



# STRATEGIES FOR STAFF ENGAGEMENT: LEADING THE LOW PERFORMER

AHA Team Training Monthly Webinar  
November 19<sup>th</sup>, 2019

# RULES OF ENGAGEMENT

- Audio for the webinar can be accessed in two ways:
  - Through the phone (\*Please mute your computer speakers)
  - Through your computer
- A Q&A session will be held at the end of the presentation
- Written questions are encouraged throughout the presentation and will be answered during the Q&A session
  - To submit a question, type it into the Chat Area and send it at any time during the presentation

# UPCOMING TEAM TRAINING EVENTS

## **Courses**

Registration for 2020 Master Training, Fundamentals and Specialty courses are now open! View our course schedule to [learn more and register](#).

## **Webinars**

[Register](#) for the December webinar: *Introducing Community Conversations in Health Care to Improve Patient Outcomes*

December 11, 2019 | 1:00 – 2:00 PM ET (12 CT, 11 MT, 10 PT)

# UPCOMING TEAM TRAINING EVENTS



[Learn more](#) about our National Conference to be held June 3-5, 2020 in New Orleans.

# CONTACT INFORMATION

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# TODAY'S PRESENTERS



Jan Brauer RN, BSN, MA  
Clinical Education Coordinator  
Providence Hood River Hospital

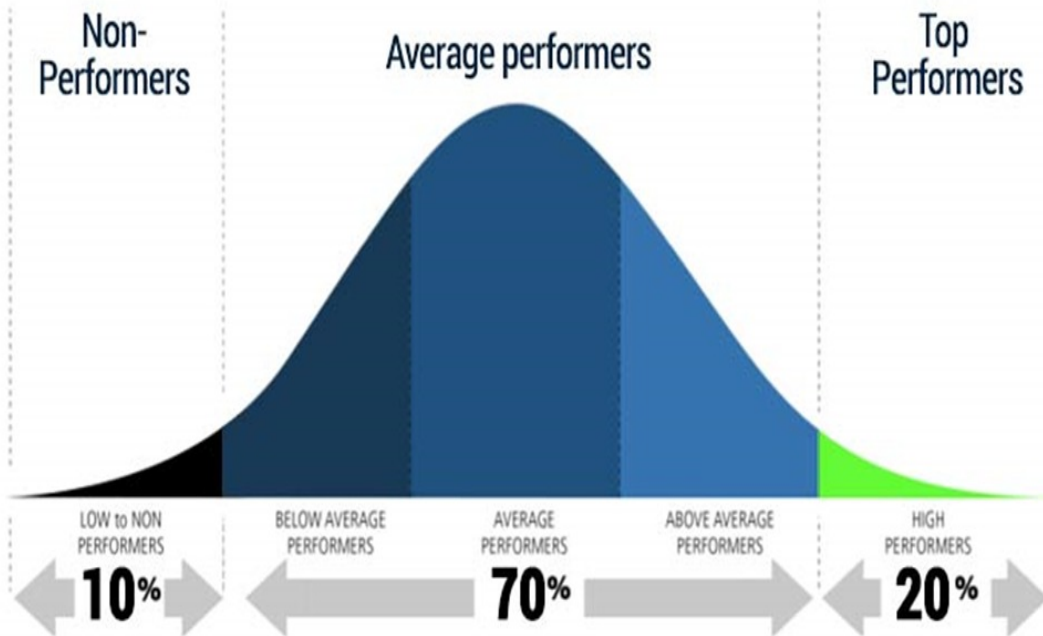


Rhonda Fischer, RN, BSN, CEN  
Trauma Nurse Coordinator  
Providence Hood River Hospital

# TODAY'S OBJECTIVES

- Participants will understand the impact of low performance on the team dynamic, and thus, patient safety
- Participants will understand the importance of adjusting leadership approach in reaching the next generation of team members
- Participants will articulate the 5R's as a strategy for engaging the low performer

# ENGAGEMENT



*The illusive force that motivates employees to higher (or lower) levels of performance*

Workplace Performance Solutions



# LACK OF ENGAGEMENT



More than 70 percent of medical errors are attributable to dysfunctional team dynamics.

[\(Health Care Manage Rev. 2014 Jan-Mar;39\(1\):1-9. doi: 10.1097/HCM.0bo13e3182766504\) 3e3182766504\)](#)

The team dynamic is an indisputable contributor to patient safety

# THE DILEMMA:

## WHEN TEAM MEMBERS FAIL TO ENGAGE

### The Five Rs

- Reassure
- Readjust
- Reset
- Redeploy
- Release



# REASSURE



The Power  
of a Great  
Question

# REASSURE

- Don't respond to the emotions
- Refuse to make *people* bad



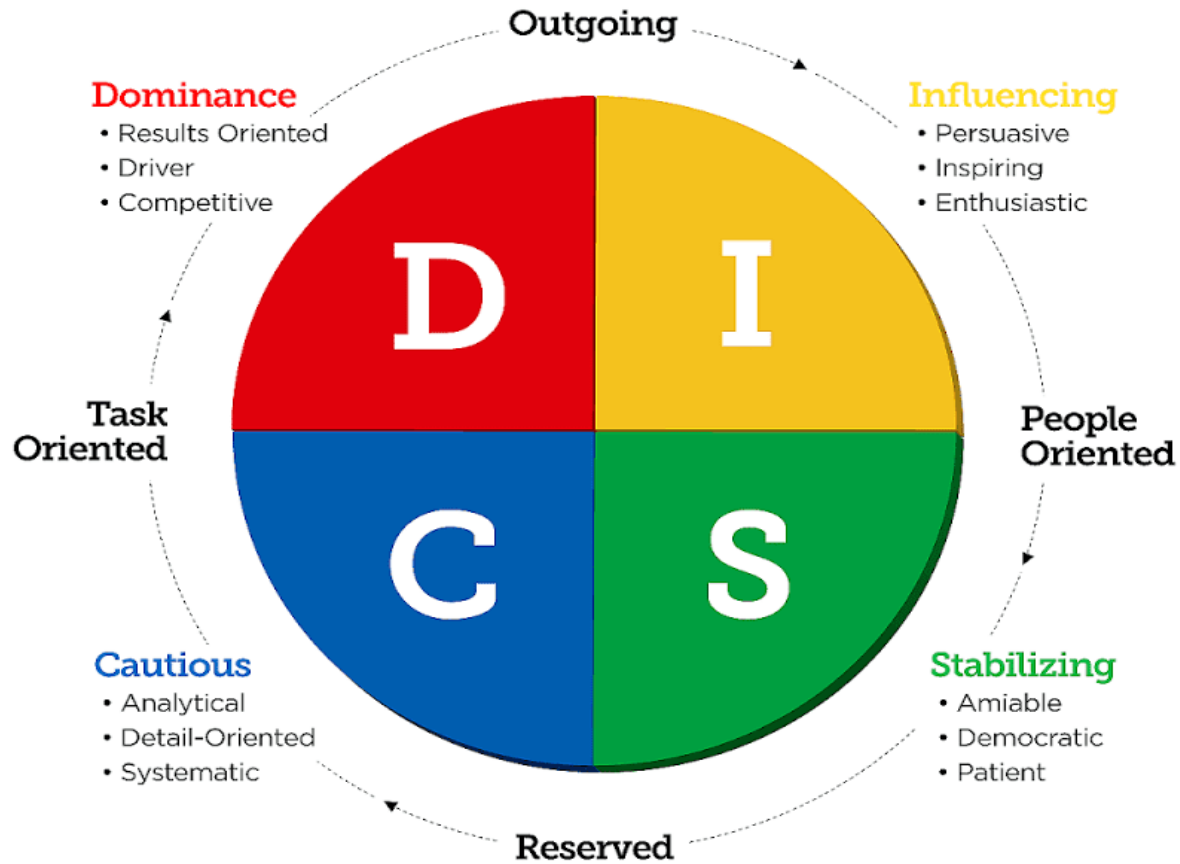
# READJUST YOUR APPROACH

Be a curious  
guide & coach



I See  
I Think  
I Wonder

# READJUST YOUR APPROACH



# RESET

Bring them into the current reality



# RESET



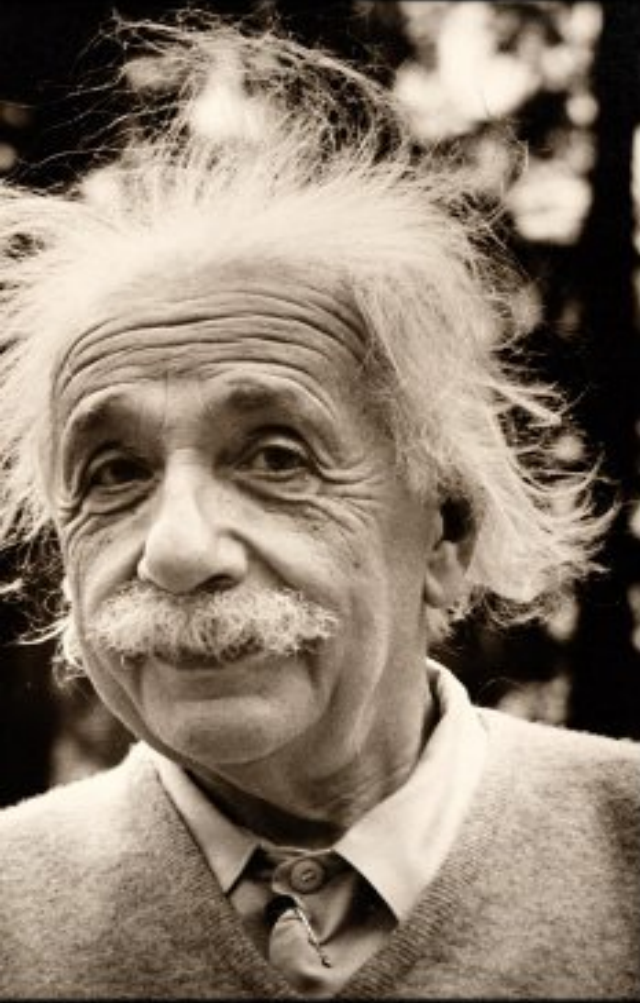
- LEADERS have the right and responsibility to insist on accountability

- But INDIVIDUALS ultimately decide whether to step up or not.

- Cy Wakeman



# REDEPLOY



Everybody is a genius.  
But if you judge a fish by its  
ability to climb a tree, it will  
live its whole life believing  
that it is stupid.

*-Albert Einstein*

*EmilysQuotes.Com*



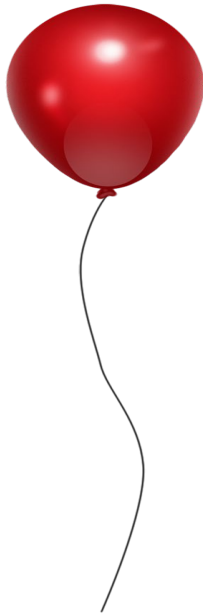
# REDEPLOY

Find your fit



# RELEASE FOR SUCCESS ELSEWHERE

For them



For your team



# NOT YOUR FAILURE...OUR FAILURE



# STAFF ENGAGEMENT IS WORTH IT

## The Five Rs

- Reassure
- Readjust
- Reset
- Redeploy
- Release



# Q & A

Thank you

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# QUESTIONS?

- Stay in touch! Email [teamtraining@aha.org](mailto:teamtraining@aha.org) or visit [www.aha.org/teamtraining](http://www.aha.org/teamtraining)



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