

If you're interested in creating a culture where staff feel valued and have joy and meaning at work, we hope you'll find these insights on staff engagement helpful. We've included some simple but effective things you can do to improve your own engagement and that of your team.

What is staff engagement?

"Staff are engaged when they feel valued, are emotionally connected, fully involved, enthusiastic and committed to providing a good service... when each person knows that what they do and say matters and makes a difference."

Definition of Staff Engagement National Staff Engagement Forum 2016

What can you do to...

In addition to contributing to the broader conversation and through local projects, these are simple but helpful tips which improve engagement on a personal level. Often simple things work best! Our top tips for an engaged workforce!

1. Act with integrity
2. Encourage your team to get to know each other - meet in person where possible
3. Communicate - tell each other what's happening
4. Ask, listen, hear & respond - know what's important to colleagues
5. Trust each other - include people in decisions that affect them
6. Encourage each other to act on your ideas & be there to help each other
7. Take your breaks and look after your own wellbeing
8. Say thank you!!!



Why does staff engagement matter?

Where staff engagement is higher or services are seen to be supporting staff wellbeing the results are:

- lower patient mortality
- reductions in the number of incidents
- improved clinical care
- improved patient experience
- improved staff wellbeing
- lower absenteeism rates, and
- improved staff retention.

It's for these reasons that staff engagement is a key driver of the Framework for Improving Quality in Our Health Service and the People Strategy.

Motivating for excellence

I am treated with dignity and respect

I am given tools to do work that adds meaning to my life

Someone notices and says thank you

(adapted from Don Berwick, IHI)

Get to know each other

Take time to get to know your colleague particularly times of transition. Don't underestimate the power of a cup of tea! Be social! Say hi, nod and smile as you pass someone in the corridor. Have fun! Join the social club or set one up.

Reconnect with the difference you make to people's lives

Do you know why your service is important to those who use it? Ask one patient or service user a week does it help and how and how would they make the service better.

Be kind to yourself...

Take your breaks! So many staff give up their breaks. Do you know you'll be more effective after a short break than working through?

Communication

Take 10 minutes some day and ask colleagues how together you could improve communication between professionals on your team to share knowledge, raise concerns, celebrate success and make improvements.

Key Components for Staff Engagement Prompt Questions for Action

Listening

What are we doing to value staff ideas
(asking, listening to and hearing what's important to staff)?

Action using creative problem solving

How do we encourage staff to act on their ideas
(create space for creativity and innovation)?

Teamwork in a culture of respect and integrity

How do we encourage teamwork and say thank you to build trust?

Health and wellbeing

How do we help ourselves and our staff manage the emotional impact of care?

Continuous learning and development

What training do we personally need to engage staff for quality improvement?

Coaching and mentoring

How do you prepare yourself to encourage staff to act on their ideas and share decision making? How do you share ownership?

Adapted from the Framework for Improving Quality in Our Health Service