



Solution

Strengthening Relationships through Rounding

Interdepartmental Rounding

ROUNDING is dedicated time that a leader takes, usually 1:1, to ask very purposeful questions to prompt a meaningful discussion.

Rounding is a proactive leadership activity, versus reacting to when there are issues & problems. Rounding allows leaders and employees to unite in finding creative solutions that break down barriers and roadblocks.

Beyond the skill of asking great questions during rounding, the art and skill of rounding requires leaders to personally connect, be present, focused, and undistracted, be open and receptive (not defensive) to the employees' responses . . . in essence, actively engage and listen.

- ▶ **Interdepartmental Rounding** - When leaders round with people in other departments asking questions that improve working relationships and teamwork
 - ▶ Can you describe a recent situation in which our departments (members of our departments) worked well together? To serve a patient? Fix a problem? Improve something?
 - ▶ Select 1-3 questions:
 - Can you describe a recent situation in which our departments didn't work well together?
 - What are the top 1 or 2 things we do to make it difficult for you to do your job?
 - If you were running our department what would you do differently?
 - If we were easier to work with, what would that look like?
 - Customized Question(s) – Focus on a current/recent happening (e.g., Since we've changed X, how has this impacted your department? Or, we are working on X change, what input do you have on this?)
 - When you need something from our department, can you count on us? Are we there when you need us?
 - ▶ Is there someone in my department that I can recognize for doing a great job?
 - ▶ Anything else I should know or any further questions?

“Follow up and follow through is the secret sauce to rounding.”

