

CHECK-INS TO BUILD RELATIONSHIPS

PURPOSE

Create a “great place to work and learn” where empowered individuals achieve results.

WHY?

- The goal of check-ins is to capture important data on which to act, including information for reward and recognition and for process improvement.
- By regularly conversing with others and transparently taking action, we show people they are valued, which increases resiliency and engagement and builds strong relationships.
- There is a high correlation between engagement and quality outcomes.

FRAMING COMMUNICATION

- Make a personal connection.
- What is working well for you?
- Do you have what you need?
- Is there anything I can do to help you?
- Is there anyone who has been especially helpful to you?

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CHECK-IN PROTOCOL

PROMPT	MY LANGUAGE	NOTES & NEXT ACTIONS
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