



THE 13th NATIONAL

Health Summit

John Ryan – CEO Great Place to Work

How can the health service develop a talent management strategy that will attract, develop, motivate, & retain productive engaged employees?



TRUST

- Merriam-Webster

[illegible]

Manager View

achieve organizational objectives

thanking

show appreciation regularly and in unexpected ways

caring

offer distinctive benefits that respond to people's needs; show concern in times of crisis

sharing

share rewards of mutual efforts equitably with all who helped produce those results and with communities

inspiring

help people see how they contribute to an organization's higher purpose

hiring

hire people with gifts/talents who fit into the culture to contribute to the organization's growth

celebrating

celebrate organizational and work group successes in distinctive and unusual ways

developing

help people nurture their gifts to grow professionally and personally

work together as a team/family

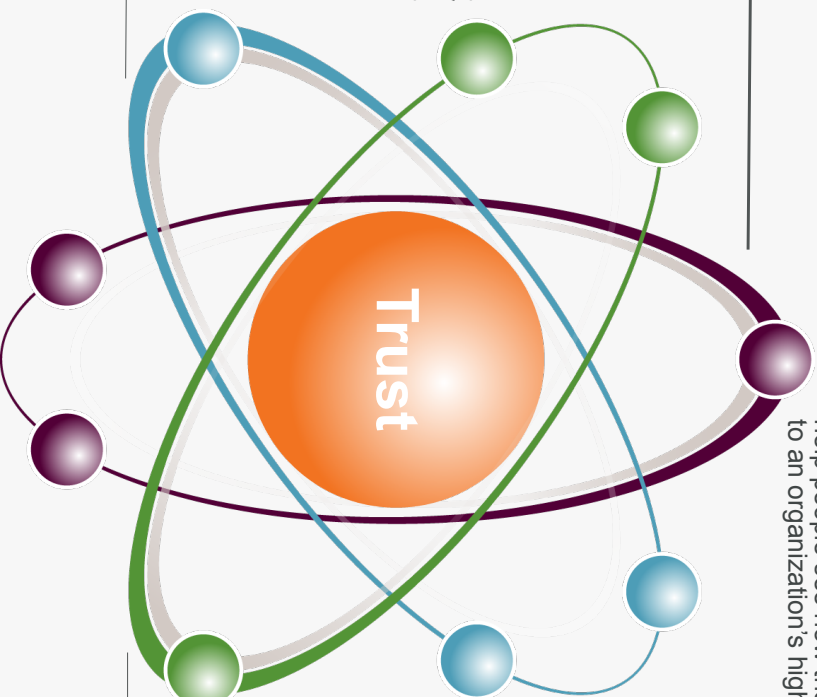
listening

be accessible so people can ask questions; make suggestions and express concerns

speaking

provide information honestly and transparently so people can contribute creatively to the organization's efforts

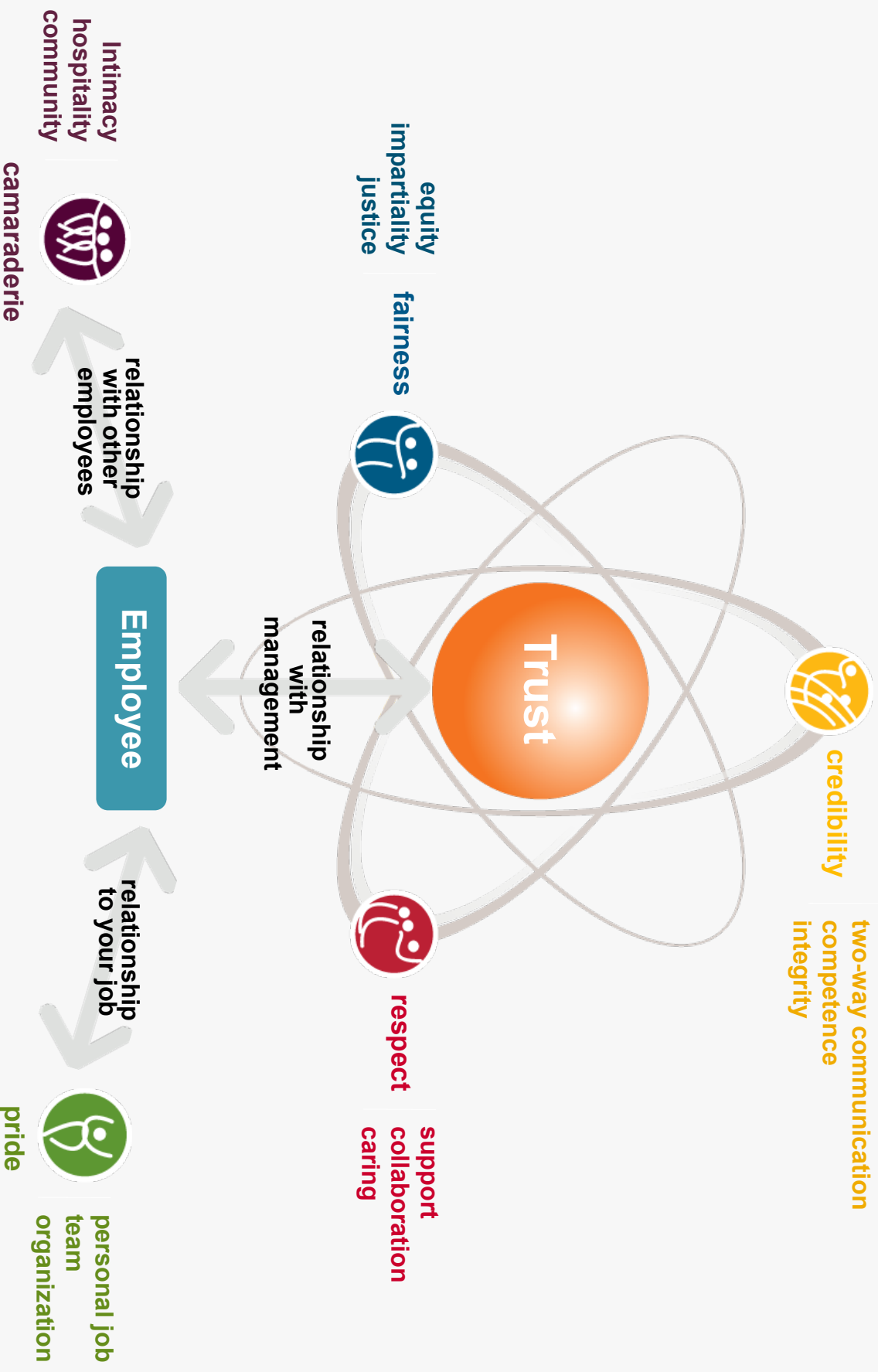
give their personal best



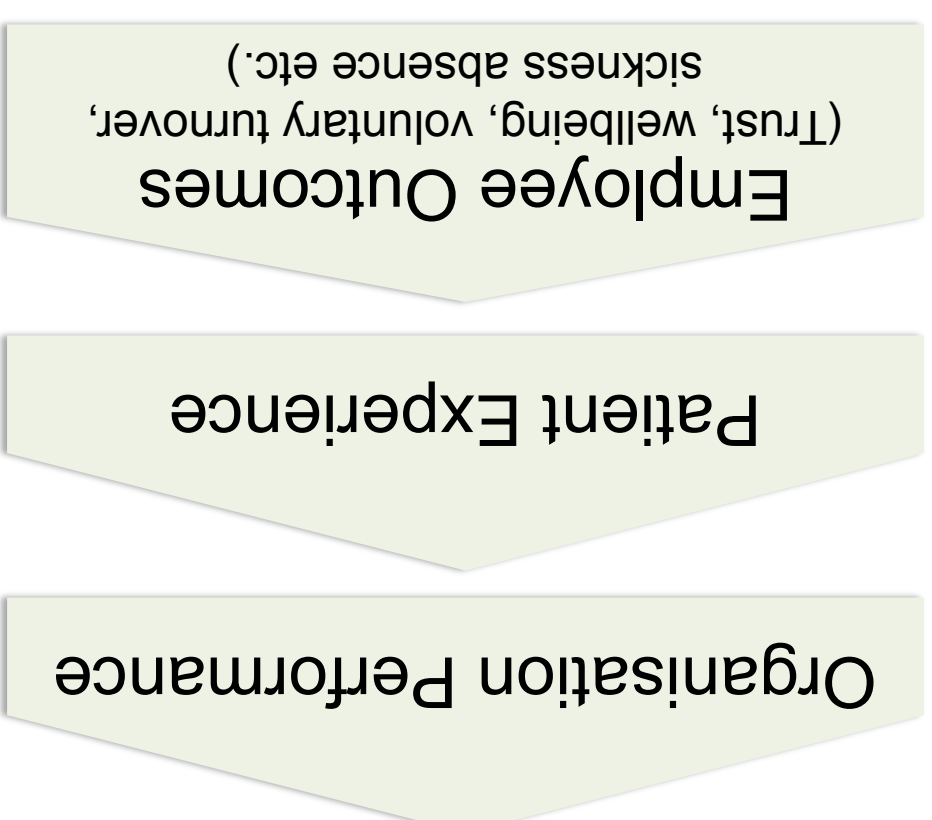
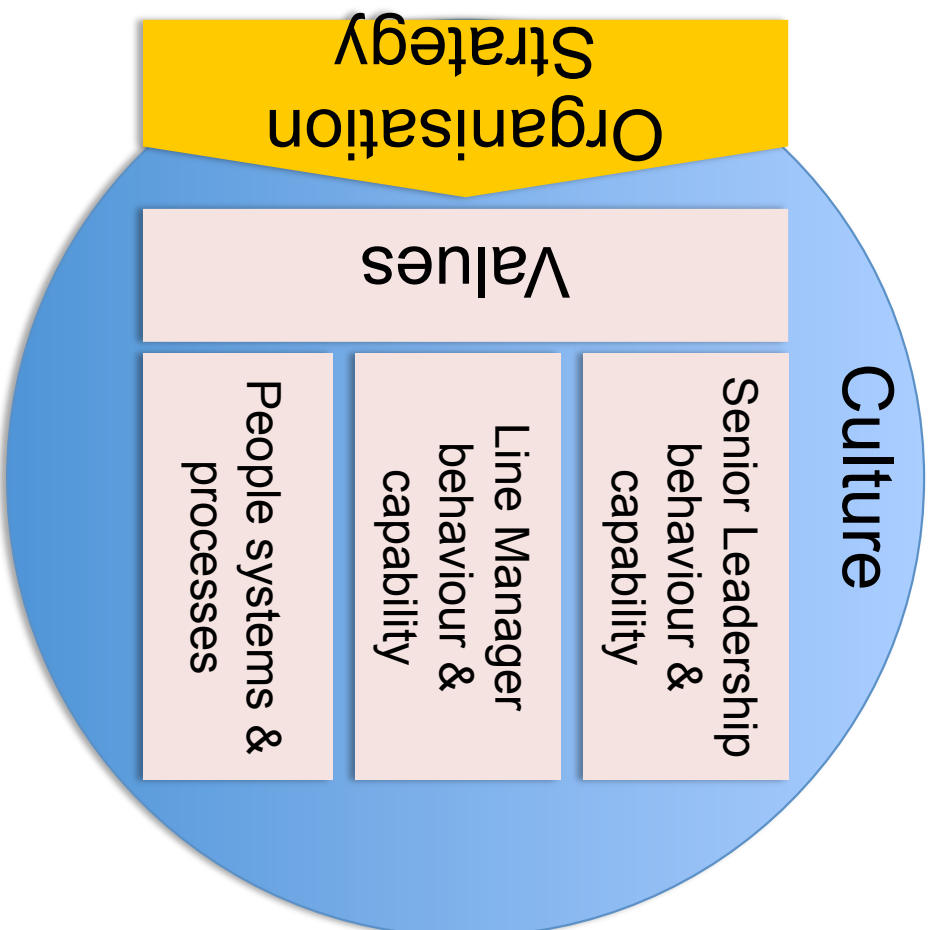
What is a Great Workplace?

Employee Perspective

Any workplace can be measured through five dimensions: **credibility**, **respect** and **fairness** (which are attributes of **trust**), as well as **pride** and **camaraderie**.



Our Culture - Performance Model



TRUST RESERVOIR

- *Develop*
- *Damage*
- *Destroy*



**Trust works
differently for
different
individuals
the key is
knowing your
people**

TEN THINGS THAT DAMAGE TRUST

1. *Lack of Recognition and Appreciation*
2. *No Career Discussions*
3. *Thoughtless Interactions*
4. *Inconsistent Behaviour*
5. *Favouritism*
6. *Exclusion from Decision Making*
7. *Lack of Clarity and Vision*
8. *Egotism*
9. *Being Treated Like a Number*
10. *Ignoring Performance Issues*

LEADERSHIP 2016

2016 LEADERSHIP TRAITS

FUTURE SHAPERS

CULTURE AMPLIFIERS

VISION TRANSLATORS

DEMOCRATICALLY DRIVEN

TRUST BUILDERS

TRANSPARENCY TRANSPONDERS

AUTHENTICALLY REAL

TALENT ATTRACTORS

CAREER ENABLERS

RECOGNITION GIVERS

- *“People will forget what you say, people will forget what you do, but people will never forget how you made them feel.”*

MAYA ANGELO

Thank
You!