

# BE THE BEST PART OF THEIR DAY:

SUPERCHARGING  
ENGAGEMENT WITH VALUES-  
DRIVEN LEADERSHIP

May 2, 2024  
1:15 PM



Illinois Health and Hospital Association

**OCCUPATIONAL  
SAFETY &  
WORKERS'  
COMPENSATION  
SYMPOSIUM**

**CONNECTION, COURAGE, CURIOSITY, CARING**



**LEARNING OBJECTIVES**









# APPRECIATIVE INQUIRY – THE OTHER AI





A group of seven diverse elementary school children are running happily down a school hallway. They are all smiling and looking towards the camera. The hallway has blue lockers on the left and a brick floor. The children are wearing backpacks and casual clothing. The text "APPRECIATIVE INQUIRY – THE OTHER AI" is overlaid in white, bold, sans-serif font across the middle of the image.

APPRECIATIVE INQUIRY –  
THE OTHER AI





WHEN WERE YOU  
EXTRAORDINARY?



A stone tower with a white lattice dome stands on a sea of golden clouds. In the distance, two more similar towers are visible. The sky is a deep blue with wispy clouds. The overall scene is ethereal and majestic.

WHAT CAN YOU  
BE FIVE YEARS  
FROM NOW?





# SMALL GROUP EXERCISE







## GROUP EXERCISE

**Person A** describes a current challenge you are having at work.

**Person B** listens for two minutes without interrupting.

**Person B** asks AI questions without diagnosing or giving solutions. Ask questions with the intent of bringing out the positive.

**Switch Roles**



# 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?





**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?







LISTEN

WITHOUT

SOLVING





THIS  
IS  
YOUR  
YEAR





**WHAT ARE YOU WILLING TO DO  
IN THE NEXT 48 HOURS?**



# WHAT WILL WE CREATE?



Inspire others



Connect better with staff



Engage key constituents





**DEDICATION, VIGOR, AND COMMITMENT**

A photograph of two hands reaching towards each other against a dark background. The hands are positioned in the upper left and lower right, with fingers slightly curled as if about to grasp each other. The lighting is dramatic, highlighting the skin texture and the contours of the hands. The overall mood is one of tension or anticipation.

**WHO  
MATTERS  
THE  
MOST?**



BOSS

STAFF

DIRECT  
REPORTS

COLLEAGUES

FAMILY



# 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 Memb  
Feel Informed &  
Included



Ways to  
act Through  
ounding

is  
IT



# Find Ways to Express Gratitude

Find Ways to Interact Through Rounding



BE MISION

USE

Keep the Focus on The Mission  
Know The Audience  
Be Prepared

Voc  
Team  
Encour  
De

Membr  
BU



# Use Multiple Channels to Communicate The Message



## BE MISSION FOCUSED

Keep the Focus on The Mission  
Know The Audience  
Be Prepared

Vocally Support Team  
Encourage Debate

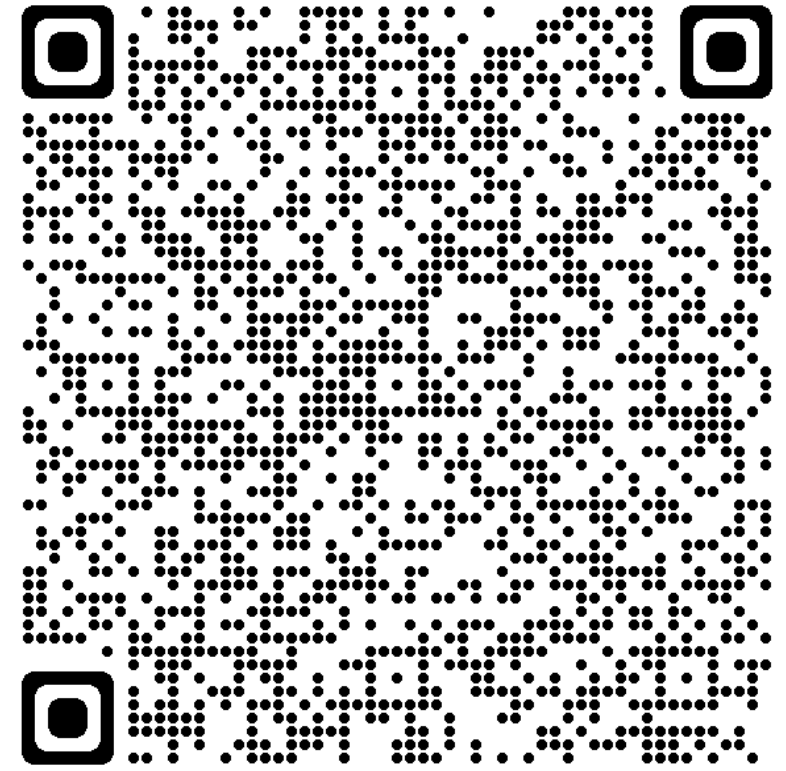
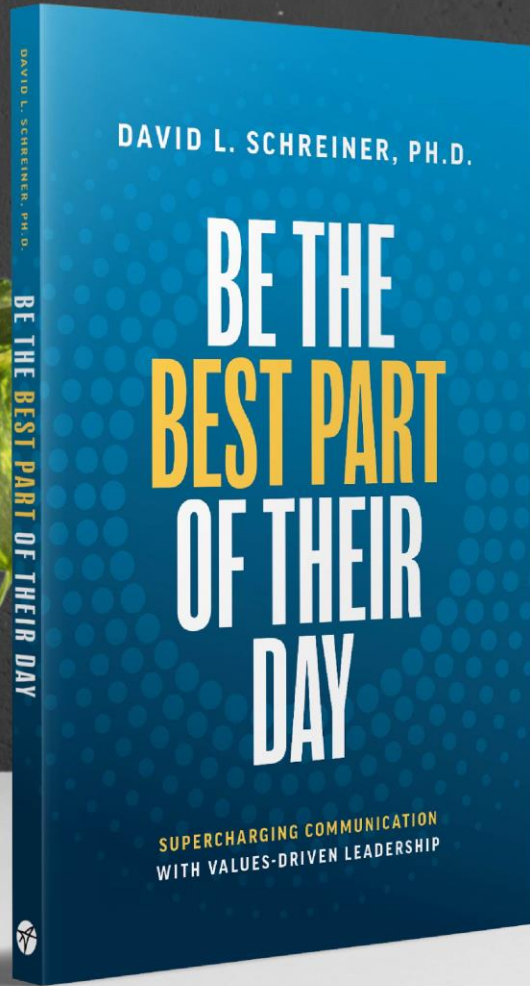
Build a Strong



# TURNING IDEAS INTO ACTIONABLE STEPS









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