

CENTER FOR DEMENTIA RESPITE INNOVATION

Key Takeaways from “Empowering and Retaining Staff” 2024-25 Keys to Sustainability Webinar #2

Leadership plays a key role in employee satisfaction

- Leadership behavior directly impacts team morale and satisfaction.
- Strong leaders are approachable, informed, and consistent.

Modeling Effective Leadership

Proactive Feedback Engagement:

- Seek feedback through multiple, regular channels.
- Be receptive to criticism and use them as opportunities for deeper dialogue.
- Respond to feedback promptly and visibly.

Availability & Approachability:

- Foster an open-door culture for honest communication.
- Understand and address team needs effectively.

Satisfaction Surveys:

- Conduct quarterly surveys during the first year of employment.
- Administer annual surveys thereafter.

Quality Circles:

- Led by respected staff leaders on a quarterly or semi-annual basis.
- Gather deeper feedback beyond what surveys capture.

Best Practices for Feedback

- Take immediate and visible action on worker feedback whenever possible.

If immediate action isn't feasible:

- Be honest about the reasons.
- Provide a timeline for when action might occur.

Seek clarification on feedback to uncover:

- Intent: Understand the root of the issue.
- Extent: Assess the problem's impact.
- Solutions: Collaborate on potential fixes.

Shift from Supervision to Coaching

- Coaches guide staff to find their own solutions.

Key coaching questions:

- Tell me more about it?
- What do you think is going on?
- How do you think you can handle it?
- What did you do before, and how did it work out?
- Coaching fosters loyalty and accountability
- Train staff in coaching skills for consistent application.

CENTER FOR **DEMENTIA RESPITE INNOVATION**

Key Takeaways from “Empowering and Retaining Staff” 2024-25 Keys to Sustainability Webinar #2

The Value of Recognition Programs

Effective Recognition:

- Must be meaningful and not always monetary.
- Examples: Scholarship programs, gas cards, extra PTO, bonuses
- Coaches guide staff to find their own solutions.

Transparency:

Recognition should clearly communicate:

- Why it was earned
- How others can achieve it

Impact of Supporting Career Goals

- Employees recognize when their needs are prioritized.
- Outcomes of investing in worker growth:
 - Increased Loyalty
 - Longer Tenure
 - Higher Quality Care

Aligning Worker Goals with Organizational Growth

Key Principle:

- Just as organizations set growth goals, workers have personal career aspirations.

Action Steps:

- Onboarding to Career Planning: From Day 1, discuss personal goals and how the organization can support them.

Coaching and Mentorship:

- Help employees explore potential career paths and opportunities.
- Outline career ladders for advanced roles, e.g.: dementia care specialists, peer mentors, trainers

Empowering Staff Through Education and Training

Importance of Training:

- Address both medical and psychosocial needs of care recipients.

Training reduces:

- Care Errors (e.g., medication errors) and staff injury risks

Work-Based Learning Programs:

- Proven to enhance job satisfaction and retention.