

**St. Cloud Hospital  
Education Evaluation  
Leadership Day 2014: Joe Tye- The Florence Prescription:  
Building a Culture of Ownership on a Foundation of Values  
January 10, 2014  
8:00 - 4:30 pm  
Event ID: 91428**

The information/activities helped me learn.

0	Rated 1	2	Rated 2	2	Rated 3	27	Rated 4	178	Rated 5
Mean 4.82									

The program was well organized

0	Rated 1	0	Rated 2	3	Rated 3	19	Rated 4	187	Rated 5
Mean 4.88									

The amount of information met my needs.

1	Rated 1	1	Rated 2	2	Rated 3	37	Rated 4	168	Rated 5
Mean 4.77									

The material was appropriate

1	Rated 1	0	Rated 2	5	Rated 3	27	Rated 4	176	Rated 5
Mean 4.80									

I will be able to implement the ideas I learned

0	Rated 1	2	Rated 2	8	Rated 3	56	Rated 4	143	Rated 5
Mean 4.63									

My attendance at this program was beneficial to me

1	Rated 1	1	Rated 2	4	Rated 3	20	Rated 4	182	Rated 5
Mean 4.83									

Speaker (Teaching effectiveness, knowledge of subject matter) Joe Tye, MHA, MBA

0	Rated 1	0	Rated 2	2	Rated 3	15	Rated 4	191	Rated 5
Mean 4.91									

Overall rating of the education offering.

0	Rated 1	1	Rated 2	3	Rated 3	17	Rated 4	184	Rated 5
Mean 4.87									

## Comments/Suggestions:

- Very good.
- Very relevant - easy to listen to.
- That was a great day with a wonderful message. Thank you!
- Thank you for the inspiration and awareness of negativity.
- Very good speaker, very knowledgeable about topics and he did a nice job relating to the audience.
- Great presentation, good mix of medium (video, stories, etc.).
- Speaker was energizing and inspiring - instills an attitude of "I can do it".
- Excellent material! I not only will incorporate this in my professional but also personal life.
- Very good - I learned a lot!
- I would have liked more suggestions on implementing the movement to ownership and how to empower individuals to get on the bus.
- The tools are amazing and extremely helpful. The stories make it all read and doable. The simplicity of this culture change makes it realistic to think we can do it! Thank you!
- I value the message and appreciate the method of delivery.
- This was a very informative session. I think as an organization we need more opportunities for our leadership team to strengthen us as a team.
- I love the stories. It says something about the organization's culture when some of administration are not present...culture is what we do not what we say we do.
- I enjoyed very much not having to be put on the spot or have break out groups. I was able to listen, recharge, relax! Loved getting a copy of the book.
- I appreciated that the day did not include breakout work groups, etc. Sometimes it is nice to attend an education day and be able to listen to the speaker and absorb the content by listening only. Thanks! It was a great day!
- More breakout sessions and discussion on what CCH has to do to execute.
- Great speaker.
- Excellent! I know my next book to read.
- I really wish this type of presentation could be made available to "all" employees! While I certainly try to "share" but do not feel that the information could be presented as dynamically as Joe does!
- Very good and interesting. Thoroughly enjoy Joe as a speaker.
- Meaningful information that we will hopefully be able to implement.
- Absolutely wonderful! Helpful information, applicable to all areas. Outstanding - will be taking "Seeing the Lion in the Mirror component, review them and apply them.
- Great speaker! Great things to think about and exciting items to incorporate into our culture.
- Wonderful speaker - gave me much to think about so I can be a better person/employee and manager.
- Great material. I loved the session. I would have appreciated if it was more professional with the language.
- Great speaker.
- I would have loved to have more time. I believe this will help at work and home.
- Very beneficial. Excited to start in my private life which perhaps can help with my personal struggle with PTSD and Monday in my business life. I would love to see all staff learn this information. I commit to completing the opportunities available online.
- Loved stories and examples.
- Mr. Tye is a great speaker with a lot of insight and ideas for future personal and professional growth.
- Joe is excellent! Engaging and re-energizes the soul! Thank you!!
- Very nice.
- The morning sessions were pretty strong, but the afternoon seemed to fall of sharply. Kind of evolved into things that are common knowledge. I felt Joe's answers to questions were weak.
- Joe was a great speaker. Good topics.
- Love the speaker. My hope is that everyone in the organization takes the information and actually uses it.
- Phenomenal!
- I liked that there wasn't an exact copy of his slides so we could freely listen and take key points important to us rather than worry what page we are on.
- Fabulous and inspiring.
- Excellent! Great suggestions for a better work and life balance!
- Very good program with achievable goals. Key will be for administrative support going forward as with all movement - momentum can slow or be stopped due to changes in leadership and/or direction.
- Jon always does a great job setting things up! Thanks. Speaker was great.
- More tools to implement things in the workplace.
- These meetings are great for morale BUT lets have them on Mondays so people talk about them all week and are able and willing to spread the enthusiasm all week. It's a great show for leadership to show "fun and joy"

and dance today. It would be a whole lot more meaningful if this happened daily by leadership. "Joy" should be a part of performance appraisal.

- I appreciated not having to break up into groups but just be able to listen and learn! Excellent! Every hospital employee should get this book.
- Well done, great examples!
- I can't wait to start a movement! Thank you for your inspiration today. I will never look at a pickle in the same way!
- Great conference, great information. I liked the large group questions after lunch.
- Awesome!! That was fun, thought provoking and motivating! Good job, Joe!
- I would have liked a little more practical application information. Good concepts! Other than "read the book" how to put into place.
- Excellent program that we'll be able to build upon in our department.
- Excellent program. Excited to read book and incorporate the values into my personal and work environment.
- Simply awesome!
- Implement follow up somehow.
- Good/great!
- All staff needs to hear this.
- Great program.
- Thank you Joe Tye.....
- Thank you!
- Excellent speaker. Kept our interest! Thank you.
- Wonderful!
- Offer program health system wide.
- Once seminar done, we should be provided direction the organization is taking on the topic, so we can take back to our senior leadership and begin to plan.
- I will read this book.
- Wow! Challenges my ideas and makes me want to do more. I want to be a great follower! Positive self talk changes my brain. Motivating!
- Nice job Joe. Excellent information, easy to listen to.
- Examples were fantastic. Names of numerous books were given as resources or good books to read. Humor, enthusiasm, passion. Jon's comments - well "said". Great speaker!
- Thank you. It feels like this time with this approach we can make a difference. It reinforces what I heard at IHI this year...starts with self. Tell stories.
- Joe was a phenomenal speaker! Great at explaining "reality" and implementing improvements, realistically to the work force.
- Excellent leadership presentation! Will be interested to see how this movement is implemented in our organization. Great resource for our tool kit!
- Amazing material and speaker! Thank you!
- This was an awesome education, but now we as an organization need to make the move and incorporate into our culture that has many opportunities.
- Very entertaining - message was awesome....well carried out.
- Wow! Great day. Speaker was fantastic. Thanks for all the work to make this possible.
- At first it was strange to not have "power point" notes to write on for personal notes but I got used to it quickly and surmise this information is probably in the book/workbook. I was then able to not worry about note-taking and just enjoy myself.
- I'm excited to read the book and encourage staff to commit to improving our work area/organization by taking ownership.
- Presenting as many practical (vs conceptual) tools and examples.
- Great!
- Very much appreciated - I hope to make good on the self improvement pledge for the next year.
- Excellent presenter, excellent stories and examples. I look forward to using the materials and ideas to create change and strengthen the culture within CentraCare.
- Thank you!
- Excellent session. You can't measure culture but it has great value. We will work on this as an organization.
- Very timely topic and speaker. Held my attention. I hope to bring a pickle jar to my department.
- Excellent topic for CCH leadership. Good idea to work towards ENTIRE organization. Success ownership. Important to include all groups within organization more as the groups continue to grow.
- Great day, great information!
- Excellent, fabulous, eloquent, passionate speaker.
- I normally struggle with attending workshops like this but I'm very grateful to have been here and heard the messages.
- I appreciated all of the stories, examples and humor during your presentation.

- What a great day! I have written down so many great ideas that I will implement on the unit I work on.
- Good, cheer-leading program but not enough next steps. Could have been 4 hours then 4 hours discussion and processing by Executive Administration. Last section was good.
- I like injection of personal experience.
- Great day - very relevant content to our current situation as a health system and in society/personally.
- Joe was great! He should talk again.
- Thanks. I feel very energized and hope I am effective for bringing that energy to my unit.
- Excellent!
- We need to have more "fun" at work and know that it is OK. Happy employee and positive culture make happy patients.
- Great powerpoint slides, great stories, great points to ponder and act upon.
- Great speaker. Did a great job of inspiring change!
- Great way to look at transformational leadership.
- I liked the structure of the day with the blend of speaking, video, presentation. Engaging!
- Thank you for putting this function together. I am grateful to have experienced the program develop by this highly engaging speaker.
- Great presentation!
- Great slides - fun and got the point across!! Best motivational speaker I've heard. Kept attention of all, realistic to all of our life experiences.
- Both entertaining and informative - Thank you!
- Even though it would have been a lot of paper, the power point would have been helpful for taking notes, however, probably cost prohibitive.
- The question/answer session was invigorating as people asked questions and confirmed their engagement in the session.
- I would have liked a little more time to write down some of the materials on the slides. I found it inspiring to hear the importance in showing your "passion" not just speaking it.
- Engaging speaker, well done!
- Good practical wisdom and tools for change.
- Great presentation! We should develop a game plan for implementing Joe's ideas, individually and as a system.
- Thank you Joe for spending the day with us. You are a very inspirational person. I will take everything you shared to my work group to start the process of creating a better engaged team!
- Excellent!
- It would be nice to have slides printed out.
- The content began to feel like a list of platitudes, none of which I disagree with, but it was pretty much a pop psychology - filled shot in the arm at best. could have EASILY been 1/2 day. I don't see these opinions above as cynical - I mean them as sincere input as a committed employee who feels ownership in CentraCare. "without valley I won't appreciate mountaintops"? "don't forget to laugh". Nothing wrong with these, but 300 managers listening to lists of these is not worthwhile or a responsible use of resources. Again, I'm not cynical!

#### Comments - facility/food

- Please thank CSB for installing paper hand towels in the restrooms instead of the air blowers.
- Conference Center was great - very nice accommodations.
- Facility was good.
- Great venue, good, room set-up and the staff of St. Ben's was great! Thank you!
- Shorter breaks, shorter day.

#### How did you hear about this educational activity?

2	CCC administration	1	Fellow leader, e-mail	4	Manager
2	Centranet	14	Jon Tufte	1	Site coordinator
9	Director	8	Leadership	11	Supervisor
46	E-mail	4	Leadership E-mail	8	Work
6	Education Department	2	Management team		

#### Given today's content, identify one item which you will consider incorporating into your practice.

28	Pickle Pledge	2	Self Empowerment	88	Other
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- Pickle jar on our unit.
- Pickle jar for our unit, pickle free zone.

- Not blaming others and cutting down the complaints.
- The daily pledge
- Identify and work with skeptics, be more accountable.
- Do self Empowerment Pledge every day. Use ideas with Employee Engagement Committee.
- Intolerance for toxic, emotional, negativity! Enthusiasm!
- Being honest about what it is we want - sign the pickle pledge and live it! Empowerment Pledge.
- Pickle principle
- Pickle free zone
- Believe more in my potential to be better than I imagine.
- Pickle Pledge! I will use with my employee's
- Positive thinking
- Pickle Pledge - Self-Empowerment Pledge
- I will hang my pickle banner at the CN desk to remind me to keep positive.
- I will put down a "rock".
- So, so, so many areas - take Pickle Pledge to start.
- Be clear on my personal values.
- Sharing stories
- More enthusiasm.
- The pickle pledge and door hanger.
- Make each person feel important and to process until apprehended. The rock idea will be used by myself to perhaps help with the abusive words I've grown up with.
- Choosing to be a spark plug.
- Use self-empowerment pledge with my staff and myself.
- Read the Book, Pickle Jar. Staff book club.
- Be the nut.
- Always smile. Being positive and taking responsibility for my actions.
- Writing a personal purpose statement.
- Pickle free zone, MMFI
- Small parts of all
- E-mail - huddle to staff who work at home.
- More use of our values in daily practice.
- Culture change
- The Self-empowerment Pledge!
- Seeing the lion
- Book Club
- Sharing with my team - positive self talk.
- Know our "values", instill in staff.
- Use of Florence Nightingale in inspiring staff.
- Identifying the department values.
- Will read the book - The Pickle Philosophy
- People are loyal to culture more than strategy.
- Work to launch a grass roots movement.
- Culture and patient satisfaction
- Dropping the negativity.
- Values
- Bulletin board with certificates
- A pickle free zone.
- Self calculating my negativity, pickle jar pledge.
- Look at my values and lead by example.
- Bring ideas to staff. Pickle jar, door hanger, etc.
- Take the initiative to implement the tools learned today on myself.
- Remove negative self talk
- Pickle jar with the Florence challenge for individuals in the office.
- All - so awesome!
- Defining values, unify people in a culture.
- Attitude - love the Pickle Pledge
- I want to continue to be a spark plug and gain staff with me.
- Turning the negative to a positive.
- Making a positive change in my work group.
- Culture eats strategy for lunch.
- A department vision and mission statement.
- Share material with my department.

- Continuing with my passion and drive to remain positive despite negativity in the workplace. Be the crazy person fighting for a culture change.
- Try to work with my negative employees to decrease negativity.
- Creating a "Pickle Free Zone".
- Eliminate negatives as much as possible.
- The Florence prescription/The Pickle Pledge
- Creating a culture that is different!
- Pickle promise - good to great (Cat --> Lion)
- How much complaining, cynicism, non-cultural beliefs physicians have.
- Self empowerment pledge and Pickle-free zone.
- The self-empowerment pledge.
- Implementing the Pickle Pledge.
- Incorporating "Pickle Free Zone" in our department.
- Pickle-Free Zone and stopping others from gossiping.
- Promoting a culture of support staff empowerment go to above and beyond!
- Pickle jar, no negative self-talk, no tolerating B.M.W.
- Be a cheerleader!
- Discuss values in our facility.
- Stopping negative discussions at the onset.
- Pickle - review philosophy with charge RNs and incorporate on unit.
- More positive actions to promote change.
- Speak up to gossip, challenge change from these behaviors. Read the book.
- Self empowerment pledge
- MMFI - great analogy.
- Begin a book "club" to read "The Florence Nightingale".
- Establishing consistent, unified, system-wide goals.

Please indicate future topics/speakers that would be of interest to you.

- Similar!
- Any motivational speaker always helps add a spark to the plug.
- Another option/topic by Joe Tye would be welcomed.
- Offer these for staff not just leaders. How leaders corporately can work better together. That is your biggest barrier. Need tools.
- How to be creative with employee engagement while remaining realistic to our current situation.
- Follow-up with perhaps Jon facilitating on our individual care center/unit how we can create a movement based on what we learned today, so information is put to use!
- A speaker for staff so they have a chance to hear the information from the speaker's mouth.
- More on physician incorporation into culture.
- Zed part after ownership
- Go spark plugs!!
- Dr. Tye again
- More on how we as a system can understand each other more. We need to somehow start to become a health system "family" instead of a health system "site".
- Patient experience as it relates to patient flow between departments. How to work together to create the best practice for this.
- More of the same
- How to change people thinking they are entitled to everything.

Bar Graph

The information/activities helped me learn.  
The program was well organized  
The amount of information met my needs.  
The material was appropriate  
I will be able to implement the ideas I learned  
My attendance at this program was beneficial to me  
Speaker (Teaching effectiveness, knowledge of subject matter) Joe Tye, MHA, MBA  
Overall rating of the education offering.

