

ENGAGEMENT SURVEY



Leader Expectations

Pre-Survey

Engagement is not just a survey. It is a way to align:

- Our culture with our organizational goals
- The personal and professional goals of each team member with UVA Health's mission, vision and values

Over the years, UVA Health has experienced high participation rates on our surveys – usually over 70%. While it may seem hard to achieve, we always want to get as close to 100% participation as possible, so every voice is able to contribute to team and organizational culture and performance.

- Ensure team members are provided the time, space and equipment needed to complete the survey while at work.
- Participate visibly and actively – remind your team members about survey dates and create opportunities for friendly competition as participation rates are shared.
- Project sincere enthusiasm when communicating about engagement.
- Reinforce the “why” as noted below:
 - Measure organizational and department/unit level engagement.
 - Assess the current condition of our work environment.
 - Provide a comparison to peer organizations.
 - Help identify and develop strategies to improve engagement.
- Seek ways to reduce and remove potential barriers to participation.
- Reinforce actions taken and progress made based on team member input and feedback.

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Your Team's Story

Our teams have some amazing stories to tell about the exceptional work they do and how their hard work benefits our patients, communities and colleagues. These stories help us connect to each other and are powerful tools you can use to remind your team members of the important role they play toward delivering on our mission, vision and values.

Create opportunities — whether in one-to-one conversations, daily huddles and/or team meetings — to discuss the stories that connect your team members to departmental, organizational and personal goals.

Organization | Tell the stories and have discussion about how your team contributes to the mission and purpose of the organization — where are we going and how do we plan to get there?

Team/Team Member Impact | Share stories that recognize the impact the team or a team member has made on the team, department and/or organization. Give examples of how team members have used their voice/feedback to create opportunities for positive change.

Growth or Continuous Improvement Story | Each team member has unique strengths that use to drive continuous improvement here at UVA Health. Ask team members to share how they use their strengths to drive improvement for themselves, the team and the organization.

Personal Story | Share your own personal stories of success and how you remain engaged.