

joy in WORK

ELEVATING TEAM ENGAGEMENT THROUGH
"WHAT MATTERS TO YOU?" CONVERSATIONS

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TODAY'S ROADMAP AT A GLANCE

1

Defining the 'What Matters to You?' Conversation.

2

Why 'What Matters to You?' Conversations?

3

Preparing for 'What Matters to You?' Conversations.

4

Facilitating Effective Conversations.

5

Overcoming Challenges in WMTY Conversations.

6

Identifying and Addressing Pebbles.

7

Action Planning.

8

Thank You & Next Steps.

DEFINING THE 'WMTY' CONVERSATION



“A simple, intentional dialogue where leaders ask team members about what brings them meaning and joy in their work, as well as what challenges or “pebbles” get in the way of having a great day.”

WHY 'WMTY' CONVERSATIONS?

EMPOWERS STAFF

IDENTIFIES BARRIERS

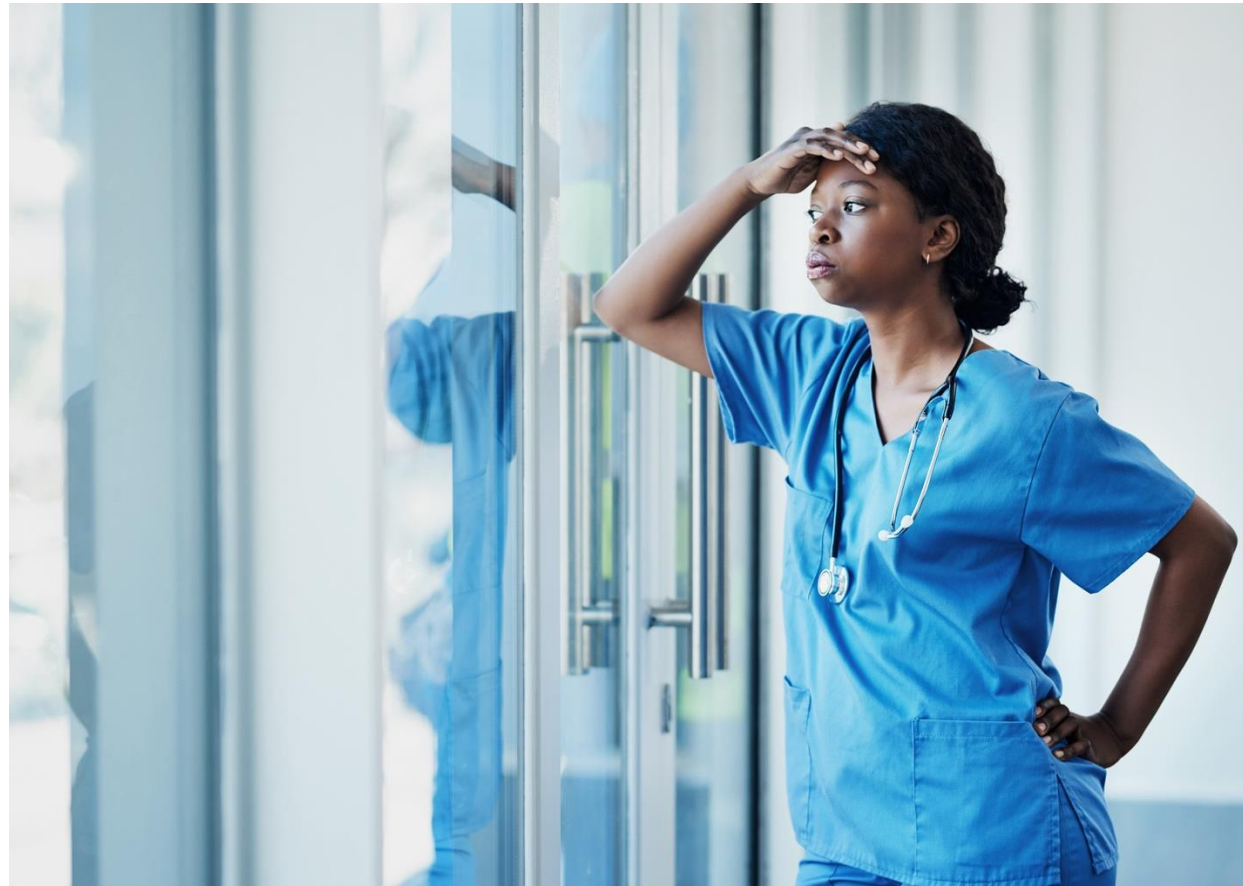
BUILDS TRUST

PROMOTES COLLABORATION

ENHANCES ENGAGEMENT

ENGAGEMENT IN HEALTHCARE

A STORY OF TRANSFORMATION THROUGH ENGAGEMENT



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PREPARING FOR 'WHAT MATTERS TO YOU?' CONVERSATIONS

- Self-Reflection.
- Know Your Why
- Setting the Stage



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FACILITATING EFFECTIVE CONVERSATIONS

STEP 1. ASK “WHAT MATTERS TO YOU?”



START WITH BRIGHT SPOTS



ASK OPEN-ENDED QUESTIONS



PRACTICE ACTIVE LISTENING

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“Why did you decide to work in health care.”

“What is the most meaningful or best part of your work .”

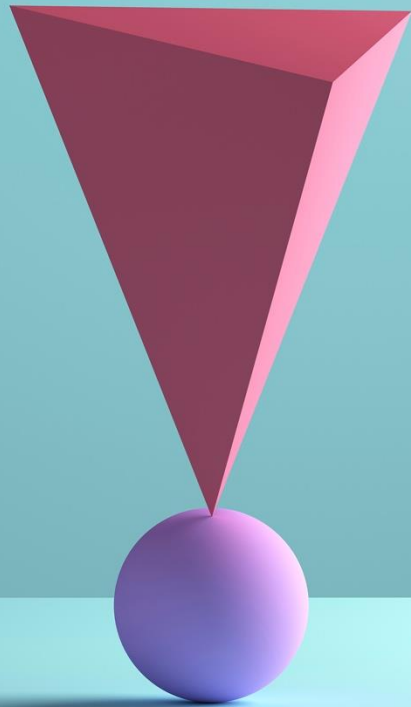
“When your team is at it's best, it looks and feels like...”

“What makes you proud to work here?”

“You know you are making a difference when...”

“What makes a good day for you?”

OVERCOMING CHALLENGES IN WMTY CONVERSATIONS



- Handling Unrealistic Expectations.
- Dealing with Negative Responses.
- Managing Silence.

IDENTIFYING AND ADDRESSING PEBBLES

STEP 2. IDENTIFY UNIQUE IMPEDIMENTS TO JOY IN WORK



ACTION PLANNING

STEP 3. COMMIT TO A SYSTEMS APPROACH

- ✓ List what the team identifies as bright spots and impediments.
- ✓ Ask, “What should we tackle first?”
- ✓ Ask that all individuals participate in the local improvement work
- ✓ Take immediate action with team members.
- ✓ Be specific about improvement.
- ✓ Ensure ongoing communication and follow-through.

USE IMPROVEMENT SCIENCE

STEP 4. TEST IDEAS FOR IMPROVING JOY IN WORK

- 1 Develop A Clear Aim
- 2 Celebrate Lessons Learned
- 3 Go Small To Go Fast

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A strengths-based, improvement science framework to **foster team well-being and promote flourishing**



THANK YOU

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