

A Discussion Guide for Best Practices Videos

The best practice videos provide a unique opportunity for leaders and their teams to hear some real-life leadership practices at the University of Michigan that are making a difference in employee engagement. These videos highlight leaders in our system that have either had high employee engagement scores in the Health System or received a workplace excellence award. Visualize the practices of these leaders and consider the possible results from implementing them in your own unit.

To get started:

- Give all staff members a copy of the Discussion Guide.
- Ask individuals to suspend their assumptions and use specific video references to support their comments
- Review the question
- View the selected video (consider playing the video clip at least two times) and identify the actions and strategies used by the leader
- Discuss these actions and strategies; how might you implement them in your unit? What would it take to implement them? What outcomes are you seeking?

Finally, utilize the planning tools in this guide to help you organize the new actions being considered for implementation.

Leadership

What leadership strategies were utilized?

Which of these strategies might you, as a leader, implement? How could you provide opportunities for individuals to practice their own leadership skills? What did you see or hear that you believe could improve employee engagement in your unit?

Personalization

What strategies do you see/hear that could improve culture and engagement at work?

Which of these initiatives could we put in place in our unit? What additional strategies might we implement that will ensure greater engagement for our staff?

Work Practices

What best practice strategies revealed in the video increased employee engagement?

Which of these best practices and strategies could we implement in our unit to ensure every employee has an ideal employee experience?