

Leader Rounding

Leadership in Action Initiative



Objective:

To enhance leadership presence, foster open communication, and improve staff engagement by implementing regular leader rounding across the organisation.

Frequency:

Weekly/Bi-weekly/Monthly (Choose frequency based on your needs)

Participants:

- Senior Leadership Team
- Department Heads
- Frontline Managers

Plan:

1. Preparation:

- **Schedule Rounds:** Establish a rounding schedule that covers all departments and units. Communicate this schedule in advance.
- **Training:** Provide training for leaders on effective rounding techniques and communication skills.
- **Materials:** Prepare a checklist or guide to ensure consistency during rounds. Consider creating a survey in Microsoft forms to collect feedback centrally.

2. Execution:

- **Introduction:** Leaders introduce themselves and explain the purpose of the round.
- **Engagement:** Engage with staff members, asking open-ended questions to understand their concerns, successes, and suggestions.
- **Observation:** Observe the work environment, noting any immediate concerns or areas for improvement.
- **Acknowledge and Appreciate:** Recognise and appreciate the hard work and achievements of staff members.

3. Follow-Up:

- **Document Findings:** Leader's document key points discussed, actionable items, and any feedback received.
- **Action Plan:** Develop and communicate an action plan based on the findings.
- **Feedback Loop:** Ensure staff members are informed about the actions taken in response to their feedback.

4. Review and Improve:

- **Regular Reviews:** Conduct regular reviews of the rounding process and its impact. Adjust the approach as needed.
- **Continuous Improvement:** Encourage a culture of continuous improvement by regularly seeking staff feedback and implementing changes.

Metrics for Success:

- Improved staff satisfaction scores including the Have Your Say Survey
- Feedback received during rounding
- Number of actionable items resolved
- Improvement in communication and collaboration
- Reduction in staff turnover rates

Suggested Questions:

The following questions can help leaders connect with staff, understand their needs, and foster a supportive and engaging workplace environment.

1. General Wellbeing:
 - How are you feeling today?
 - Are there any recent successes you'd like to share?
2. Work Environment:
 - How is the work environment treating you? Any concerns or suggestions for improvement?
 - Do you have all the tools and resources you need to do your job effectively?
3. Support and Resources:
 - Are you receiving the support you need from your team and leadership?
 - Are there any additional resources or training that would help you in your role?
4. Communication:
 - Is there anything about communication that could be improved?
 - Do you feel informed about what's happening in the organisation?
5. Work-Life Balance:
 - How are you managing your work-life balance?
 - Are there any challenges you're facing in this area that we could help with?
6. Personal Growth and Development:
 - Are you satisfied with the opportunities for personal and professional growth here?
 - Is there anything specific you'd like to work on or develop further?
7. Feedback and Recognition:
 - How often do you receive feedback on your work?
 - Do you feel your efforts are being recognised and appreciated?
8. Health and Safety:
 - Do you feel safe in your work environment, both physically and mentally?
 - Are there any health or safety concerns you'd like to raise?