As a manager, you know that the more engaged your team is, the better they perform. Higher levels of employee engagement in health care are associated with a stronger culture of safety, higher patient satisfaction, and lower staff turnover.

Engaging your team is the right thing to do, but it can feel impossible sometimes. The good news: Many assumptions we make about why we can’t engage staff aren’t as true as they first appear. If you find yourself thinking one of the five myths below, look to the right to learn the truth about how you can keep your team engaged.

“...I want to work on engagement, but…”

**Focus on high-impact areas.**
Think back to a time when a manager engaged you during challenging circumstances. That manager likely focused on one of the six areas shown here—and you can do that for your team too.

**Uncover missing context**
from your staff’s requests. Before you say no, think about what you can do to meet their underlying needs.

**Identify microshifts**
or small changes in your regular approach to a situation that can have macro results. Here are two examples.

**Directly address** uncomfortable situations to help your team. Here are three reasons why it’s worth the effort it takes to talk about tough situations.

**Counter the pressure** proactively with these sample tactics that will help you engage your team even when you’re feeling stressed.

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**How has a manager made me feel engaged?**
- Connecting to mission and values
- Giving recognition and feedback
- Offering support
- Fostering professional growth
- Asking for input
- Promoting teamwork

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**How’s it going?**

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