



Be The Best Part Of Their Day

Supercharging Engagement With Values-Driven Leadership

David L. Schreiner, Ph.D.

2024 IHA Leadership Summit



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CONNECTION, COURAGE, CURIOSITY, CARING



Learning Objectives

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APPRECIATIVE INQUIRY – THE OTHER AI



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WHEN WERE YOU
EXTRAORDINARY?

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APPRECIATIVE INQUIRY QUESTIONS



If we were sitting together one year from now, describe in vivid detail how the situation/challenge was resolved.



Can you share a situation related to the current opportunity when you or your organization was firing on all cylinders, crushing it, and exceeding all expectations?



When you have solved a similar challenge, what happened then? What made your approach effective?



What resources do you already possess that could help us address this issue?

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The full group comes back together, and volunteers answer these questions:

- What was your experience?
- How did it feel when you were asking questions?
- How did it feel when you were being asked the questions?
- What did you learn that might be applicable to your life and engagement with constituents?

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LISTEN

WITHOUT

SOLVING

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What will we create?



Inspire others



Connect better with staff



Engage key constituents



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DEDICATION, VIGOR, AND COMMITMENT

WHO MATTERS THE MOST?

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LEADER

STAFF

PATIENTS

DIRECT REPORTS

COLLEAGUES

FAMILY

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ENGAGE & CONNECT

- Ask Great Questions Generate Positivity
- Develop Outstanding Listening Skills Practice Regularly
- Be Accessible Show Interest in Member Concerns
- Find Ways to Express Gratitude
- Find Ways to Interact Through Rounding

ENGAGE WITH INTENT

- Find a Rhythm of Regular Communication With Key Constituents
- Be Transparent With High Frequency
- Use Multiple Channels to Communicate The Message
- Look For Ways to Overcome Engagement Challenges
- In times of Crisis Be Intentional About Communicating Differently

BE MISSION FOCUSED

- Keep the Focus on The Mission Know The Audience Be Prepared
- Vocally Support Team Members Encourage Healthy Debate
- Ensure Team Members Feel Informed & Included
- Build a Structure to Support Key Leaders
- The Executive is Part of the Community Be Involved

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ENGAGE & CONNECT

Develop Outstanding Listening Skills Practice Regularly



The image shows two men in business attire. The man on the left is wearing a light grey suit and is smiling while looking at a smartphone held by the man on the right. The man on the right is wearing a dark blue suit and glasses, looking at the phone. They appear to be in a professional setting, possibly a meeting or a collaborative work environment. The background is a teal color with faint, semi-transparent text from the 'ENGAGE & CONNECT' slide.

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Ask Great Questions Generate Positivity

BE MISSION FOCUSED

- Keep the Focus on The Mission
Know The Audience
Be Prepared
- Vocally Support Team Members
Encourage Healthy Debate
- Ensure Team Members
Feel Informed & Included

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THE ART OF ASKING SMARTER QUESTIONS

Harvard Business Review – May-June 2024

- Investigative – What’s known? The Five Why’s
- Speculative – What if? What else?
- Productive – Now What? What do we do next?
- Interpretive – So, What? What happens if...?
- Subjective – What’s Unsaid?

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Be Accessible
Show Interest in
Member Concerns

ENGAGE

Ask Great Questions
Generate Positivity

ENGAGE

Find a Rhythm of
Regular Communication
With Key
Constituents

ON FOCUS

Structure
Support
Leaders

The Executive is Part
of the Community
Be Involved

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Find Ways to
Express Gratitude

Find Ways to
Interact Through
Rounding

BE MISTAKEN

Keep the Focus
on The Mission
Know The Audience
Be Prepared

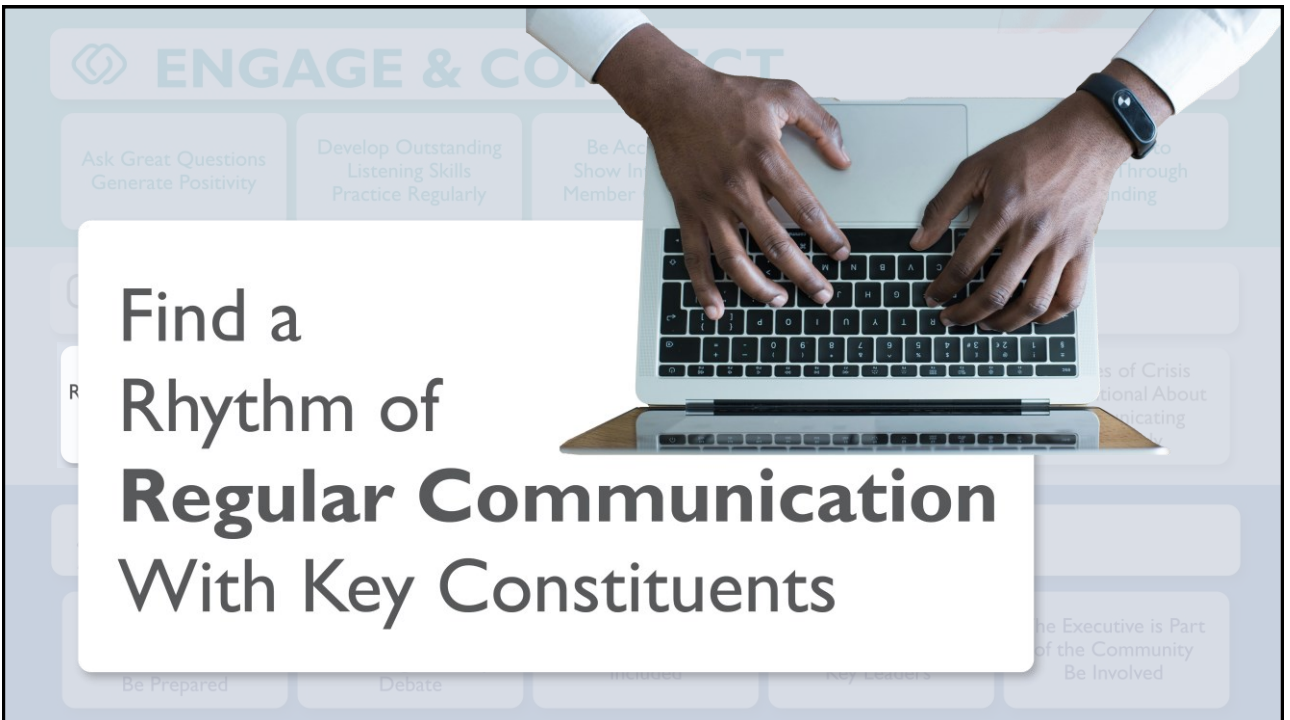
Voice
Team
Encour
De

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**Find Ways to Interact
Through Rounding**

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**Find a
Rhythm of
Regular Communication
With Key Constituents**

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**The single biggest
problem in
communication is
the illusion it has
taken place.**

-George Bernard Shaw



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**TURNING
IDEAS INTO
ACTIONABLE
STEPS**



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THANK YOU!

