



ENGAGE YOUR TEAM

Ten Ideas for in-Person and Virtual Meetings, and Huddles



PLANETREE
INTERNATIONAL



Language of Caring

A BRANCH OF PLANETREE INTERNATIONAL

Why these activities?

- Help your team stay connected
- Encourage rich sharing of experiences and ideas
- Counter feelings of isolation and loneliness in a time of physical distancing

Instructions

- Hand-pick the activity that strikes your fancy. Or, invite a team member to choose an activity and lead it.
- There is no set order.



How do you feel?

1. Ask your team to form trios and come up with a metaphor that describes how they've been feeling at work. (If you have a small enough team, you could all do this together.)

Examples:

- "Like a dishrag!"
 - "I feel CHASED!"
 - "Like an orchestra conductor!"
 - "Like a long-distance runner!"
2. Ask your team to share their responses with the entire group and to add, why they chose the metaphor.
 3. Drill down and ask team members:

- Did any themes emerge as you listened to the responses?
- Having heard from each other, what thoughts do you have about improvements?



Team Support

1. Ask your team to step back and reflect on the support they give each other. Say that each member can make the team far stronger than merely the sum of its parts.
2. Ask team members to pair off and answer these questions:
3. Ask each pair to share some of their answers.
 - What are the “ugh” moments when you don’t feel good about our team?
 - What are the “ta-daah” moments
 - What are key ways we can strengthen and support one another?
4. Engage the group. Ask for next steps or conclusions.



Savoring Our Successes

1. Have pairs interview each other and write down their partner's answers.

What were **10 high points** and successes at work within the last year?

2. Afterward, go around multiple times and have each person take a turn reading one of their partner's responses.
3. Thank everyone for sharing and express your happiness with the team's many successes.



Team Strengths and Contributions

1. Ask the group this question:

What is everything that's good about our team?

2. Invite the group to brainstorm their answers, and list on a flipchart.
3. End by saying the following points to the group:
 - We all work hard, and the pressures in our work and personal lives can be tremendous.
 - We run the risk of moving quickly to solve one problem after another, often without stopping to savor the fact that we are actually solving problems.
 - We are improving. We are contributing. I want to post this list of our team's strengths and contributions in the hope that we'll keep our terrific work and achievements in perspective.
4. Invite group members to keep adding to the list, and repeat this activity every couple of months.



Focus on the Positives

1. Leaders, prepare to answer this question yourself beforehand, and then ask your team:

From your perspective, what do you see as the good things that are happening in health care today?

2. Ask people to brainstorm the POSITIVES. Say disagreements or arguments are not allowed. This is the chance for each team member to express different views. Push for POSITIVES only.
3. Be sure to include YOUR views!
4. Encourage people to remind themselves that, as stressful as healthcare can be, there are positive trends to which everyone is contributing.



Creating “A Good Tired”

1. Pose this question to the group:

How can we help each other create the conditions for “a good tired” at the end of the day?

2. Ask your team to talk about this in small groups, and then share the answers with everyone.



Appreciating Other Teams

1. Ask your team:

What other team do you really appreciate? Why?

2. After people discuss this, choose one or more group members and brainstorm. Next, select a token of appreciation your team can give to this other department or team to express gratitude.
3. Now, decide how you can follow through and deliver.



Creating Harmony

Make a point about the team being like an orchestra, with each player important to the symphony.

Ask the group these questions to help people reflect and share about their individual contributions to the team's effectiveness:

- What have you done this week to help our team be effective and harmonious?
- What could you do to make next week better for the team?

Start out with sharing in pairs, and then invite people to share their “commitments for next week” with the entire group.



Compassionate Acts

In pairs or small groups, share stories that counteract compassion fatigue and help people savor the energizing feelings that come with acts of compassion.

- When in the last week did you act with compassion in your work or family life? Tell the story. What did you do? What was the result? How did you feel afterward?
- When in the last week did someone else show compassion for you? Tell the story. What did they do? What was the result? How did you feel afterward?



Loving Care, Every Day

When inspirational healthcare leader Erie Chapman ran a hospital in Ohio, he had all managers ask their staff this question every day. This is an amazing way to keep people's focus on their real mission.

Make a habit of asking your team this wonderful question:

How have you shown loving care today?



Thank you!

If you found these activities valuable, we invite you to explore:

- [HeartBeat](#): *free* newsletter packed with tips, tools and inspiration
- [Resource Library](#): *free* access to PX articles and white papers
- [Language of Caring Programs](#) for creating cultures of caring and achieving communication excellence
- [Planetree International](#) consulting and globally adopted person-centered care certification program
- [2020 International Conference](#) on Person-Centered Care; October 18-21



PLANETREE
INTERNATIONAL

www.planetree.org



Language of Caring

A BRANCH OF PLANETREE INTERNATIONAL

www.languageofcaring.org

Healthcare and Humanity at Their Best: **Compassion. Quality. Partnership.**