



#5 September 2023

Have Your Say - reminder and support available

Thank you for championing workplace cultural improvement and employee engagement within your teams. The 2023 Have Your Say (HYS) survey results are back, and we can see that overall, the perception of Metro North managers has improved by 2.3% since the 2021 HYS survey. This demonstrates the commitment of managers to ongoing leadership development and workplace culture.

As we continue to engage with our teams and respond to the 2023 HYS results, it's important that right across Metro North, we are aligned on key actions and our approach.

Team Results. By now, you should have received your team's survey results. If, for any reason you haven't received them, we strongly encourage you to check in with your line manager. Understanding your team's feedback is vital for effective communication and improvement efforts.

Eligibility for Receiving a Report. Keep in mind that you will receive a report for your team if there are five or more respondents. This information is important for managing expectations.

Next Steps...

Here are the immediate next steps to follow:

Review Reports. Dedicate time to thoroughly review the reports. This will help you gain valuable insights into your team's feedback and identify areas that require attention.

Self-assessment. Before discussing the results with your team, ask yourself:

- What impact is this having on me?
- Can I lead a team briefing on the results while understanding and managing the impact on myself?
- Am I prepared to respond calmly to criticism?
- Do I feel confident enough to handle feedback effectively?
- Do I fully understand the data and its implications?

Team Briefing. Set aside dedicated time to meet with your team(s) to discuss and brief them on the survey results. Open and transparent communication is key in this process.

Action Planning. Once you feel ready, work closely with your team to understand what tangible

actions can be put in place based on the survey feedback. Identifying actionable steps is essential to driving positive change.

Mark your calendars - Have Your Say Managers Vidcast - 25 Sept

We understand that interpreting and communicating these results can be challenging, but the People and Culture team is here to support you through the process. On **Monday 25 September**, Chief People and Culture Officer, Kristal Lowe and Staff Psychologist Andrew Craker will deliver a dedicated HYS support for managers Vidcast, providing you with some tips on how to interpret, what to focus on in your reports and a segment focusing on your wellbeing. This session will be a valuable resource for all managers and you can view the Vidcast by clicking on the link below.

[Join Vidcast>>](#)

Accessing HYS support

Receiving in depth feedback can be challenging, especially if the results aren't what you were expecting. Metro North is committed to supporting you as managers to interpret your results and effectively, and confidently communicate them with your teams. The People and Culture Team has developed a suite of resources to help you foster this open and positive dialogue

Training Module

Begin by completing "[TMS module: Have Your Say Accreditation – What does this data mean?](#)" This course is designed to help you understand the methods used to present employee feedback and grasp key messages from the reports.

Manager Toolkit

The Have Your Say Managers Toolkit has been tailored to support you with your results and ensure managers and staff are equipped to make the most out of your staff survey results. The Toolkit will provide you with interventions to assist in the development of cohesive long-term improvement strategies aimed at increasing employee engagement and enhance your team's capabilities.



[Manager Toolkit](#)

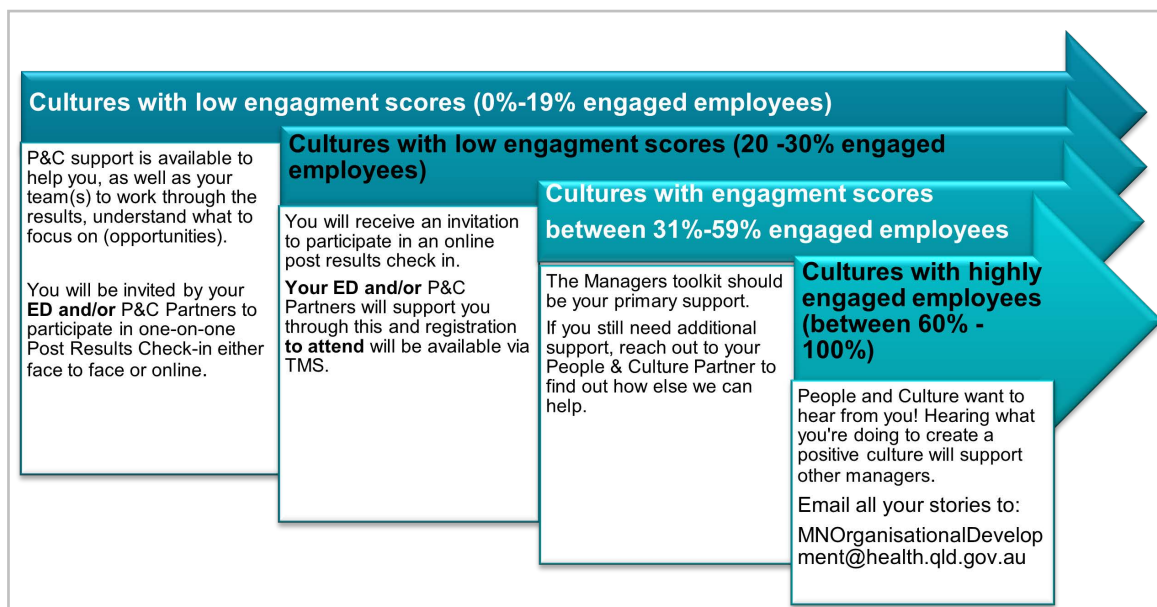
The People and Culture team has some templates available now on QHEPS that can assist you to start the discussion with your staff:

[Feedback/response template](#)

[Keep, stop, start template](#)

Virtual and face-to-face post results support

The People and Culture teams will provide additional support to you and your teams based on your results and what you need. This support will be staggered into different categories and looks like this:



To access this additional support, speak to your line manager, Senior or Executive leader and/or your People and Culture Partner.

Important Contacts

For more information on the Have Your Say program, e-learning, or understanding your report visit the Have Your Say [QHEPS](#) page

For additional advice and guidance on working through feedback with your team speak to your line managers, or senior leaders, or [contact your People and Culture Partner](#).

Benestar

This is confidential service accessible to all Metro North staff

Ph: 1300 360 364 or visit www.benestar.com

Additional information available at: <https://qheps.health.qld.gov.au/metronorth/staff-wellness/benehub>

Peer Responders

Email: MNPeerResponder@health.qld.com.au

Alternatively, visit the below page to reach out to the facility coordinators or choose a preferred Peer Responder <https://qheps.health.qld.gov.au/metronorth/hr/values-in-action/peer-responder/connect>

Give us your feedback

We would love to know if this Managers Memo was valuable to you. Is there something you'd like to see in a future edition?

Provide your feedback

The next issue is scheduled for the end of October. Please [contact us](#) if you would like to speak to someone about content in the Managers Memo.



**Ask HR: 1800 275 275 or email MNAskHR@health.qld.gov.au
Monday to Friday 8.00am to 4.30pm**

Metro North Health is proud to recognise the cultural diversity of our workforce. We recognise and pay respect to the Turrbal, Dalungbara/ Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/ Ugarapul, Jinibara/Jiniburi, Ninghi and Undumbi people of Metro North Health area, on whose lands we walk, work, talk and live. We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.



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