

BUILD RELATIONSHIPS

- 1:1 check-ins and intentional rounding.
- Morning huddles, afternoon check-ins, and daily greetings.
- Potlucks, birthday lunches, outings, and other social gatherings.
- Celebrating birthdays together.
- “Connections before content” approach.
- Asking about hopes and dreams, showing interest beyond work.
- Water cooler chats and casual conversations.
- “This or That” questions to spark dialogue.
- Open door policy, being available and present.
- Checking in each morning and afternoon with staff.
- Sharing life experiences, being personable.
- Creating spaces where people feel comfortable chatting informally.

Summary: Strong relationships come from consistent touchpoints, fun rituals, and showing authentic care for people’s lives inside and outside of work.

DEVELOP PEOPLE

- Encouraging participation in the Essential Leader Program.
- Promoting CE opportunities and other training.
- Supporting LinkedIn Learning courses.
- Sending staff to conferences and Leadership Week events.
- Coaching during transition periods.
- Mentorship—both formal and informal.
- Shadowing experiences to build confidence.
- Allowing staff to teach each other or lead projects.
- Cross-training opportunities to broaden skills.

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- Assigning patient experience committee leadership roles.
- Encouraging staff to co-lead with leaders.
- Resume review and support with LinkedIn profiles.
- Mock interviews to prepare for future opportunities.
- Creating space for staff to “own” meetings or lead a presentation.
- Encouraging professional growth while also supporting work–life balance.
- Mental health and wellness support to prevent burnout.

Summary: Participants saw people development as a mix of training, mentoring, stretch assignments, and career coaching—helping staff grow while also caring for their well-being.

LEAD CHANGE

- Share early and often—communicate change as soon as possible.
- Be as transparent as possible.
- Acknowledge challenges and validate concerns.
- Normalize that change can feel difficult.
- Listen first and make sure fears are heard.
- Stay positive and focus on the benefits.
- Model stability and confidence during uncertain times.
- Lead by example—show what you want to see.
- Keep open communication throughout the process.
- Explain the “why” behind changes.
- Connect change to larger goals and outcomes.
- Involve staff in problem-solving and invite ideas.
- Provide frequent check-ins during transitions.

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Summary: Change leadership blends transparency and empathy with optimism—leaders guide people through uncertainty by sharing information, explaining the purpose, and staying steady.

INSPIRE OTHERS

- Recognize people with thank-you notes and e-cards.
- Give kudos and shoutouts in huddles.
- Celebrate wins, birthdays, and successes.
- Create team celebrations for milestones.
- Highlight contributions and affirm individual strengths.
- Connect team efforts back to mission and patient care.
- Pass along compliments from patients, providers, and colleagues.
- Own mistakes and model humility.
- Give credit fairly and genuinely.
- Use strengths-based recognition.
- Create opportunities for staff to shine publicly.
- Show genuine appreciation on a daily basis.

Summary: Inspiration comes from recognition, celebration, and connecting work to something bigger—when leaders recognize strengths and purpose, people feel motivated.

THINK CRITICALLY

- Gather facts and weigh pros and cons.
- Consult the right stakeholders before making decisions.
- Use backwards decision trees to evaluate outcomes.
- Apply the 80/20 rule when prioritizing.
- Organize priorities before acting.
- Consider the long-term impact, not just short-term fixes.
- Approach decisions with a patient-first mindset.

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- Think about how a mentor or trusted leader would handle the situation.
- Pause before reacting—don't make decisions out of panic.
- Be thoughtful about what to take to your team versus what to decide yourself.

Summary: Critical thinking was described as combining structured processes with reflective judgment—balancing data, values, and practical wisdom in decision-making.

COMMUNICATE CLEARLY

- Keep open communication lines through huddles and rounding.
- Provide regular updates to the team.
- Check for understanding—don't assume the message landed.
- Answer questions directly and transparently.
- Share both the “what” and the “why” behind decisions.
- Ensure staff feel comfortable bringing up questions and concerns.
- Repeat important messages across multiple channels.
- Prioritize clarity over volume—don't overload with too much information.
- Be intentional about listening as much as talking.

Summary: Clear communication is transparent, repeated, and two-way—leaders not only share the “what” and “why” but also check that the team truly understands.

CREATE ACCOUNTABILITY

- Follow through on commitments.
- Own mistakes instead of deflecting blame.
- Set clear expectations during huddles and one-on-ones.
- Share survey results and performance data openly.
- Pass along patient or provider compliments as feedback.
- Delegate responsibilities and trust staff to lead projects.
- Recognize when expectations aren't met and address it fairly.
- Hold self and others accountable to team and organizational values.

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- Model accountability by giving credit when things go well.
- Be consistent and fair in how standards are applied.

Summary: Accountability is built when leaders model it themselves—by setting expectations, following through, and addressing both wins and gaps openly and fairly.