

TriHealth Way of Communication



Expectations of Leaders



Communication Model



Cascading Messages



Tough Questions Survival Guide



TriHealth Way of Communication: Expectations of Leaders

Our TriHealth Way provides us with evidence-based tools and tactics that help us communicate effectively. Great communication increases clarity, which drives engagement and improved outcomes.

TriHealth Leaders are Required to:

- Regularly [Round with Team Members](#)
- Use the [Stoplight Report](#) to maintain open and honest communication
- Facilitate a **Monthly Team Meeting** and use the [TriHealth Way Agenda & Meeting Tools](#) and [Notes Template](#)
- Facilitate Daily/Weekly [Huddles](#)
- Attend/conduct **Business Unit Leadership Meetings (BUL)**
- Attend **Monthly Leadership Team Meetings**
- Leverage the [Monthly Meeting Model](#) to validate progress with 1-Up Leader
- Validate TriHealth Way behaviors** among team members.
- Role model [Always Behaviors](#) and **AIDET + the Promise**
- ALWAYS Address Tough Questions** transparently
 - Leverage the Tough Questions Survival Guide
 - Consult the Tough Questions FAQ when you don't know the answer
 - Submit a question to ToughQuestions@trihealth.com once you've exhausted every available resource
- ALWAYS close the loop** with Team Members
- Cascade System-wide Messages**
 - *The Weekly Update*
 - Talking Points from BUL and Monthly Leadership Meetings
 - Content from Monthly Meetings with 1-Up (Monthly Meeting model)
- Be Accountable** to 1-Up and report:
 - Your Team's *Monthly Dpt Meeting* agenda prior to Monthly Rounding with 1-Up
 - Share key themes from TM Rounding and Unit Validation Observations

- Additional Tools & Resources
- [Back to Mastery Resource Page](#)
 - [Microlearning Resources](#)
 - [Communication Boards](#)

TriHealth Way of Communication: Expectations of Leaders

TriHealth Leaders communicate with a collective *One Leadership Voice*, speaking with clarity, transparency and consistency, always promoting engagement. Cascade system-wide and department updates with consistency for impact.



OUR MODEL FOR COMMUNICATION

Empathize

Thank and acknowledge the WHY. Affirm the importance of the topic/concern/question.

Explore

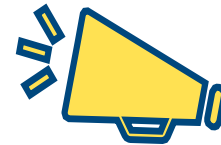
Ask clarifying questions to fully understand and identify needs and priorities of the team member (those they tell you about, and those you think MIGHT be important to them)

Explain

1. Frame with a statement that conveys the overall goal of your message.
2. Give the WHY for the response and directly link it to how it impacts the team member.
3. Share facts to address the specific question/concern.
4. Broaden the conversation to include other valued resources

Engage

Ask for feedback to ensure the team member understands the message. Encourage honest reactions and talk through concerns. reiterate the importance of open communication and wanting team member to feel valued.



Cascading the Message



1. Understand the Message (*ask questions*)
2. Personalize the Message (*What do you want your team to do?*)
3. Speak as an owner of the message (*Use your own words*)
4. Be authentic when communicating (*role model how to express concerns or ask questions*)
5. Validate that the message was understood (*Check in with team members*)

Tough Questions Survival Guide

1



Continuously Educate Yourself

- Review system-wide communications such as weekly newsletters and meeting talking points
- Visit the [Back to Mastery](#) page monthly to review the Tough Questions FAQs
- Seek out clarification on key messages as needed

2



Consult to Find Answers

- Use Bridge to review policies, Department pages and HR Central, etc.
- Consult with your 1-Up and reach out to subject matter experts
- Submit Tough Questions to Senior Leadership if other avenues have been exhausted; ToughQuestions@Trihealth.com

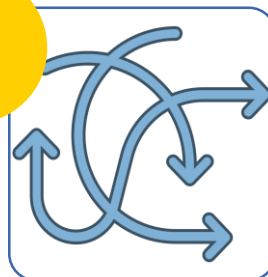
3



Connect the Dots & Close the Loop

- Follow up with the team member who asked the question directly
- Use the four E's to communicate answers; Empathize, Explore, Explain & Engage
- Don't be afraid to say 'I was wrong' and correct previously answered questions

4



Get Comfortable with Being Uncomfortable

- Answering tough questions may not be easy but it can be honest and transparent
- It's ok to say 'I don't know, I'll find out and get back to you.'
- Team members appreciate vulnerability and timely response
- The more you address tough questions, the easier it will get and the more comfortable you will be