

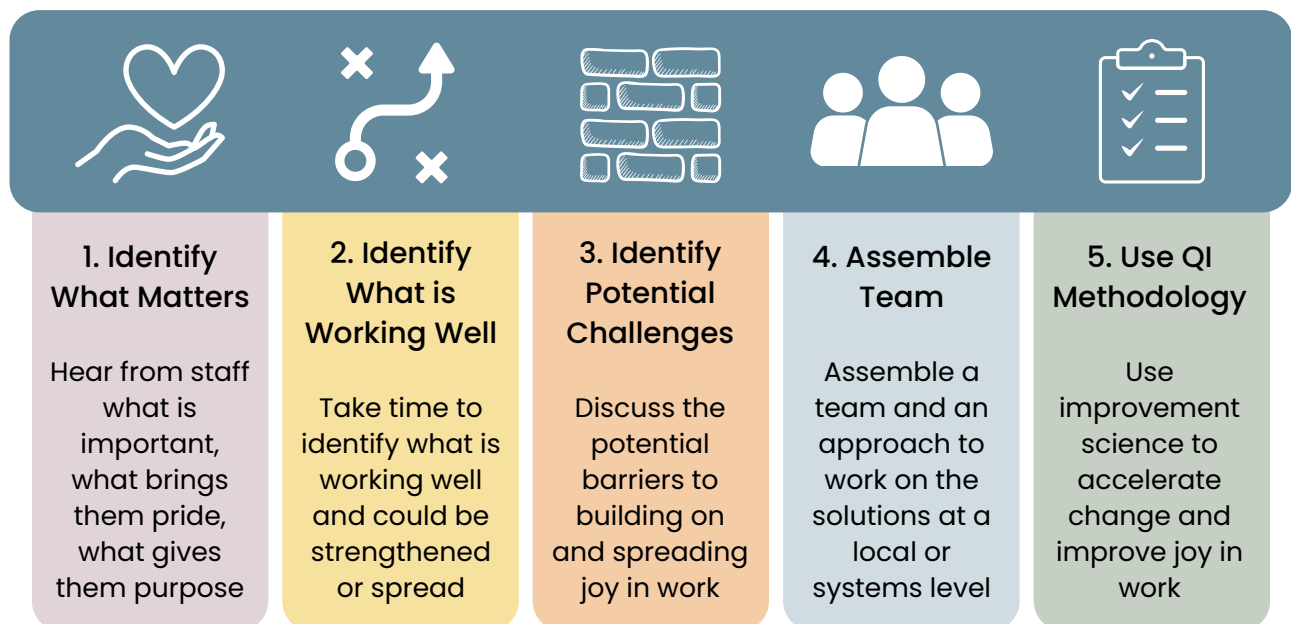
How Leaders Can Bring Joy to Work with One Simple Question:

“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*



*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



1. ASK
what matters



2. LISTEN
to what matters



3. RESPOND
in meaningful ways

“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

