banner Health
- Built-in feedback and habit-building
- CEU-ready
- Web access to all resources on the Language of Caring Client Portal

Help everyone in your organization speak the Language of Caring, so patients, families and coworkers feel their caring and become more trusting, less anxious, and engaged.

The Results: An energized, gratified workforce, a stellar patient experience, improved safety, higher CAHPS scores, and better outcomes

Typical Implementation Process

Groundwork and Customization
- Leadership Kickoff
- Facilitator Training
- Employee Jumpstart Workshops
- Learning Modules and Habit-Building in Work Teams

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Spoken from the Heart

“We’re seeing that our associates are engaging patients. They’re thinking about what they’re doing and saying. They’re practicing the skills over and over. Our scores? We’ve seen steady incremental improvement month after month since we started the Language of Caring.”
Rob Gould, CEO
Banner Desert Medical Center; Mesa, AZ

“These are life skills. Kindness, compassion, and care can be lost in the ‘sea of busy.’ It’s good to have a program to help people focus and center on the ideals that make life bearable when things get tough. I make an effort every day to master these principles and pass them on to someone else. Keep your faith high, believe, dream, and watch the world move to the beat of your drum!”
Haze Harrison
Lead Office Assistant-Hospital Education
Memorial Hermann-Texas Medical Center

The Language of Caring for Staff®

- Creates alignment by developing a common language and skill set for caring communication
- Mobilizes employees as engaged contributors who together create a community of caring
- Makes your initiatives, like rounding, pain management and reducing readmissions, more effective
- Encourages empathic communication, engagement and partnership—the keys to patient and family-centered care
- Leads to improved safety, better outcomes and higher CAHPS scores

Among Language of Caring Clients

Hospitals and Health Systems
- Banner Health – multiple states
- Fox Chase Cancer Center, PA
- Humility of Mary Health Partners, OH
- Johns Hopkins Medicine, MD
- MD Anderson Cancer Center, TX
- Memorial Hermann Health System, TX
- Providence Health and Services – multiple states
- St. Joseph Regional Medical Center, ID
- St. Mary’s Hospital and Regional Medical Center, CO
- WellSpan Health, PA

Medical Groups
- Harvard University Health Services
- Children’s Hospital of Philadelphia Care Network
- New England Quality Care Alliance
- Mount Auburn Cambridge Independent Providers Association
- PeaceHealth St. John Medical Center Physicians
- Safety Net Institute - 15 Clinics, CA

Connect with us!

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Watch the introductory video and learn more by visiting:
http://languageofcaring.com/programs/language-of-caring-for-staff/
Powerful Physician Engagement and Skill-Building Program

Created by Wendy Leebov, EdD & Carla Rotering, MD; grounded in evidence-based best practices

Eight Modules
1. The Communication Solution
2. Mindful Practice
3. Collaboration and Teamwork
4. Effective Openings and Closings
5. Engaging Patients and Families as Partners
6. Communicating with Empathy
7. Effective Explanations
8. Hard Conversations

Features
- Effective within extreme time constraints; CME-ready
- Blended learning with short team sessions, videos, skill reference cards, and web-based tools
- Compelling videos filmed at MD Anderson with vivid examples for inpatient, outpatient and medical office settings
- Certified coaches to guide implementation and provide ongoing support
- Mobile; easy access via secure client portal

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Spoken from the Heart

“Language of Caring for Physicians is helping my colleagues share that empathy and compassion that they felt when they took the oath in medical school. And delivering a great experience to patients by its nature delivers a great experience to us.”
Jeremy Blanchard, MD
Intensivist and Chief Medical Officer
St. James Healthcare

“The Language of Caring is like having my own personal guide teaching me the ‘art’ of medicine. My patients and even their family members are thanking me for the care and attention I have provided them even though the amount of time I spend with them hasn’t changed. This should be made a mandatory course in every medical school curriculum.”
Dr. Thomas Corson
Emergency Physician
Banner McKee Medical Center

Comprehensive Resources

Among Language of Caring Clients
- Adelante Healthcare (AZ)
- Banner Health (Multi-State)
- Lone Star Circle of Care (TX)
- Northwestern Medicine (IL)
- PeaceHealth (Multi-State)
- Sisters of Providence (MA)
- Southeastern Regional Medical Center (NC)
- St. James Healthcare (MT)
- St. Mary’s Medical Center (CO)
- Truman Medical Centers (MO)
- Wentworth Health Partners (NH)

Connect with us!
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Language of Caring for Physicians®
- Engages physicians and all providers as partners in providing the remarkable patient and family experience
- Creates a common language of caring communication
- Strengthens adherence to care plan and patient outcomes
- Heightens team communication, respect, and collaboration
- Reinforces skills transferable to all settings
- Improves physician quality-of-life

Watch what clients are saying about Language of Caring for Physicians®.
http://languageofcaring.com/programs/language-of-caring-for-physicians/results/