

Ten Minute Wellbeing Tips for Managers

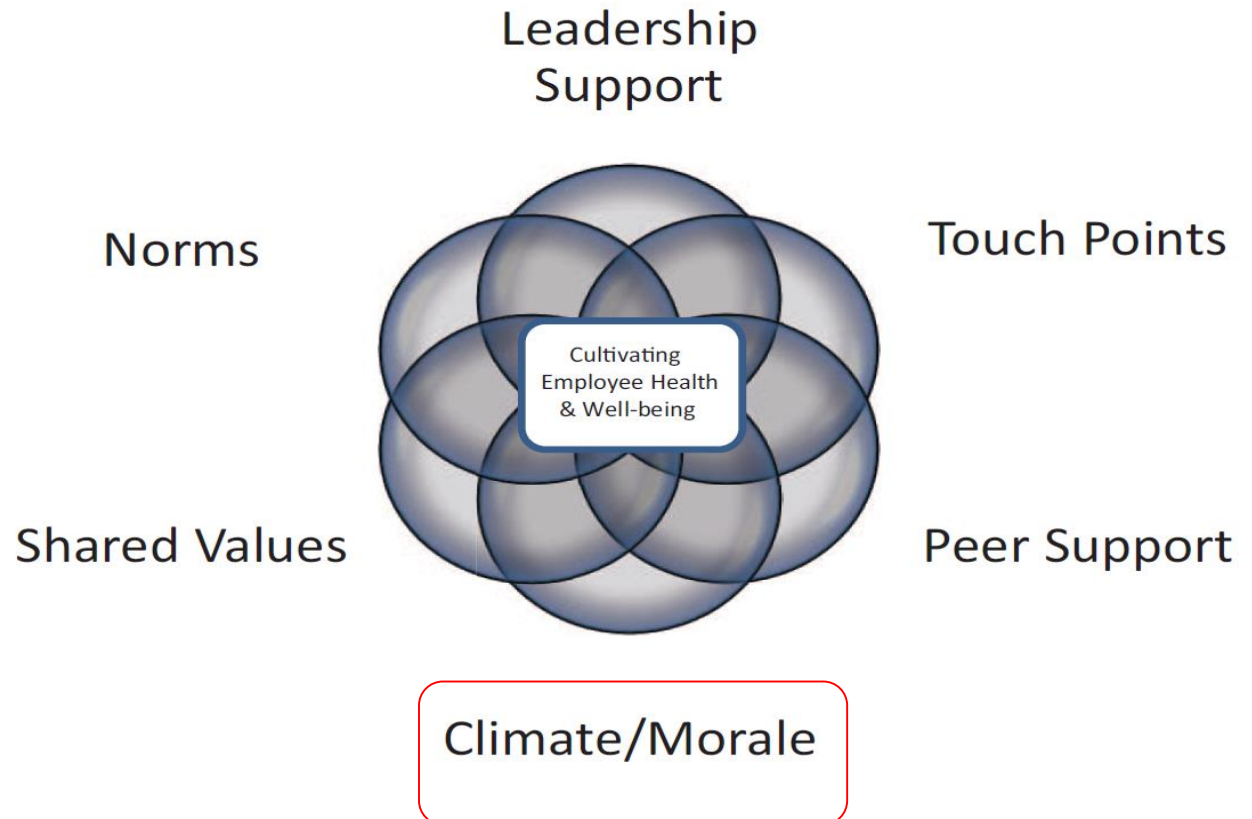


Powered by the Office of Wellbeing

Vision: For our employees to leave work at the end of the day healthier than when they arrived

Theme: Sense of Community

Episode 18: Opinions Count





Opinion



**We don't need to share the same
opinions as others, but we need to
be respectful.**

Taylor Swift

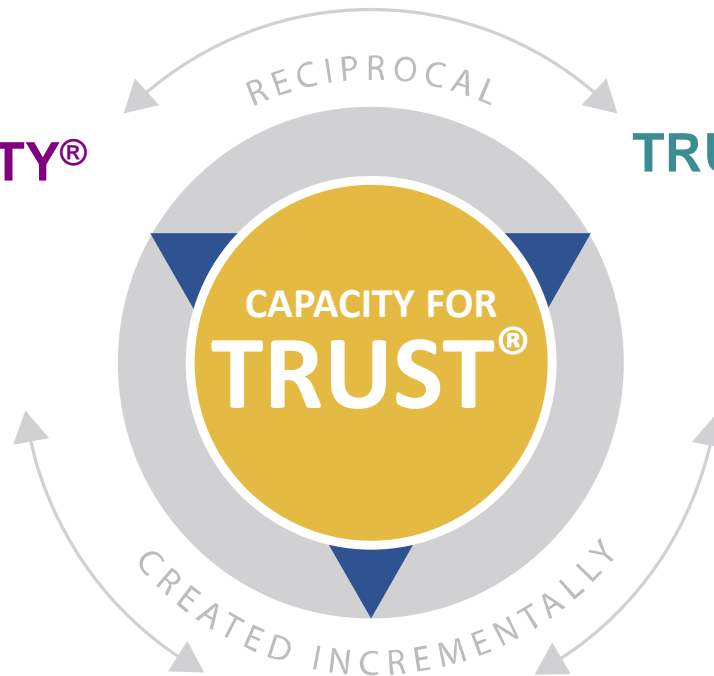
Three Dimensions of Trust

TRUST OF CAPABILITY®

Acknowledge people's abilities and skills
Allow people to make decisions
Involve others and seek their input
Help people learn skills

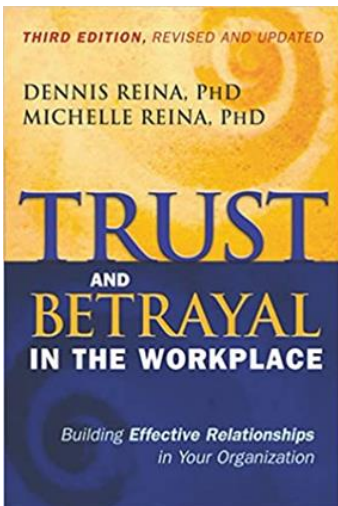
TRUST OF CHARACTER®

Manage expectations
Establish boundaries
Delegate appropriately
Encourage mutually serving intentions
Keep agreements
Be consistent

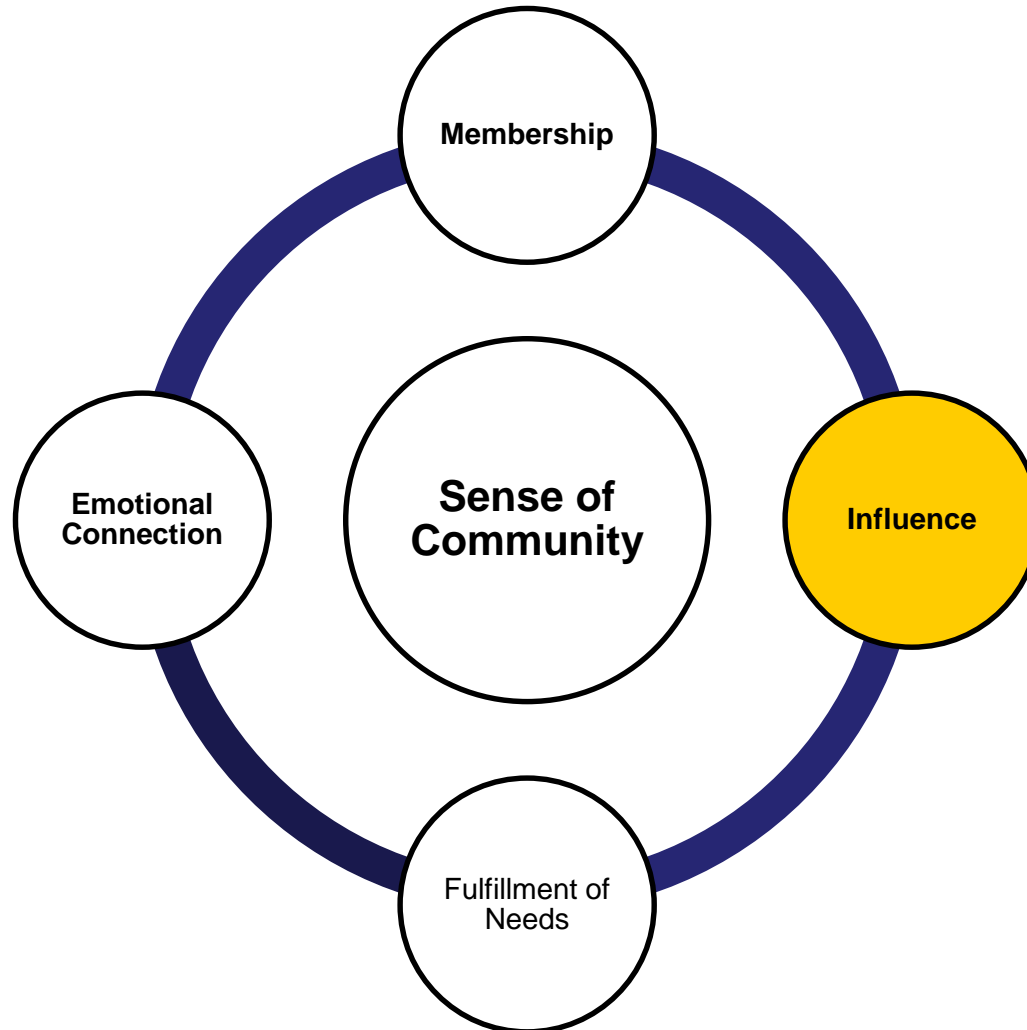


TRUST OF COMMUNICATION®

Share information
Tell the truth
Admit mistakes
Give and receive constructive feedback
Maintain confidentiality
Speak with good purpose



Sense of Community: 4 Elements

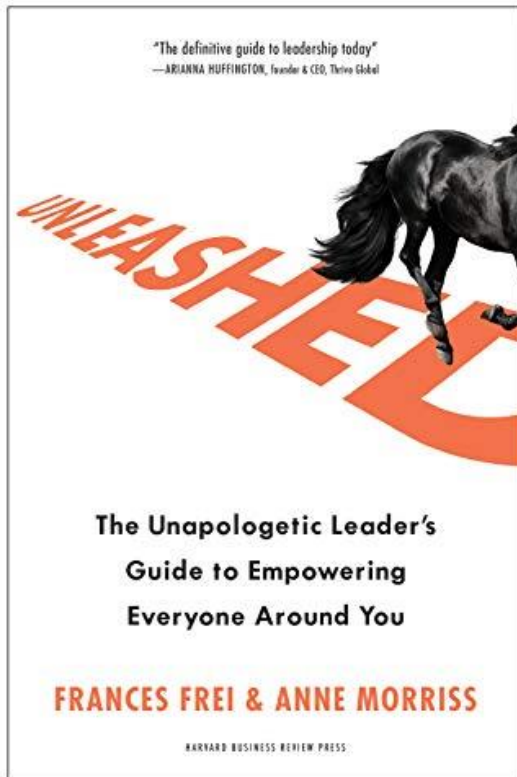


“Strength lies in differences, not in similarities”

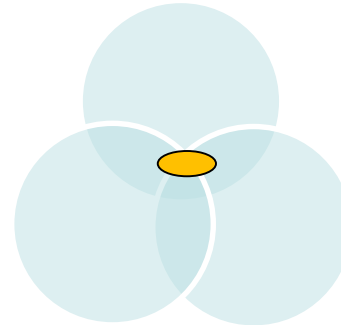
Stephen R. Covey



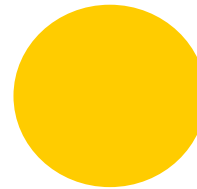
Consensus is not always helpful



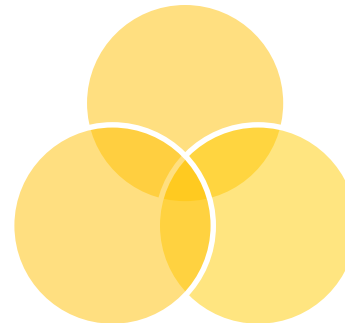
2020 pp 48-49




Information
available to
teams with
unmanaged
differences.



Information
available to
homogenous
teams



Information
available to
inclusive teams



The greatest obstacle to discovery is not ignorance – it is the illusion of knowledge.

Daniel J. Boorstin

Encouraging Opinion Sharing

- Actively involve people in “conversation” to discover and solve problems, and find opportunities for improvement.
- Use multiple methods – formal and informal – to gather input:
 - Meetings and huddles
 - Suggestion boxes or boards
 - Emails, texts or calls
 - Surveys (informal or formal)
 - Rounding or listening sessions
- Welcome face-to-face time for opinion sharing



Listening to Opinions



- Commit to active listening
- Be genuinely curious
- Remove distractions
- Allow the person to speak without interruption – give them time to finish their thoughts
- Take time before you respond
- Notice if you're becoming defensive.

Gather input during a crisis



- Expectations & needs
- Experiences
 - changes/challenges/successes
 - Remote work
- Teamwork
- Burnout
- Wellbeing



Bottom Line!



Employees feel heard and valued when they can see that leaders welcome, consider and act upon their input.

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Agenda tip #21

Include opportunities to share input, and communicate the impact of your team's input on decision-making.

Manager tip #21

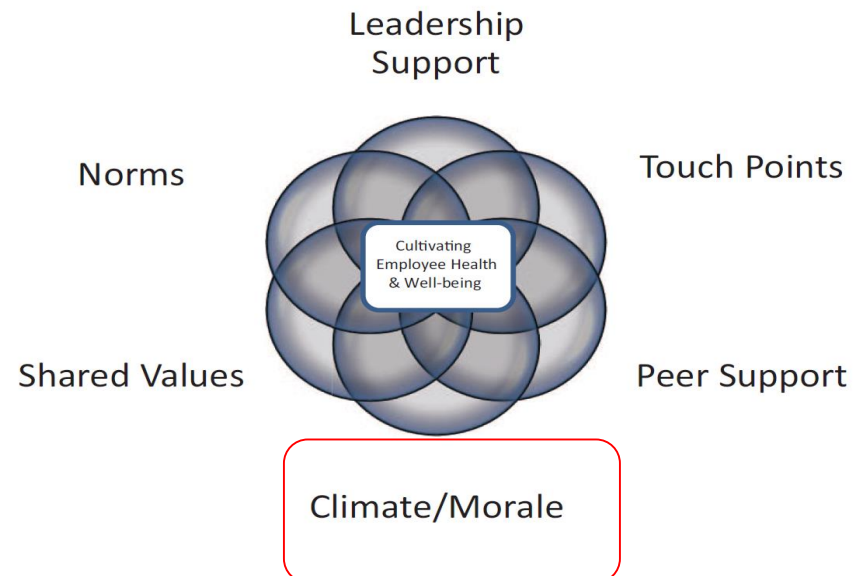
Practice agenda-free listening. Challenge yourself to remain open to - and grateful for - diverse opinions.



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- Please answer two questions before you go!
- The role of the leader in building wellbeing norms



Connect with Healthy at Hopkins and the Office of Wellbeing

Healthy at Hopkins

- Access the portal via my.jh.edu and click on the 'Healthy at Hopkins' tile
- 833-554-4554
- healthyathopkins@jhmi.edu

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- <https://www.hopkinsmedicine.org/joy-at-jhm/office-of-well-being>
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Additional Wellbeing and Leadership Resources

- LinkedIn Learning
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What Question Do You Have?

