



## Volume 1, Issue 3

*The Office of Public Health Support presents the third IHS Executive Digest in our bi-weekly email series designed to help you address the challenge of retaining our professional and clinical staff.*

*This issue is focused on the type of relationship you can intentionally - or unknowingly - build with your staff members. A successful relationship depends on how you personally present yourself to employees, as well as how well information is shared at every level and how enthusiastically employees are given the ability to help manage issues that will eventually help you to achieve long-term employee retention.*

### L E A D E R S H I P

#### Work the Late Shift

If your facility is open 24/7, or has a night shift, include those late hours in your own work schedule once a week. Either extend your day or come in later, or even work a weekend, on a regular basis. Not only will you be making yourself available to staff members during these times, but you will be showing your affiliation and camaraderie as part of the overall caregiving team. You'll soon find that your willingness to do this will be appreciated and reciprocated as others mirror the actions of their leadership.

### C O M M U N I C A T I O N

#### Recognize the "B" Team

A pat on the back can go a long way in improving someone's morale or sense of accomplishment. Most often, this type of positive feedback is given to the "A" employee, and usually in a formal manner. But it's also important for you to take time to recognize their efforts on a personal level, and to extend that gratitude and appreciation to those who helped them achieve success - the "B" and "C" players on their team. By validating the achievement of all individuals involved, you'll reinforce a positive sense of teamwork, shared ownership of outcomes, and working relationships.

### S H A R E D M A N A G E M E N T

#### Give Ownership to Others

Everyone has a stake in the success of the organization. When you spread responsibility across the staff, you are engaging them in an environment where they are exposed to risk. They, then, must face outcomes and discover how to correct any problems resulting from actions that have been taken. Be assured that by holding them responsible for outcomes, they will feel respected and know that you trust them to handle issues - an empowerment they will take seriously and apply to future decision-making.

## GOVERNMENT TO GOVERNMENT RELATIONS

### Communication is Vital to Council Constituency

It is incumbent on council members to be knowledgeable in a full range of issues in order for them to respond to their constituency. You can support and educate them by providing information they can use as a resource for those constituents. For instance, you can share with them information they may not otherwise receive, such as changes related to federal activities or federal health care policies, Department of Health and Human Services developments, and other upcoming plans. When you make a point of supporting council members, you will find that they will support you.

*We recognize that you may have successful retention best practices and we value your input. Send your best practices, comments or add a colleague to the mailing list. Email us at: [IHS CEO Brief](#)*



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Indian Health Service 801 Thompson Ave Rockville, MD 20852