

Moorings Park – CIA/ huddle/managers
Meeting with Renee
11.8.22

- Look into Qualtrics
 - o Find out about this consulting issue
 - o 6,000?! For consulting
 - o Particularly with benchmarking
- Renee wants huddle training to happen in 2023
- Renee wants to put a team together- add Celeste, Len Wey
- Still doing Compassion in Action in the new hire training-
- Problem with huddles – have to force them to happen at every shift, or else that content is missed
 - o Renee likes the idea of the training but there has to be accountability to have these managers go through these programs- is it quizzing, is it certifications – how do we keep them accountable- Let’s use pulse surveys (Qualtrics great for this) answer these 5 questions by the end of the day
- S&K need to touch base with Qualtrics Rep and find out about pricing
 - o Need the ROI on this for DAN
- TABLE BUILD-OUT OF PRICE
- Qualtrics – NEED TO KNOW
 - o If people need help with the platform, with Qualtrics- need to identify those people and retrain them
 - o KPIs, job calendar – They have to certify themselves that they completed these huddles
 - o Sue would like to watch one of these huddles either by recording, however
 - Also reduce language to the most simple method
 - o Possibly find out about what RITZ Carlton is using
- Dan requested more hospitality themes
- Put in Innovation themes (but use the 6th Grade label of this)
- Sue- Could we do away with Compassion in Action? It is now just incorporated into the huddle themes

- Let's start meeting once a week – Have this committee drive this forward – Celeste, Len, Renee, Sue, Kathleen – We will take meeting notes and people can drop off as needed
 - o We need working meetings
- Need a brainstorm on how we keep this culture build happening
- Sue- Short pulse survey
- * FIND OUT FROM TONY – can we have access to TEAMS *
- Is the Humanist modern manager series part of the huddle?
- CLI NEEDS TO Build out C-Level Outline
 - o Create a Google Survey
- Engagement of employees – Put this data front and center
- Managers in pinch crunch- Give them TOOLS and thought processes to meet all of these different demands from different angles
 - o Is it helping them Prioritize? Give them tools?
 - o We need to get feedback from the field:
 - What are their challenges
 - How effective are you
 - What are your pain points
 - Is there a way to ask this so it can help pull this information
 - How do you be an emotionally intelligent leader
 - Aspect of understanding who you are – When you have to discipline, what do you bring to the table?
 - ASSIST not Assess and make this very clear to them
 - This may be easiest done through google survey- Launch in December
 - This will guide what the initiatives are in **2023**
 - **50 Managers**
- Start with the assessment – get a pulse of where Managers are at before planning any next steps
- Survey should have qualitative/ quantitative/ some short answers

- Having the hardest time with the skilled nursing department
- Start with the assessment – get pulse of where they are at

Everything is tabled until the Survey

- Entry coaching -> touchpoint -> exit coaching
- Coaching will contribute to the effectiveness
- Start with the assessment – get pulse of where they are at

Everything is tabled until the Survey

- Rock mentoring will come with Manager training

Next steps

- Huddle Committee call
 - o Leh Way, Celeste, Amanda Anderson (LCSW)
- Call on the books for next week (Manager Training Series)
- Culture delivered via huddles
- Calendar creation
- Culture through mission, values, artifacts
- What are the topics?
- How can we make it sticky?
- How can we ensure involvement – KPIs, Certificates, Huddles, micro trainings?

1.

*** SEND OUT GOOGLE SURVEY TO COMMITTEE

2. Manager survey – what are the pain points?

- What would you like to be trained on that you don't have info on

NEED TO get an exploratory call with Qualtrics- what can they do for us?