**Credo Tackle Box**

**CREDO BEHAVIOR:** I am committed to my colleagues

**TITLE:** Staff Engagement

**AUDIENCE:** Your staff, following the planning session with your leadership team

**PURPOSE:** Better understanding of CREDO Behavior

**Preparation:** Review your most recent community survey engagement scores; make flip charts if dividing staff into small groups

**Approximate Time:** 45 min.

**Audience/Group Size:** Your staff

**MATERIALS:** Your engagement scores and flip charts with questions on them if you are going to divide your staff into small groups for this discussion

**DESCRIPTION:** Discussion with your staff about characteristics of engaged, ambivalent and actively disengaged employees. The activity for the staff is to 1) list the behaviors/verbal cues that would be examples of these characteristics; and 2) practice peer feedback (both positive & corrective) on that behavior/verbal cues.

**Discuss the following:**

**Actively engaged—**Employees love their jobs and believe in VUMC, its goals, and the manner in which we conduct business. Often exhibiting high levels of passion and creativity, engaged employees believe they create value and management holds the same belief. They express confidence in their abilities, pride in their performance, and a connection to VUMC’s services. They typically exert a positive influence on the performance of their co-workers.

**Ambivalent employees—**Not apt to “go the extra mile”, they do what is asked of them and nothing more; rarely, if ever, volunteer for extra assignments or take lead roles; lower energy and lackluster performance on assignments; can often feel unappreciated or unimportant

**Disengaged employees—**Negative attitude about their employer and job duties, malcontent, often openly showing their distaste while on the job, focus on problems, behavior and actions will cause more harm than good.

Share with your staff the most recent community survey results related to engaged, ambivalent and actively disengaged employees.

(If you have a large group, divide them into smaller groups of four to discuss these questions in small groups and then bring them back into a large group to debrief their responses)

Discussion questions (either in a large group or small groups):

1. In your own mind what kind of employee are you, actively engaged, ambivalent or disengaged?
2. What can we, as a department, do to create an environment where staff can be engaged?
3. What can you as an individual do to help your peers be more engaged in the work we do?

Bring the small groups back together, share their work, and then share with the large group what your leadership team agreed to do to engage the staff

Share with the group what your expectations are related to creating an environment where your staff want to work.

Depending on the discussion, identify what, if any, are the next steps; who is interested in being part of this work?