

ROUNDING FOR OUTCOMES:
A NEW MANAGEMENT
TECHNIQUE FOR RESEARCH
ADMINISTRATORS

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Presentation Outline



- Key Components of Manager-Employee Relationships
- Rounding for Outcomes
 - ▣ What it is
 - ▣ Why it is important
 - ▣ how it works
 - ▣ what it looks like
 - ▣ the benefits
- Implementation for Research Administrators

Employee Relationships



Key Components:

Trust: Preach trust, and be worthy of their trust

Respect: Treat your employees with respect

Be Human: Periodically admit your weaknesses

Follow through: Keep your promises

Teamwork: Support your team

Adapted from Build Relationship Capital with Your Employees

<http://www.allbusiness.com/human-resources/employee-development-team-building/3839280-1.html>

Employee Relationships



Key Components:

Passion: Lead with your heart

Development: Create growth opportunities.

Authenticity: Don't just act interested, be interested

Appreciation: Say thank you

Communication: Be an open communicator

Adapted from Build Relationship Capital with Your Employees

<http://www.allbusiness.com/human-resources/employee-development-team-building/3839280-1.html>

Rounding for Outcomes



What is it?

A management technique based on the hospital practice of “rounding”

Main Goal: To build relationships

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

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Why is it important?

Many managers are task-oriented and can lose sight of the importance of the relationship they have with their staff

***39% of staff leave their jobs due to a poor relationship with their supervisors**

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

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How does it work?

When managers “round” they need to recognize their employees needs.

- beyond the causal “how are you?”
- helps the manager to better understand meet the employee’s needs

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

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How does it work?

Employees needs include the following:

- ❑ A good relationship
- ❑ Approachability
- ❑ Willingness to work side by side
- ❑ Efficient systems
- ❑ Training & development
- ❑ Tools & equipment to do their job
- ❑ Appreciation

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

Rounding for Outcomes

What does it look like?

Rounding begins with a personal question then moves into more targeted questions

The better you know your employees the more specific the personal question can be

Examples:

How are the kids?

How's your softball league going?

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

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What are the targeted questions?

Tell me what is working today?

By asking “what is working” you focus on the positive

- need to train ourselves to look at what’s right
- it allows the employee to think about the stuff that goes unnoticed when there is no problem

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

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What are the targeted questions?

Are there any individuals whom I should be recognizing?

This provides the opportunity to recognize employees for their contributions

- builds relationships between co-workers / units let others know they were recognized by another unit or individual
- helps to recognize individuals for succession planning

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

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What are the targeted questions?

Is there anything we can do better?

The employee has an opportunity to recommend or suggest changes in the organization

- opportunity for investment in the unit/ organization
- these process improvements can make a huge contribution

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

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What are the targeted questions?

Do you have the tools to do your job?

As the supervisor you need to understand what your employees need for their job

- responses may be surprising
- some inexpensive solutions can make a significant impact

Source: Studer, Q. (2003) Hardwiring Excellence. Gulf Breeze: Fire Starter Publishing

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Rounding for Outcomes



What is the Benefit?

By asking effective questions and establishing relationships with employees their satisfaction will increase

This will also impact

- Employee Retention
- Employee Recruitment
- Customer Service

Implementation



Do research administrators have these same needs?

- A good relationship
- Approachability
- Willingness to work side by side
- Efficient systems
- Training & development
- Tools & equipment to do their job
- Appreciation

Implementation



Could this be implemented in your organization?

Implementation



What benefits do you see?

Implementation



What are some of the challenges?

Final Thought

If there are two frogs on a lily pad and one decides to jump off, how many do you have left?