

National Staff Engagement Forum - Feedback

16th January 2018
F2 Centre, Rialto, Dublin



Attendees and invited guests

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Staff Survey / workshop

4-7

Staff Engagement website & your reviews

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Mayo University Hospital
– Staff Engagement Group

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Community of Practice
- Staff Engagement Strategy

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HSE DG Leadership Masterclass 2018 / workshop

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Staff Health & Wellbeing

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Review & close

- Dates of meetings for 2018
- Your thoughts of the day

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Picture gallery

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Who we are: Our Sponsors and facilitators

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List of Attendees

Anne Doheny
Annemarie Byrne
Breffni McGuinness
Annette Sweeney McCarron
Caroline Lennon-Nally
Deirdre Lally
Debbie Ghareb
Jonathon Curtin
Gerard Crotty
Liam Gibbons
Margaret Kearney
Mary Kelly

Maria Lordan Dunphy
Mia McLoughlin
Monica Mahon
Niamh Lacey
Noreen Lynch
Orla Byrne
Patricia McQuillan
Peter Behan
Regina Lennon
Shane Keane
Stephen O'Flaherty
Theresa Heller

Invited Guests

Johannes Letshwiti
Caroline Browne
Derek Gormley
Sarah Ronayne

Dr. Lynda Sisson
Yvette Keating

Rosarii Mannion, National Director of HR.





Your Opinion Counts

Health Sector National Staff Survey 2018

www.youropinioncounts.ie



Workshop

We asked you :

1. How should managers address the findings of the survey?
2. If we had a fully engaged workforce – what would happen?



You responded:
(Question 1).

- ❖ With transparency
- ❖ Acknowledge the feedback from staff
- ❖ Using a solutions focussed agenda.

- ❖ Openness
- ❖ Ability for staff to voice opinions – ideas/concerns
- ❖ Team approach – social
- ❖ With Energy, Enthusiasm
- ❖ Unity in team
- ❖ Not saying its 'Too big' and being complacent with answers
- ❖ Through Internal/"Town Hall" meetings
- ❖ Staff Meetings
- ❖ *Incentive for filling in survey? 15% very low
 - (link code to enter competition)
- ❖ Assurance not to hide behind results – breakdown to specific service you work in?
- ❖ So that is not just National survey or way too long or too generic scare off staff

- ❖ Recognition we did not get it right last time
- ❖ Ensure feedback to all from 2016 results
- ❖ Highlight actions – where there were actions
- ❖ Acknowledge where there was no actions!!
- ❖ Managers to put in place structures and processes in their area of responsibility eg: local staff engagement forum.

- ❖ Drive and support action plan to address issues arising
- ❖ Meeting with staff regularly with focussed agenda
- ❖ Active listening and responding honestly and taking action
- ❖ Joint decision making – collaboration
- ❖ Enthusiastic staff
- ❖ Recruitment – retention
- ❖ Easier less sick leave
- ❖ Flexibility – identifying Individual strengths
- ❖ All staff connected digitally
- ❖ Communication
- ❖ Include all staff
- ❖ Town Hall meeting, newsletters, Emails, Notice Boards
- ❖ Meeting with staff and listening to them
- ❖ Value them discussing their role
- ❖ Performance Management
- ❖ Give a voice
- ❖ Treating people with respect
- ❖ Good communication
- ❖ Consulting on the outcome of the staff survey results
- ❖ Met with can do attitude
- ❖ Reduce fear
- ❖ Transparency
- ❖ All staff heard and valued
- ❖ Good and transparent leadership practices.



You responded:
(Question 2.).

- **2 way communication**
- **Involved staff (decision making)**
- **Solution focussed plans**
- **Feedback on decisions**
- **Regular meetings between all staff**
- **Support structure (active!)**
- **Acknowledge the results and discuss with staff in timely fashion**
- **Look at own department and jointly set goals to change**
- **Reflect on the values of the organisation and become 'the way we do business'**
- **Soul searching – identify what you need to change**
- **Accountability**
- **There would be an improvement in Services**
- **Joined up thinking**
- **Higher moral**

- **Staff Engagement would be taken more seriously**
- **Prioritize issues raised and a time bound action plan in place**
- **Highlight improvements**
- **Implement the definition of Staff Engagement**
- **Performance Management would be in place**
- **KPI – deadlines adhered to .**
- **Competencies**
- **Consultation with positive findings from survey.**
- **Take stock – priorities**
- **Take it seriously**
- **Acknowledge – bring people together**
- **On-going focus**



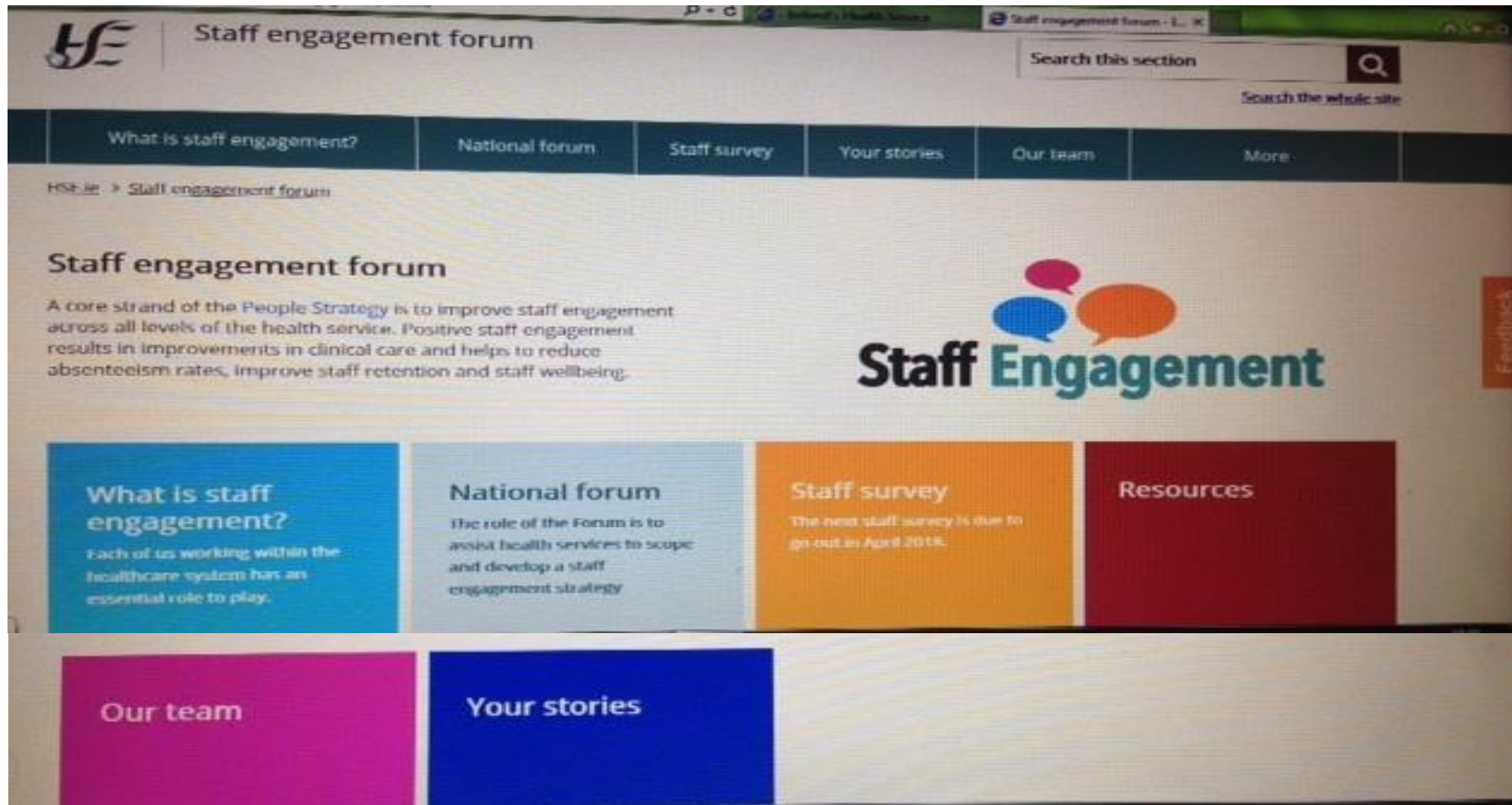
Staff Engagement - website

HSE.ie/staff engagement

www.hse.ie/staffengagement



Photo shot of 1st page of website



What you thought of the new website:

- I would like to see the Forum members names on a link
- Links to local Fora
- What's happening with Managers, stories about what they are doing about staff engagement
- Would like to see links to Workplace Wellbeing, Values in action, Healthy Ireland etc
- Promotion of good case studies to model
- Would like to see photos of engagement events
- News feed for upcoming events
- Why the Forum is here
- Stellar Stories and video clip to be included
- Links to research
- Cant wait for Launch in March





Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



MUH Staff Engagement Forum

Presentation For National Staff Engagement Forum

16.01.2018

Johannes Letshwiti

Consultant Paediatrician & Chairman

(See attached appendix for full presentation)



COMMUNITY OF PRACTICE STAFF ENGAGEMENT STRATEGY

Encompassing: Health & Wellbeing, Communications – Values in Action, Quality Improvement Division, Organisation Design & Development, Workplace Health & Wellbeing



MEETINGS / PROGRESS TO DATE

- Full day workshop planned February 1st
- Focus on sharing practice and areas of interest pertaining to staff engagement
- Begin process of developing Staff Engagement Strategy/framework



THE FOUR ENABLERS OF STAFF ENGAGEMENT



From preliminary research it appears there is no one size fits all emerging around key enablers for staff engagement



THE FOUR ENABLERS:



Strategic Narrative

A strong strategic narrative about the organisation and where it's going.



Engaging Managers

Engaging managers who focus their staff and treat them as individuals.



Employee Voice

Employee are involved, listened to and invited to contribute their ideas.



Integrity

Values are reflected in day to day behaviours. There is no 'say do' gap.



STRATEGIC NARRATIVE



- Leadership through a strategic narrative or **business story** that explains where the organisation is going and why. This helps employees understand how their role fits in with the wider scope of the organisation and how they contribute to organisational goals.



ENGAGING MANAGERS



- Engaging managers who **motivate, challenge and support employees**, treat them as individuals and seek and respond to their views are key to employee engagement



EMPLOYEE VOICE



- An effective employee voice which listens to employees and **involves and consults them in decision-making** within your business is important



INTEGRITY



- Integrity with employee engagement means practising what you preach. There shouldn't be a gap between what the people in your business say and what they do.



HSE LEADERSHIP MASTERCLASS 2018

We asked you :

- ☐ What would you not like to see at the HSE DG Leadership Masterclass on the Staff Engagement floor
- ☐ Ideas for the HSE DG Leadership Masterclass to represent Staff Engagement



Your feedback - What you don't want to see at the DG Masterclass

- x Worst ever – disengaged
- x Blank – constant ???
- x No NSEF at 17 – not ???
- x Ignore – lack frivolousness – written material
- x Lighting not good – poor visibility – under pressure
- x Unattractive
- x No mention of Tony O'Brien
- x No coffee, chocolate
- x Look sad – not motivated/???

Your ideas- What you want to see at the DG Masterclass

- ✓ Good Location
- ✓ Mention by Tony O'Brien at start of the day
- ✓ Stall at entrance – place in auditorium
- ✓ Leaflets - add in delegates pack
- ✓ Video playing – explanation of staff engagement
- ✓ Slides – specific for/include staff engagement questions
- ✓ Limited time to engage
- ✓ How to raise profile
- ✓ Link to theme of conference
- ✓ Staff Engagement ball
- ✓ Sell the benefits – patient outcomes
- ✓ Catchy worded cheap stationery that you will use e.g. pens, lanyard
- ✓ Twitter for the Day – Social Media – get trending – using the # hash tag – (when visiting use) (engage)
- ✓ Key messages we want to communicate e.g. one message/one voice – perhaps a script we all have in advance
- ✓ Staff engagement lanyard for delegates – USB with pre loaded engagement material
- ✓ Stand in exhibitors hall – allow networking
- ✓ Display of Forum success story and developments
- ✓ Screen display of logo
- ✓ Staff engagement session on main stage
- ✓ Good coffee and snacks – 'invite them on arrival to join us on the IR break
- ✓ Use the MUH Group 'staff caring for staff' and other Fora initiatives
- ✓ Retain the informal layout from the MC – mini toolkit packs, stickers, leaflets
- ✓ Stickers – Name Tags 'I'm engaging are U' – "staff caring for staff"
- ✓ Video, Photos, Website 'All on Display'



Your top 7 suggestions to promote the DG Masterclass

- ❑ Staff Engagement app to be downloaded by the delegates on the day – should be done
- ❑ Make Staff Engagement resources available on USB for all attendees – ask for 10 minute presentation by local forum at main conference programme
- ❑
- ❑ Contact Tony O'Brien to get a few minutes to explain what Staff Engagement is and how managers should engage with it
- ❑
- ❑ Staff Engagement now – launch the website (Tony O'Brien)
- ❑
- ❑ Smile – make your presence known – believe in what you are about and show it!!
- ❑
- ❑ Opportunity to showcase and document progress – Mayo Engagement – Johanas invited on stage
- ❑
- ❑ Message and visual from the main stage e.g. Tony O'Brien to announce that we are there – talk to Tony O'Brien early on programme



STAFF HEALTH & WELLBEING

Presented by Dr Lynda Sisson



(See attached appendix of the full presentation)



DATES OF MEETINGS FOR 2018

Dates for upcoming meetings

- 6th March 2018
- 19th June 2018
- 18th September
- 4th December

www.hse.ie/staffengagement

Info.OD&Dhsewest@hse.ie.



Your thoughts of the day

The best
forum
meeting to
date -
brilliant

Good topics

Freezing

Positive x 3

Inclusive

Very
interesting
agenda

Motivational x
2

Mayo presentation
– seeing is believing
staff engagement in
practice -
reinvigorating

Energising

Educational

Good
discussion
re engaging
Managers

Willingness to
listen to all – well

Worked well –
hearing the story
from MUH

Positive and
energising

Sharing the
case study

Sharing the case study

Energised

change to Dr Steevens –
better venue for
accessibility

Very interesting



The people that make this Forum happen

Co-Chairpersons



&



Ms Rosarii Mannion
National Director of HR

Dr Philip Crowley
National Director QID

Co-Facilitated by:



&



Ms Vera Kelly
National OD&D Lead
for Staff Engagement

Ms Juanita Guidera
QID Lead for Staff
Engagement

Other Team members:



Ms Denise O'Shea



Ms Eileen Fahy

Administration:
Ms Breda O'Dowd.
Ms Nicola Molloy

info.OD&Dhsewest@hse.ie