

A Leaders' Guide to Improving Clinician Experience



When leaders take time to foster commitment and increase connections, they make significant gains toward improving clinician experience, engagement, and retention.



SHOW CARE AND CONCERN

- **Get to know your people on a personal level:** Know what matters to your team members so you can better understand their priorities
- **Take note of changes in behavior:** Sudden changes in interest level and responses can be a way to identify who may need extra support

CONNECT IN A MEANINGFUL WAY

- **Give them your time and attention:** Find pockets of time where you can have a quality conversation and make a real connection
- **Prepare for the tough conversations:** Make time to prepare for hard talks so you're ready to discuss in a way that will best reach your audience



KEEP GETTING INPUT

- **Seek out and listen to feedback:** Ask people how it's going, if anything needs to change, what would help them feel better support
- **Take note of what you hear:** Small comments in passing are often excellent indicators of how people feel, so don't dismiss the little things
- **Learn from responses how to do better next time:** Utilize people's responses (both physical and verbal) as feedback to improve your own tactics