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| A3 TITLE: Staff Retention & Engagement | | |
| PROJECT TEAM: | START DATE: | FINISH DATE: |

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| I. PROBLEM / BACKGROUND |
| <ul style="list-style-type: none"> - People are our business and define our value - Redefine what engagement looks like - Re-establish connection, expectations & engagement - Re-build relationships |
| II. CURRENT CONDITIONS |
| <ul style="list-style-type: none"> - New problems still being met with old ideas and definitions - Are people engaged or disengaged - Teams struggling on how to work differently and still deliver value - Re-engage staff to find new and effective ways to work - Ask questions for success |
| III. PROJECT OBJECTIVE / GOAL |
| <ul style="list-style-type: none"> - Re-engage with people - Re-define the baseline of engagement and value - Learn to work differently – thrive working differently |
| IV. ROOT CAUSE / ANALYSIS |
| <ul style="list-style-type: none"> - Covid was an overdue catalyst for change - What to do? Where to start? - Perfection & change resilience - Understand constraints |

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| V. PROPOSED COUNTERMEASURES |
| <ul style="list-style-type: none"> - Don't assume to know - Make sure the right people are having the right discussions - Willingness to try – doesn't need to be fully thought through - Don't wait for a perfect idea to implement - Talk openly and share feedback |
| VI. IMPLEMENTATION STRATEGY |
| <ul style="list-style-type: none"> - Strategic plan with defined priorities and accountability to move things forward |
| VII. CHECK / FOLLOW-UP |
| <ul style="list-style-type: none"> - Issues – values misalignment; unclear baseline & intent - Plan – Do – Check - Adjust |