

WHAT MATTERS TO YOU WORKPLACE

Meaningful Conversation Starters

Asking **“What Matters to You?”** is not only limited to patients and clients - it’s also for our staff, our co-workers, our leaders. Asking, listening, and responding to each other in meaningful ways strengthens teams, improves the person- and family-centred care experience, enhances engagement, and increases joy in work. Joy in work has a direct link to improved work satisfaction, productivity, and quality and safety within the health care system. We hope that these meaningful conversation starters inspire you to continue building a people-centred “What Matters to You” Workplace in Southern Health-Santé Sud.



1. ASKING
the question(s)



2. LISTENING
to what matters



3. RESPONDING
in meaningful ways

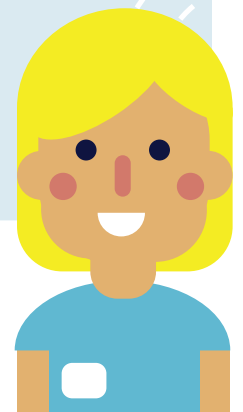
1. ASKING the question(s)

Sometimes, asking the question **“What Matters to You?”** isn’t the right fit. Make the question your own! For example:

- What is most important to you/your team at the moment?
- What gives you/your team purpose?
- What makes you/your team proud to work here?
- What is the most meaningful or best part of your work?
- What makes a good day for you/your team?
- When we are at our best, what does that look like?



For a more in depth guide, check out the [Institute for Healthcare Improvement’s “What Matters to You?” Conversation Guide for Improving Joy in Work](#)



ASKING the question(s) - *(continued)*

- What would you like to achieve in our time together?
- What can be done to best support you/your team?
- What are your goals and how can I help you/your team achieve them?
- What gets in the way of (what matters, a good day)?
- What frustrates you/your team in your day?

These questions help identify what matters, what is working well and could be strengthened or spread, and potential challenges or barriers.

2. LISTENING to what matters

Listen to understand - not necessarily to solve. You do not have to fix everything now. Listen with interest and curiosity, allowing for deeper reflection. Listen with empathy and compassion. Give the person time to share without interruption.



- Help me understand what that looks like?
- What happened that would be an example of that?
- The thing that frustrates you is... did I get that right?

3. RESPONDING in meaningful ways

Sometimes, active listening is a response in of itself and sometimes next steps need to be taken to respond in meaningful ways. Asking, then doing nothing can be harmful and erode trust. Build on strengths, co-design solutions, assemble teams (as appropriate), and use quality improvement principles and plans (as appropriate). Ongoing communication with timely action is key. Remember this work is done with colleagues and team members - not to or for them.



- What should we tackle first?
- How can we address this need together?

