



THRIVING WORKPLACE

Thriving Every Day

You can often find touchpoints in your daily activities. You don't necessarily have to do extra things. Sometimes it means simply being aware of these moments and how you go about your work. Here are some touchpoint examples:

EMAIL – Send a weekly email to your group to initiate a discussion about engagement and inclusion issues or progress toward achieving the group's goals. Ask for feedback. When group members know they are heard, it has an effect on their engagement and inclusion and it helps with direction.

MEETINGS – Have a short 5-10 minute meeting (huddle) with you group a couple of times a week. Encourage everyone to participate. Make sure they know that these are not YOUR meetings. These are THEIR meetings. Value their opinions, and let them know that you will act as needed to address their concerns.

WALKABOUTS – Supervisors, managers, and leaders need to walk around where the group works so that they see and interact with each group member in their work environment on a regular basis. Communicating regularly with group members, providing the answers to their questions, asking for their opinions, and involving them in solving problems will help you get where you want to be faster.

COACHING MOMENTS – Watch for coachable moments. Focus your attention on your group members. Talk to them. Ask them how they are doing. Look for moments in which you can encourage and support their efforts. When a group member falls short of expectations, it is critical to engage in conversation to understand the situation fully and make necessary changes.

ENGAGING AND INCLUSIVE CONVERSATIONS – By asking good questions, listening effectively, and involving your group members in the decision-making process, you create opportunities to build thriving workplace.

ASK YOURSELF –

- How do I encourage my group?
- Is informal recognition a regular part of our group's culture?
- Do I solicit opinions from the group to give them voice?
- Do I take opportunities to clearly define expectations for roles on new projects?

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