## How Leaders Can Bring Joy to Work with One Simple Question:

## "What Matters to You?"

The question "What Matters to You?" began in Norway in 2014 to spark meaningful conversations between patients, families and health care providers.

Asking this simple question improves patient care and increases health care workers' engagement and satisfaction. When providers are engaged, patients have better experiences, care quality improves and job satisfaction rises.

Five Steps for Leaders: Joy in Work Framework\*











### Identify What Matters

Hear from staff
what is
important,
what brings
them pride,
what gives
them purpose

## 2. Identify What is Working Well

Take time to identify what is working well and could be strengthened or spread

#### 3. Identify Potential Challenges

Discuss the potential barriers to building on and spreading joy in work

#### 4. Assemble Team

Assemble a team and an approach to work on the solutions at a local or systems level

#### 5. Use QI Methodology

Use improvement science to accelerate change and improve joy in work























<sup>\*</sup>Adapted from IHI Framework for Improving Joy in Work
https://www.ihi.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx

# How Having "What Matters to You?" Conversations Can Support Staff



"What Matters to You?" isn't just something to ask patients. It can also be an important conversation to have with colleagues. Listening and responding with care builds stronger teams, better experiences and more joy at work.

- Get ready for "What Matters to You?" conversations listen & learn
- Involve leaders at all levels understanding what matters to staff saves time later
- Choose a senior leader champion strong, curious leadership matters!

#### Make the Question Work for You

Sometimes the question "What matters to you?" isn't the best fit with staff — feel free to make it your own. Try asking:



These questions help open up honest conversations about what helps — or hurts — a good day at work.

Learn More: hqbc.ca/wmty



