

# WeCare Connect, Onboarding and Retaining Talented Team Members

*Leadership and learning are indispensable to each other.*  
— John Fitzgerald Kennedy



# Session Outcomes

At the end of today's session, you will be able to:

- Be prepared for team member feedback you'll receive through WeCare Connect
- Effectively communicate the expectation for new hires, existing team members, and resigning team members to provide candid feedback on the survey
- Respond positively and proactively to WeCare Connect feedback
- Apply strategies for onboarding and retaining talented Sun Health team members

# Please Sign In for Today's Session!

- Click the link in the Chat box
- Enter your name in the 2<sup>nd</sup> column – **Sign In** (at time of training)



# About WeCare Connect

- Founded based on internal need of Wellspring Lutheran Services
- Built their own solution and based on their success, other organizations asked them for this solution
- WeCare Connect wanted to help as many organizations across the country as possible with a very collaborative approach so in 2013 they did
- Now serving 800+ locations across 32 states



# How It Works



- Allows HR and management to get their arms around the **causes of turnover**
- Leaders can intervene with each employee based on their feedback, which **directly reduces turnover**
- Insights dashboards allows us to view the **overall workforce health**
- HR and leaders receive immediate notifications on critical issues, enabling quick response and resolution
- Data comes in on a **continuous basis** from employees, rather than on an anonymous once-a-year survey
- **HR Leadership will ONLY be following up on items that are compliance related.** Management will be responsible for follow up and resolving all other responses to resolution. **HR Coordinators will no longer be involved in this process.**

# Common Annual Engagement Survey Drawbacks

- Annual surveys
  - Lack of frequent, consistent feedback from team members throughout the year
- Not surveying new employees
  - No data on new hire orientation, onboarding, mentoring, training, and hiring practices is collected
  - Most team members decide if they will stay long-term in the first 6 months
  - Hard to address 90-day turnover – they're gone by the annual survey
- Anonymous surveys
  - Unaware of individual team member issues: relationship with supervisor, training, if position was what they expected, if they're planning to stay
  - Unable to help team member, because you don't know who they are
- Exit interviews only
  - May uncover good information, but it's too late to help that team member

# New Hire Touchpoints

- New team members are emailed and texted a survey at the following intervals:
  - 2 weeks from hire    • 75 days from hire
  - 45 days from hire    • 6 months from hire
- 18-20 questions on each survey focusing on team member's acclimation, training, supervisor relationship, satisfaction, etc.
- If team member has not completed survey after 7 days, two texts and email reminders, rolls over to WeCare Connect's team of live phone agents
- Team member can call back when convenient and complete the survey with live agents using code left on their voicemail
- 85%+ connection rate!
- HR and Managers are emailed any triggers instantly – Managers intervene and prevent turn-over before it happens



# Additional Team Member Touchpoints

## Existing Team Member Touchpoints

- Existing team members are emailed and texted a survey at the following intervals:
  - On anniversary date of hire (If hire date 1/10/20, team member will be surveyed on 1/10/21)
  - Six months after anniversary date of hire (If hire date 1/10/20, team member will also be surveyed on 7/10/21)
- 21 questions on each survey focusing on team member's overall job satisfaction, training/growth opportunities, supervisor relationship, desire to stay, etc.

## Resigned Team Member Touchpoint

- Resigned team members are emailed and texted a survey
- 11 questions on each survey focusing on why the team member chose to leave, supervisor relationship, what they liked and disliked about working for Sun Health, would they recommend Sun Health as an employer, etc.

## Terminated Team Member Touchpoint

- Terminated team members are emailed and texted a survey
- 7 questions on each survey focusing on supervisor relationship, what they liked and disliked about working for Sun Health, would they recommend Sun Health as an employer, etc.





# How Can We Set Ourselves Up for Success?

Now that you know some of the specific questions all team members will be asked, what steps can you take to be prepared for WeCare Connect?





## STEPS

1. Meet with the messenger.
2. Discuss possible solutions with the messenger.
3. Gather more information.
4. Develop dedicated upward communication channels (WeCare Connect, focus groups, 1:1s, rounding)

# Responding to Negative Feedback

- What takeaways do you have from the video that you will implement?
- How can you help your fellow leaders within and across departments with handling negative feedback?

## CODE OF CONDUCT

All Employees have the following responsibilities:

(E) Sun Health will not permit, and does not condone, any act of retaliation against any employee who raises a concern or reports a violation. If any employee experiences, witnesses or hears about any such retaliatory act *occurring*, the employee should report the act or conduct to their immediate supervisor or the Compliance Officer as soon as possible.

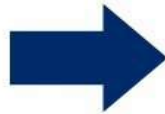




## RESOLVING NOTIFICATIONS:



Employee  
completes their  
survey



Management  
receives email with  
employee concerns



Management &  
employee sit down  
for one on one  
conversation



Document  
conversation notes  
in WeCare Connect

WeCare Connect helps to minimize employee turnover by connecting with team members at key intervals to find out what's interfering with their success and causing them to consider leaving. WCC collects **non-anonymous** feedback so we can immediately be notified of any potential issues.

As a result, we are able to intervene and work with that specific team member to resolve their issues before they get frustrated and decide to quit. This creates an immediate impact to the team member, our culture, and our overall retention rates.



# Best Practices for Resolving Notifications

**React quickly. Follow up within 4 business days.**

- **Thank the team member for their feedback.**
- **Respond with validation and appreciation**, rather than defensiveness. (Example: I appreciate your honest feedback, tell me more about...)
- **Listen to understand.**
- **Determine an action plan** (if applicable).
- **Use your HR leadership team as a resource.** If needed, ask them to sit in on your conversation with a team member or role play uncomfortable conversations before talking to the team member.

## KEY MILESTONES

- |   |                              |
|---|------------------------------|
| 🕒 | 2 Weeks from Hire            |
| 🕒 | 45 Days from Hire            |
| 🕒 | 75 Days from Hire            |
| 🕒 | 6 Months from Hire           |
| 🕒 | Biannually                   |
| 🕒 | Upon Resignation/Termination |



# **WeCare Connect New Hire Survey**

## ***Leader Success Strategies***



## Next Steps

- Continue to communicate WeCare Connect survey process to all new hires
  - Please encourage new hires to provide candid feedback- we need this to provide the best onboarding experience possible!
  - Be transparent: share that the survey process is **confidential but not anonymous**.
- Encourage all team members to share candid feedback on their WeCare Connect surveys – we need this to continue being a Great Place to Work!
- Be prepared to quickly respond (not react) to feedback and issues needing resolution

# Please Provide Feedback for Today's Session!

- Click the link in the Chat box
- Take a few minutes to provide your feedback before the session ends.





A person wearing a dark suit and a light-colored shirt is holding a white rectangular sign with both hands. The sign has the word "QUESTIONS?" written on it in a bold, dark blue, sans-serif font. The background is a plain, light grey.

**QUESTIONS?**

**Contact your local HR team!**

