

Based on:
IHI Framework
for joy in work
available at:
IHI.org

Joy in work



"Healing and caring should be naturally joyful activities"

"Connecting to meaning+purpose"

1 ASK Staff what matters to you?
-relies on trust

Use appreciative inquiry:
1 what makes a good day?
2 what makes you proud to work here?
3 when we are at our best, what does that look like?

Need space to hear, involve+listen BEFORE acting, need to reflect.
Q: Do people find meaning in their work?
Q: Do they feel like they are making a difference?
Q: Are they able to make their

•Create a shared understanding
•Build trust through transparent communication
•make everyone feel cared for

Listen to understand.
Be comfortable with silence
Don't assume everyone views things the same

involve others
build consensus
influence decisions
find bright spots

2 Identify unique impediments to joy in work
- make the right change

Get rid of the "pebbles in your shoes" - together
Paint the picture of joy based on step 1 + the barriers to overcome to achieve it

No matter how small or big the pebble

Address the impediments- Analysis: what is/is not working
Co-create solutions with your team
work across departments for joint solutions

Both are important

working well not working well

5 needs must be met for joy in work:

- physical + Psychological
- meaning+ purpose
- choice+ autonomy
- camaraderie & teamwork
- fairness+equality

understand frustrations & what gets in the way.
Appreciate work/life balance
Together identify opportunities to improve

3 Commit to a systems approach to making joy in work a shared responsibility
- across all levels

Dedicate, time, attention, skill development and resources- by leaders at all levels
- Ask: what should we tackle first?
- share actions across all members
inspire action- not delegate it

we can do this!

Everyone has something to contribute, has some passion and drive-use it
•Different levels of authority are responsible for different components of a happy workforce

SPARK PASSION

Leaders have an important role of modeling expected behaviours and creating a culture that supports joy in work

Shine & show the way to a brighter way of working

Everyone needs to show respectful interactions and feel confident to speak up
•cultivate personal resilience
•practice amplifying gratitude

No matter how small or big, always show your thank yous

4 Use improvement science to test approaches to joy in work
- change for improvement

Keep it simple, use the model for improvement

AIM: make it clear + numerical (how much, by when)
DATA: use it to refine tests
TEST: start small scale, make sure it works before spreading

•Track results of every test
•Share results and understanding
Have some system level measures (e.g staff satisfaction, turnover or engagement)
•Have some local level measures based on tests for change

measurement of joy

Improvement involves everyone. Failures are opportunities to learn. This is a collaborative journey

By all of us working together to bring joy in work, the journey is easier+ more... joyful!

each take a piece

Choose improvements that are highly perceived as value adding with a low "extra workload" requirement
... And finally, celebrate the small wins as well, it all adds to bringing joy in work

CELEBRATE!