



# Elevate Your Rounding Practice



Building a workplace culture where everyone's voice matters is key to our Labor Management Partnership. Try the "Heart, Head, Hands" approach the next time you have a rounding conversation with a team member.



## Heart

### Prepare and connect meaningfully.

- » If you've had previous rounding conversations with a team member, review your notes from the last session with that person. Think about their top concerns. Ask yourself, *"What mattered to them last time?"*
- » Begin your new conversation by asking open-ended questions that show genuine interest and concern for the individual's well-being. (Example: *"The last time we spoke, you were home schooling your kids. How's that going?"*)

### Start with the positive.

- » Help cultivate joy in work by recognizing good work.
- » Ask, *"What's going well for you at work?"* and *"Is there anyone who has gone the extra mile?"*



## Head

### Identify opportunities for improvement.

- » Encourage people to share their needs and challenges.
- » Ask, *"Do you have the things you need for work?"* and *"What else do we need to improve?"*

### Close with clarity and gratitude.

- » Identify next steps for follow-up.
- » End the conversation by thanking the person for his/her time.



## Hands

### Follow up.

- » Build trust by acting on concerns raised during rounding conversations.
- » If needed, escalate issues to get help solving them.
- » Track issues and share results using the [Stoplight Report](#).

## MORE TIPS

- » **Short on time?** Schedule rounding appointments or conduct rounding at the start of meetings.
- » **Want to build trust?** Share your screen to show you're taking notes for follow-up and action.
- » **Need to manage feedback?** Divide outstanding issues into 3 buckets: those you can immediately address; those requiring further investigation; and those you can't resolve soon or at all.