

Mike Gallina's Middle Management Focus Group Updates

38 key leaders – 6 focus groups of 5-7 leaders = teams' top projects rooted in Pulse Survey responses

Communication

These methods of communication are in place and working well across the organization per these leaders. Try incorporating one of these ideas if one is new to you!

- Phone calls to team members
- Microsoft Team Groups & Chats
- Department collaborations
- You Matter Chatter blog
- Share meeting minutes
- Meeting Reviews
- Team Huddles
- Routine meetings
- Quarterly in-person meetings
- New Staff Support Calls
- HR follow-ups
- Consistent Feedback
- Group mailboxes
- Open forum casual connection meetings
- Looking for continued Aultman/AultCare collaboration updates

Relationships & Work Environment

To ensure team members' needs are met proactively, leadership shared their methods and activities that make a difference in their departments' moral and mental health.

- Quarterly team-building days
- Review of needed supplies per team member
- Difference Makers Portal
- Shout-outs
- Local rec/activities with team
- Department-to-department cross-training
- Prompt new-hire training
- Check on social isolation per team member
- Work From Home colleague needs consistently reviewed
- AultCaring in the Community support
- Monthly lunches

Personal Growth Training & Development

Leadership shared their processes and hints to maintain colleague focus and engagement while exposing new opportunities within AHF.

- AultCare Culture reviewed during onboarding
- Standard Operating Procedures (SOP)
 - Update policies and procedures
 - Clarify workflow tasks
 - Eliminate inefficient processes
- Ask teammates:
 - What would you like to train on?
 - What would you like to be educated on?
- Cross training:
 - Seasonal responsibilities
 - Reallocation of resources
 - Workflow balance
 - Sharing help & assistance portals
- Manuals, checklists and FAQs
- Digital, Video, Podcasts, & speakers
- Workgroups
- Insurance 101 classes
- Offering CE credit opportunities
- One Aultman Strategy
- Stars Call Process
- Customer Service cross training

