Leadership Rounding Objectives:

Hear from the **employee**, directly and in real-time; encourages him or her to voice any ideas, compliments, concerns or complaints openly with the goal being to promptly learn from their feedback, recognize great work, and resolve any issues they may have in the workplace.

Leadership Rounding Commitment:

- I own walking my areas, actively engaging my employees and having meaningful conversations with them
- I own listening and asking probing questions
- I own asking my employees for suggestions, solutions, and to help their team improve
- I own providing clarifying, significant and transparent information
- I own customizing my communications so that I am understood and effective
- I own exploring their feedback, taking appropriate action, and following up with them

Before Leadership Rounding

- Know who’s working and prepare to begin the conversation with something personal or unique; think about specific compliments for individuals or just “say something nice”
- Know what’s happening in their operation, how busy they are, and any “real time” special circumstances that may be “top of mind” for them
- Prepare to talk about Hoag; “In the News”, fun or interesting information, and the “hot topics”
- Prepare to share something about yourself