

4 Ways to Rise to the Challenge



When times are tough, try these strategies to step up and be the exceptional team member your organization needs. Practicing these consistently ensures you're there for your team and that they'll be there for you.

Show initiative

Be alert for opportunities or problems. Step up and help out to make things better without being asked.

Take responsibility at every opportunity

In a hectic environment, things can easily be overlooked. If you see an issue, don't assume someone else will take care of it. If it's within your role - fix it. If not, notify the appropriate person and follow-up to make sure it's been addressed.

Be a solution provider

It's easy to notice what's not working and complain. Before bringing up an issue, get creative and be ready to share the problem and possible solutions that will make things better.

Build positive relationships

In times of challenge, communication can get confusing and tempers can get short. Be sure to keep communication channels with your team and other departments open by sharing information, asking if people need help, and being positive.

Adapted from **CLiMB™ What Your Supervisor Expects, Respond to Unsafe Situations and Set Yourself Up for Career Success**

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PURPOSE

You want your team at the “top of their game” everyday. This can be especially hard during times of challenge and crisis. Using these strategies can help your team stay focused and positive as they continue to deliver high quality care.

Use this guide to prompt discussion about how your team members can support one another and the rest of the organization during challenging times.

HOW TO USE THIS TOOL

1. Share this tool individually or with your entire team. If used in a huddle, during rounding, or in a team meeting, allow a few minutes to review the infographic.
2. Use these questions to prompt discussion and reflection:
 - What are some examples of opportunities that you can take the initiative of handling on your own?
 - If you encounter an issue that is beyond your ability to resolve, how would you go about escalating it?
 - If you are reluctant to communicate a solution, how can you overcome this obstacle?
 - What relationships have you built with other departments that may be helpful? How can you reinforce these relationships?
 - How else can we step up to help manage the challenges we face?