**Strategic Design & Education**

**Header image**

* TBD

**Intro paragraph**

* We are committed to the development and sustainment of programs and trainings that will result in better outcomes for, and higher engagement from, our team members. We keep our values and mission at the core of everything we develop, and remain focused on the betterment of our organization and the people who make it up. We design our processes, programs and guidelines with the goal of educating our team members on how to create the best possible experiences. We create programs and educational offerings focused on our key focus areas, to listen to and empower our team members, and to best develop our team members to become strong leaders of tomorrow. On this page you will find information on how we do that, as well as key partnerships we have within our organization to put these strategies into action.

**Program Tabs**

* Conference Series
  + Photo: 6
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  + Remove CTA
* Educational Offerings
  + Photo- TBD (OPCE)
  + At Northwell, we value your development. Our Experience Strategy team has curated a suite of educational offerings for our leaders so they can effectively lead their teams, create the optimal team member experience, and find deep fulfillment and meaning in their role.
  + CTA (Downloadable PDF) 1/15
* Becoming an Engaging Leader
  + Photo: Engaging Leader Photo
  + Our leaders create and maintain a positive experience for all of our team members which is not only a factor in delivering great service to our patient and customers, but also key differentiator from our competitors. Our leaders are our eyes and ears in the organization, our champions of change and those that are the face of Northwell. A number of leadership behaviors have been shown to be strongly tied with an engaged team and our goal is to determine what qualities makes an engaging leader at Northwell. Based on our internal research, we identified three areas that all leaders at Northwell have – experiencing, believing, doing.
  + CTA (not yet ready) 1/15

**Additional resources**

* Survey Basics Training
  + Photo (NSUH)
  + Each year, we embark on an effort to listen to the experiences and collective voice of every team member at Northwell health. This annual engagement survey results in a wealth of knowledge that deepens our understanding of what we are doing well and where we have opportunities to do things better. We have developed a suite of training modules and resources to assist our leaders and change champions in the process of accessing, understanding, sharing and facilitating action around these results.
  + CTA – Learn about our available trainings (link to intranet page)
* Top 10 Engagement Challenges - Not ready yet- will be ready by 1/15
  + Copy
  + Photo
  + CTA

**Rotational content**

* Leadership success stories (communication)
  + Photo (from document)
  + Frequent, transparent communication builds trust, increases engagement, and reduces uncertainty and anxiety. Although you may feel as though you’re over communicating at times, team members may need to hear messages in different ways and through different channels. Take a look at some of the creative ways we’re communicating with our team members!
  + Advancing the Team Member Experience Spotlight on Communication
* Leadership success stories (involvement in decision making)
  + Photo (From Document)
  + Listening is the foundation of a respectful, inclusive, innovative and engaged culture. To truly empower and unlock the incredible potential of our team members, we must hear and understand their concerns, ideas and opinions. This guide contains tips and tactics from across the organization to inspire and guide you in creating an “always listening” experience with your team.
  + Listening Spotlight
* Leadership success stories (recognition)
  + Photo (From Document)
  + Copy Recognition comes in many forms, and research shows the most meaningful recognition is free or very low cost. What is does cost, is your time. Setting aside time as a leader to ensure your team members feel seen and appreciated for their unique talents and contributions is essential. This guide contains tips and tactics from across the organization to help you make the most of recognition in your area/department.
  + Recognition Spotlight\_Final