Joy in the Workplace

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What is Joy?

>> Definition
– A feeling of great happiness and bliss

>> Synonyms
– Jubilation, triumph, rejoicing, glee, exuberance, and exhilaration
What Image Do You See?

Slacking

Arguing

Ulterior motives

Pointing fingers
Why Do We Need Joy in the Workplace?
How Does This Equate to Success?

- Cost
  - Staff turnover

- Quality
  - Better patient care
  - Leading edge of innovation

- Performance
  - Mistakes
Why No Joy in the Workplace?

- Burnout
- Disengaged
- Lack of trust
- Culture
- Life issues
Burnout

>> Health care rapid changes
   – Combat change burnout

>> No time to complete task lists
   – Negotiate tasks that do not accomplish team goals

>> Poor communication of strategic plan
   – Does the team understand the goals?

>> Unfair assignments
   – Those who do and those who don’t
Disengaged

>> Slackers
   – Why are they disengaged? Look for the why

>> Staff members who avoid meetings
   – Passive aggressive

>> Naysayers and negative influencers
   – Make time for feedback (even the bad)
   – Find a champion
Lack of Trust

>> Management consistency
   – No about face
   – Do not skip feedback

>> False promises
   – It’s not always going to be okay; be honest
   – Follow-up even if no information is available

>> “Street” credibility
   – Speak to your experience
   – Admit when you do not know and then find out
Culture

>> Shared interests
  – Find common ground (not just free food)

>> Team dynamics
  – Is this a group or a team?
  – Are there underlying personal conflicts?
  – Identify those who disrespect, bully, or are aggressive

>> Communication skills
  – What is the best style fit for the team?
  – Are all team members able to give input?
Life Issues

>> Basic needs
  – Stress management

>> Purpose
  – We all need a reason to do things

>> Glass half full or half empty?
  – Negative or positive?
How To Get Joy Back!
Team Essentials

>> Team building
- Mutual support (TeamSTEPPS)
- Focus on strengths not weaknesses based on *Strengths Finder* by Tom Rath
- Ask “What matters to you?”

>> Crucial conversations
- Reference *Safe to Be Heard* by Stephen R. Covey

>> Reward programs
- Celebrate the small stuff (quick wins)

>> Empowerment
- Allow autonomy
Office Essentials

>> Positivity
    – No spin zone
    – Focus on the good
    – Smile

>> Take pride
    – Brag about your job

>> Gratitude
    – Regular time for being thankful

>> Reputation
    – How is your office seen by others?
What Do We All Need?

* IHI Critical Components for Ensuring a Joyful, Engaged Workforce Interlocking responsibilities at all levels
Sources

>> https://www.ahrq.gov/teamstepps/index.html

>> http://www.ihi.org/resources/Pages/AudioandVideo/WIHI_How_to_beat_burnout_and_create_joy_in_work.aspx
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