



Values-Based Approach to Recruiting, Training and Retaining Medical Respite Staff

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The Boulevard's

Values Based program ensures recruiting the

- **right workforce** not only with
- the **right skills**
- but with the **right values**
- to support **effective teams** working in
- delivering **excellent** resident care and **experience**





**The Boulevard's
knowledge of cultural
differences has become
increasingly critical in serving
our population**

RECURITING



The Boulevard Of Chicago

Recruiting people for their values and behaviours ensures that you get the right people to work in your organization, who - know what it means to provide high quality care and support.



This approach involves establishing strong workplace values and ensuring that your workforce matches them. Doing this will help to reduce time and wasted resources in recruiting the wrong people.

TRAINING



Trust

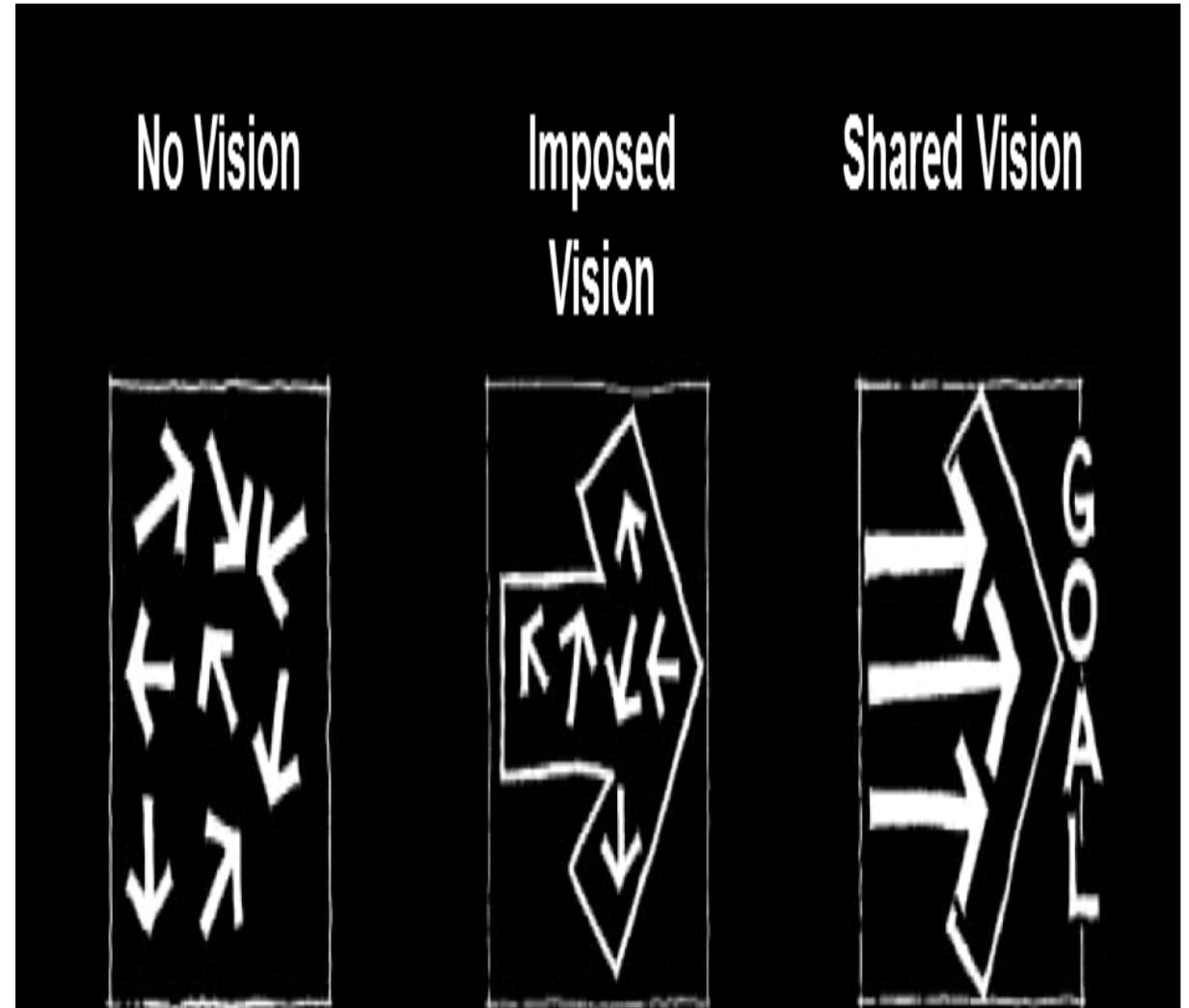
The Boulevard believes in fostering a *trust-based environment* is the key to establish expected behaviors. This is the first training lesson.

The extension of trust is the key enabler of a sustainable organizational culture



Culture

- Create a Shared Vision-
- The objective is to inspire middle management with a compelling vision of how culture matters
- Leadership on the front line shape culture



Coaching

Managers at every level need the right tools to engage their teams on the company's values and expected behaviors. Managers should be encouraged to have regular discussions with their teams to keep values on everyone's minds



Measurement

Clear, actionable benchmarks are particularly helpful for managers who may minimize the mandate to take an active role in strengthening the organizational culture

Retaining

- **Recognition**

- Recognition and celebration can reinforce the spirit of the company. Promoting greater alignment between the company's core values and day-to-day operations through real stories helps crystalize the message to employees worldwide. Identify communication channels and forums to publically celebrate employees for their acts of values-based leadership and values-based decision making

- **Assess**

- Assess how well your company reinforces successful performance behavior as a key business strategy. Set clear expectations around aspired behaviors, starting with trust

- **Improve/Promote**

- Improve the quality and trust of the manager-employee relationship. Empower managers with teaching toolkits and resources to drive more dialogue around the company's values.
- Promote regular and informal dialogue: Encourage managers to be coaches and to promote two-way communication regularly