**Credo Tackle Box**

**CREDO BEHAVIOR:** All

**TITLE:** Credo Assessment

**AUDIENCE:** Staff and leaders

**PURPOSE:** Baseline where the team sees opportunities for improvement

**Preparation:** Copy SWOP chart and prepare how to break out in subgroups

**Approximate Time:** 30 minutes

**Audience/Group Size:** Any. Larger groups should first work in small subgroups.

**MATERIALS:** SWOP Analysis (below)

**DESCRIPTION:** Use the Strengths-Weaknesses-Opportunities-Pressures framework to baseline where your team sees the Credo Behaviors “in action” and where there is opportunity to build those Credo behaviors being used in your area. Include recognition of WINS that speak to a given Credo behavior the team has been focused on. *See next page.* Potential “pressures” could relate to dropping retention rates, community survey results, or low productivity measures. Patient satisfaction or other metrics or change may be a weakness one quarter and strength the next. Use the last column to guide the group to identify action steps for improvement. Re-do the assessment in 6 months or less to collect what people see as improvements.

**SWOP Analysis (all 6 behaviors)**

**Variation:** Baseline one Credo behavior per month to focus and build the SWOP analysis over time. Consider having different roles within a workgroup assess themselves then discuss and compare as a team. This can also be done as a retreat exercise.

**S-W-O-P Credo Assessment**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Credo Behavior** | **Strengths** | **Weaknesses** | **Opportunities** | **Pressures** | **Action Steps** |
| *I make those I serve my highest priority.* |  |  |  |  |  |
| *I respect privacy and confidentiality.* |  |  |  |  |  |
| *I communicate effectively.* |  |  |  |  |  |
| *I conduct myself professionally.* |  |  |  |  |  |
| *I have a sense of ownership.* |  |  |  |  |  |
| *I am committed to my colleagues.* |  |  |  |  |  |