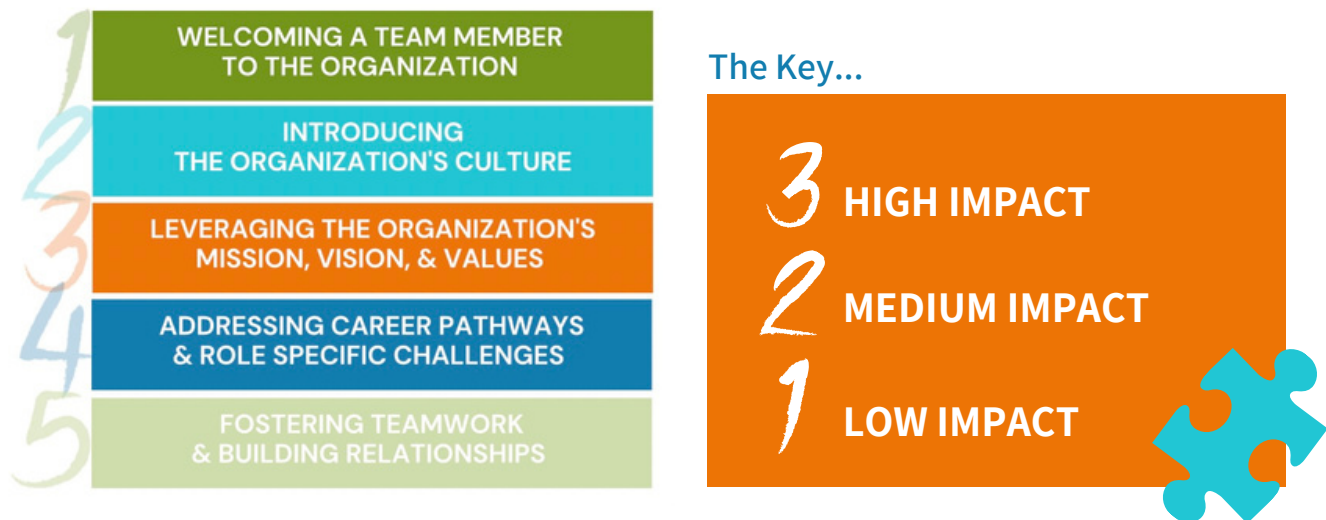


MATCHING ACTIVITIES TO PRINCIPLES

Understanding the impact your efforts will have can help you manage priorities and expectations. The tool on the following page correlates activities to principles, so you have a better sense of the impact each activity is likely to have on each principle. For example, if you want to implement an activity that promotes Career Pathways, look for activities that have a 3 for high impact.



GRADE YOUR WORKFORCE RETENTION READINESS

In today's business climate, nothing is more important than hiring and retaining excellent teams to care for our clients and our businesses. But how do you know if you're doing everything you should to increase staff retention and improve workplace productivity?

The best way to improve team member retention is to improve job satisfaction and cultivate a positive environment. That means facilitating and nurturing the development of positive work relationships and team member engagement. Camaraderie creates a common sense of purpose. Team members are more likely to stay in jobs if they believe in the organization's mission and have friends at work. Gallup has consistently found that close work friendships boost people's sense of recognition, increase commitment to quality, and help staff feel that their job is important. And employees who work with purpose report better outcomes at work, and at life, than their less satisfied peers.

THE FIVE CORE PRINCIPLES OF TEAM MEMBER ENGAGEMENT

1. WELCOMING A TEAM MEMBER TO THE ORGANIZATION
2. INTRODUCING THE ORGANIZATION'S CULTURE
3. LEVERAGING THE ORGANIZATION'S MISSION, VISION, & VALUES
4. ADDRESSING CAREER PATHWAYS & ROLE SPECIFIC CHALLENGES
5. FOSTERING TEAMWORK & BUILDING RELATIONSHIPS

PRINCIPLE FOUR RESOURCES

CAREER PATHWAYS AND ROLE SPECIFIC CHALLENGES

Ensuring team members are equipped to handle the unique challenges careers in elder care present, and that they're developing long and short term goals will help you maintain and grow your team.

Development plans help team members see the organization's investment in their short and long term career goals, ensuring team members have an understanding of the many opportunities to contribute to the organization's mission and vision. These plans can be developed in a variety of ways, from simple to complex. But the investment in paid back counseling the staff of turnover and the positive impact on the organization's mission is a worthwhile one.

It's equally important to build a culture of challenge specific to working with elderly people, such as providing 24-hour care, working in long-term care, or working with those with complex needs. As a result, leadership needs to dedicate time to collect feedback from all team members related to their challenges. They should also offer solutions, ideas, and resources to remedy or mitigate the challenges. This process and preparation will go a long way in helping team members feel appreciated.

MENTOR ACTIVITY JOB SHADOWING

This 30-minute activity allows a Mentor to explore a specific area of interest by offering structured time to observe a team member perform their work duties and ask questions related to the role. You'll need a print out of this activity along with the job description of the position being shadowed. And for the purpose of this activity, the "Mentor" is assigned to reflect the individual who is being shadowed and the "Mentee" is the new hire or staff member interested in this job shadowing opportunity.

STEP ONE: PLANNING THE JOB SHADOW

1. Identify the role or individual that you want to shadow.

2. Identify the role or individual that you want to shadow.

3. Identify the role or individual that you want to shadow.

PRINCIPLE TWO RESOURCES

INTRODUCING THE ORGANIZATION'S CULTURE

If you were new here to this role, what would you need to know to be successful? What would you need to know to be successful? What would you need to know to be successful?

STEP SIX: REFLECTING ON THE ORGANIZATION'S CULTURE

Now that both Mentor and Mentee have had an opportunity to interact and reflect with both internal and external sources of influence on the organization's culture, take time to discuss your findings.

- How would you describe the culture in your organization? Does this definition change from the perspective of team member, leader, resident, family or external member in the community?
- Did you see the organization's values present or "alive" in your interactions? How? If not, what actions could be taken to improve this?
- What is one thing that you can do to have a positive impact on the organizational culture?

Together, discuss and plan any follow up related to sharing observations or providing any recognition to those that supported the completion of the activity.

Review with the Mentor over time as they become more familiar with their role within the organization or have questions about how they can contribute to shaping the organization wide culture. Make sure they know they can always approach their manager or another member of leadership with questions, ideas, and concerns.

STAGE OF EMPLOYMENT	TOOL	DESCRIPTION OF TOOL
On the job activity	ENDORSE	The purpose of this activity is to provide a structured time for a new hire to observe a team member perform their work duties and ask questions related to the role. This activity is designed to help the new hire understand the organization's culture and values, and to provide a structured time for a new hire to observe a team member perform their work duties and ask questions related to the role.
Understanding new member activity	ENDORSE	Adopt a mentor to support the completion of a new hire's first 90 days. The mentor will provide guidance, support, and resources to help the new hire understand the organization's culture and values, and to provide a structured time for a new hire to observe a team member perform their work duties and ask questions related to the role.

Not sure which activity to start with?
Visit the [Toolkit Guide](#) and
the [Readiness Assessment](#) for tips.

THE TOOLKIT AT A GLANCE:

KEY: 3 = high impact, 2 = medium impact, 1 = low impact	Principle ONE	Principle TWO	Principle THREE	Principle FOUR	Principle FIVE
Training: changes to team member orientation & onboarding	3	3	2	0	3
Thank you post applicant letter	3	2	2	0	0
Letter from family member	3	3	2	0	2
Welcome to our community letter to interviewee	3	2	2	2	3
Welcome to our organization offer letter	3	2	2	0	2
All about me	3	0	0	0	3
Introduction from a coworker	3	2	2	0	3
Staying in touch – letter from member or trainer	3	2	2	0	3
Welcome packet	3	2	2	0	3
Team member tools and resources checklist	3	2	2	0	3
Training: welcome to our organization	3	1	0	2	0
Two week orientation check in recognition	3	2	3	3	2
Welcome events	3	2	2	2	3
Activity: our culture	3	2	2	1	3
Mentor activity: understanding our culture	3	3	3	2	2
Training: gratitude and your organizational culture	3	3	2	1	3
Training: culture of our community/departments	1	3	3	0	3
Training: feedback and our organizational culture	1	3	2	2	3
Activity: rolling the dice	1	3	2	2	3
Activity: vision puzzle game	1	2	3	1	2
Career webpage audit	1	2	3	1	3
Job description writing – aligning mission, vision and values	0	2	3	3	0
Orientation assessment week 1	2	2	3	3	3
Orientation assessment week 2	2	2	3	1	3
Mentor activity: living our mission and values	2	2	3	1	3
Mentor activity: supporting our vision	1	2	3	2	3
Nomenclature, jargon, facility and industry terms	1	2	3	2	3
Onboarding assessment 30 days	2	1	3	2	1
Onboarding assessment 60 days	2	2	3	1	3
Onboarding assessment 90 days	2	2	3	1	3
Onboarding assessment: next level leader	2	2	3	1	3
Training: working in long term care	2	2	3	1	3
Career pathing	2	1	1	3	3
Team member development plan	2	2	2	3	3
Mentor activity: job shadowing	1	1	2	3	3
Training: role specific challenges	1	2	2	3	3
Training: grieving the passing of a resident	2	2	2	3	3
Training: developing SMART professional development plans	2	2	2	3	3
Training: body language and relationships	0	2	2	3	3
Activity: team contract	2	2	2	3	3
Training: understanding learning styles	1	1	0	2	3
Activity: what's your learning style	1	1	0	2	3
Leadership competencies	1	2	3	3	3
Management meeting guide	2	2	2	0	3
Performance potential assessment matrix	0	1	2	3	3
Interview questions	0	2	2	1	3
Common question and answer guide	3	2	1	3	3
Training: assumptions in the workplace	2	2	2	3	3
Mentor activity: navigating the workplace	3	2	3	3	3
Training: differences that make a difference	2	2	2	3	3
Training: value of kindness and patience	2	2	2	2	1