



# **Retention Starts with Culture:** How to Build Loyal, Engaged Urgent Care Teams

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What is your definition  
of culture?



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Culture = What Happens When  
***YOU*** Leave the Room



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Culture exists in every company. It  
changes only if leadership is  
**INTENTIONAL**



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Culture = Positive or Negative?  
Why?



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# Exit Interviews: Why do they leave?



# Why Do They Leave?

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Among employees working in poor or terrible cultures, the top reasons cited for leaving a job are:

1. Poor manager
2. Unfair treatment
3. Inadequate pay
4. Insufficient regard for employee well-being



Source: SHRM.org - <https://www.shrm.org/executive-network/insights/shrm-report-workplace-culture-fosters-employee-retention>

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Which one surprised you?



# How Often Do You Do Employee Reviews/121s?

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- Annually?
- Monthly?
- Weekly?
- When they quit?



Source: SHRM.org - <https://www.shrm.org/executive-network/insights/shrm-report-workplace-culture-fosters-employee-retention>

# We Focus on Patients...

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Focus on your people who actually interact with your patients



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# Biggest Challenge When Focusing On Your People....

Don't react



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Reacting = Creates a standard, typically  
you will surround yourself with “yes” people



# Quick Wins To Implement Today

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- No Gossip
- No Politics
- 10 Words
- Weekly Report



10 Words - based on book: *Freedom at Work: The Leadership Strategy for Transforming Your Life, Your Organization, and Our World* - Traci Fenton



# No Gossip

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If two coworkers are talking about a third coworker without them present = Gossip

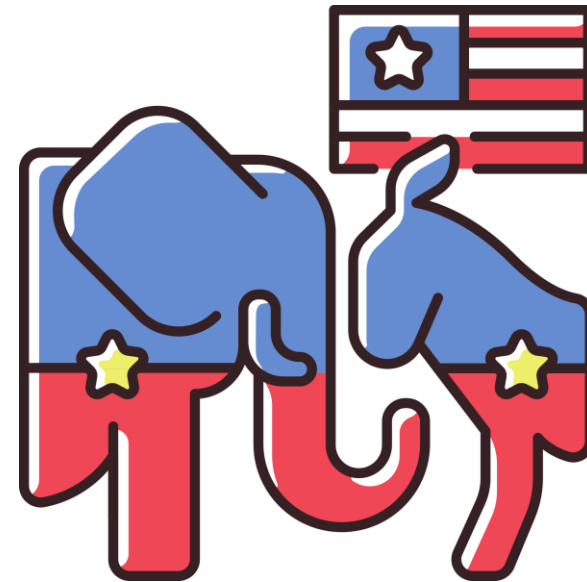
If an employee is talking to leadership/management about behavior of an employee = not Gossip if said leadership has the authority to correct the issue



# No Politics

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Everyone has an opinion but let's leave the politics out. No one wins if it becomes a Republican vs Democrat argument



# 10 Words

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They are 10 words away from making a big mistake

Give this power to your entire team. If they hear a conversation that is starting to go negative (gossip, politics, disrespectful, hateful, etc), the team member that is recognizing it, just says “10 words” or that should stop the conversation.

It's simple yet effective!



10 Words - based on book: *Freedom at Work: The Leadership Strategy for Transforming Your Life, Your Organization, and Our World* - Traci Fenton

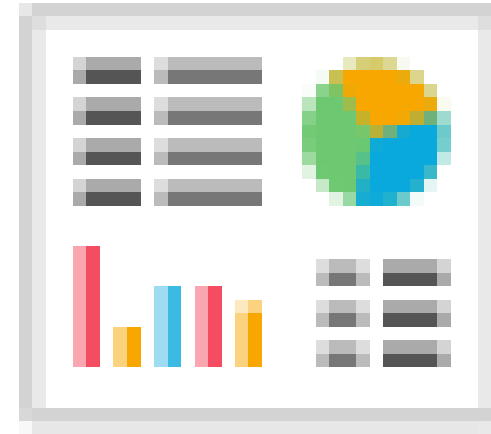


# Weekly Report

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Focusing on their state of mind/well-being!

1. How was your morale this week?
2. How was your stress this week?
3. How was your workload this week?
4. What was your high and low of the week?
5. How appreciated did you feel this week?
6. What one thing, if changed or improved, would make the biggest difference right now?
7. Anyone You Want to Give a Shout Out To? If yes, include why.



# Emojis Matter

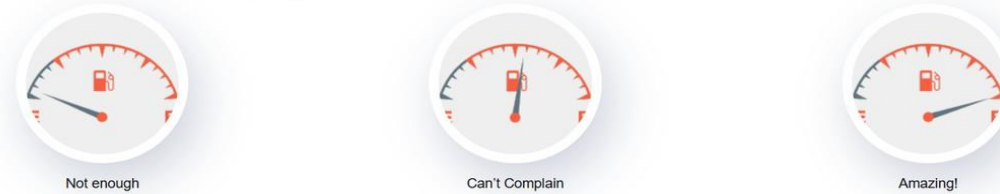
How was your morale this week? *(Required)*



How was your stress this week? *(Required)*



How appreciated did you feel this week? *(Required)*



# Challenges You Will Face

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- People not willing to change
- Leadership lack of buy in
- Inconsistencies with team over time -  
you have to repeat yourself regularly



# I Need Your Feedback – QR Code

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