

We create a space
where all **BELONG.**

Culture Commitments

Huddle Packet

Learning & Organizational Development



Atrium Health

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At Atrium Health, we work every day to create a space where all belong. The way we interact with, care for and support our teammates and patients creates an environment where all feel comfortable, respected and welcomed. Our teammates achieve this commitment daily by communicating and acting with kindness, compassion and acceptance.

How We Do It: Our Commitment Statements

A sense of belonging is created in many ways. When we commit to creating a space where all belong, we are committing to act on the statements below to help us live out our Culture Commitments daily.

1 Care for one another like family and with kindness.

2 Be first to treat each other with respect.

3 Represent those without a voice.

What Can You Do? Ideas and Additional Resources

- Ask those you work with about their communication preferences. What name would they prefer to be called? What type of communication do they like best? How do they like to be recognized? Most importantly, listen to their responses and utilize their preferences whenever possible.
- Communicate respect by actively listening to what others have to say, empathizing with different perspectives, leaning into a teammate's expertise on a project, valuing others' time and workloads, and always being courteous and kind.
- Think about the value of differences on your team or in your department. Reflect on your biases and how your behavior is perceived by those around you. Identify ways you can learn about, embrace and encourage differences. This can help create a work environment where teammates are enabled to do their best work.

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Quick Tips for Creating a Space Where All Belong

- ☑ **Unclear about what bias looks like and what it impacts?** Many think of bias as deliberate prejudices or biased attitudes that are knowingly acted upon. Also prevalent, though, are unconscious biases. Unconscious bias presents as social stereotypes about people or groups of people. Generally, an individual is not aware they have formed these biases.
 - **Take the Harvard Implicit Association Test.** This [free assessment](#) measures the implicit attitudes and beliefs you have on specific topics. Once you have your results, reflect on the following questions:
 - What was your reaction to the test results?
 - Were you surprised by the results?
 - What experiences from your life may have contributed to those results?Awareness of your biases can help you alter your actions to create a more inclusive environment.
 - **Consider ways unconscious bias could impact your work environment.** Write down or make a mental note of some stereotypes or generalizations you have made about groups of people. As you go through your day, consider how those stereotypes might be impacting the way you interact with your teammates or patients.

- ☑ **Not sure how to adapt to other's styles and preferences?** Your teammates all come from different backgrounds and have different attitudes and approaches to situations they encounter. Spend some time learning about your teammates and their preferences.
 - **Identify communication style preferences.** Understanding your preferred communication style and that of your teammates helps strengthen your relationships. Use the [Communication Styles job aid](#) to determine how you prefer to take in information, give information and make decisions. Leaders, share your communication style with your team. Ask them if they would be willing to share theirs with you.
 - **Learn about their values.** Pay attention to what makes your teammates unique and what they place emphasis on. What tasks do they complete first? What do they talk about most? Make note of the topics they are passionate about.

- ☑ **Recognize and reward your teammates!** Acknowledging a job well done is great way to care for your teammates. Utilize the following tools to encourage and show appreciation for the work your teammates do:
 - [Recognition and Rewards \(Atrium Health Greater Charlotte\)](#)
 - [IROC \(Atrium Health Navicent\)](#)