



E-Learning on 5 Languages of Appreciation in The Workplace

Singapore Healthcare Management 2018

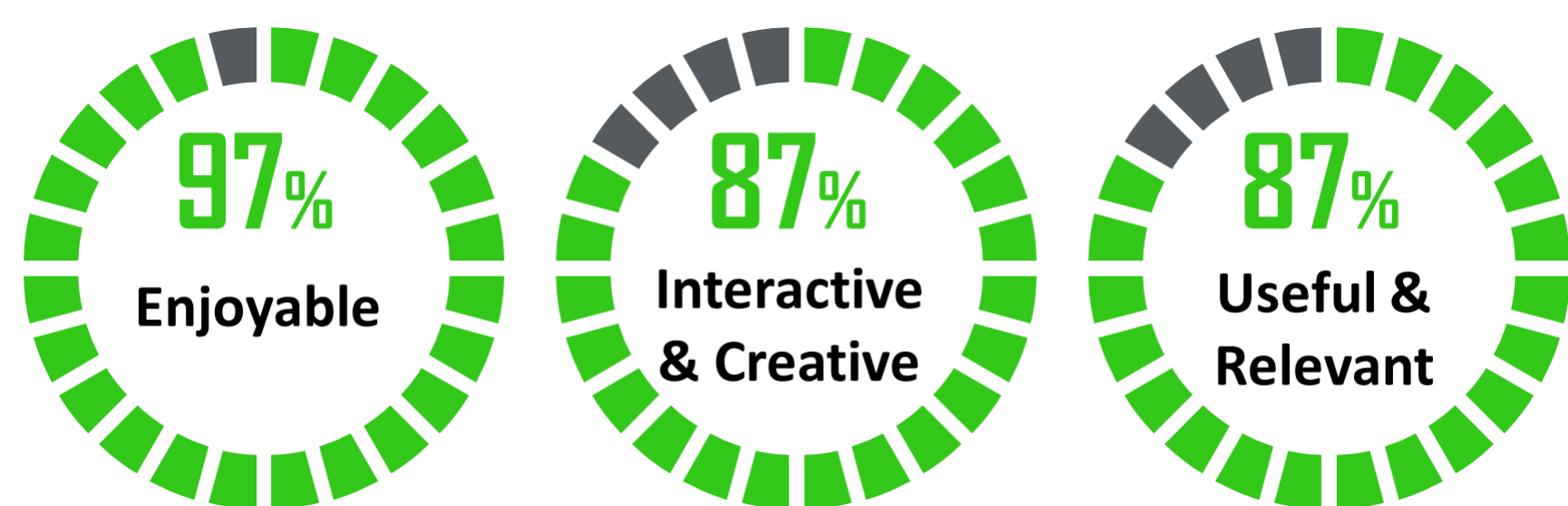
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Background

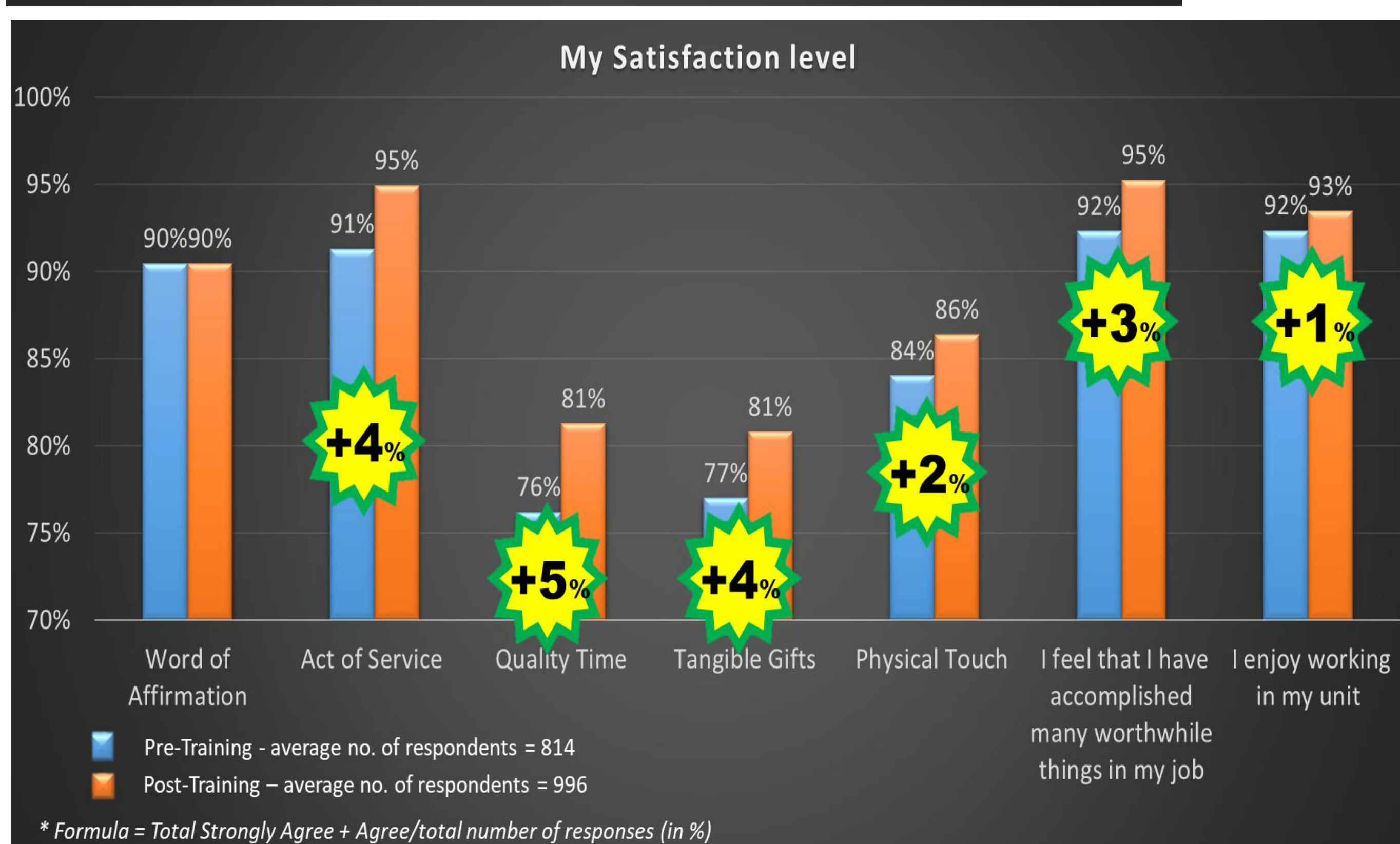
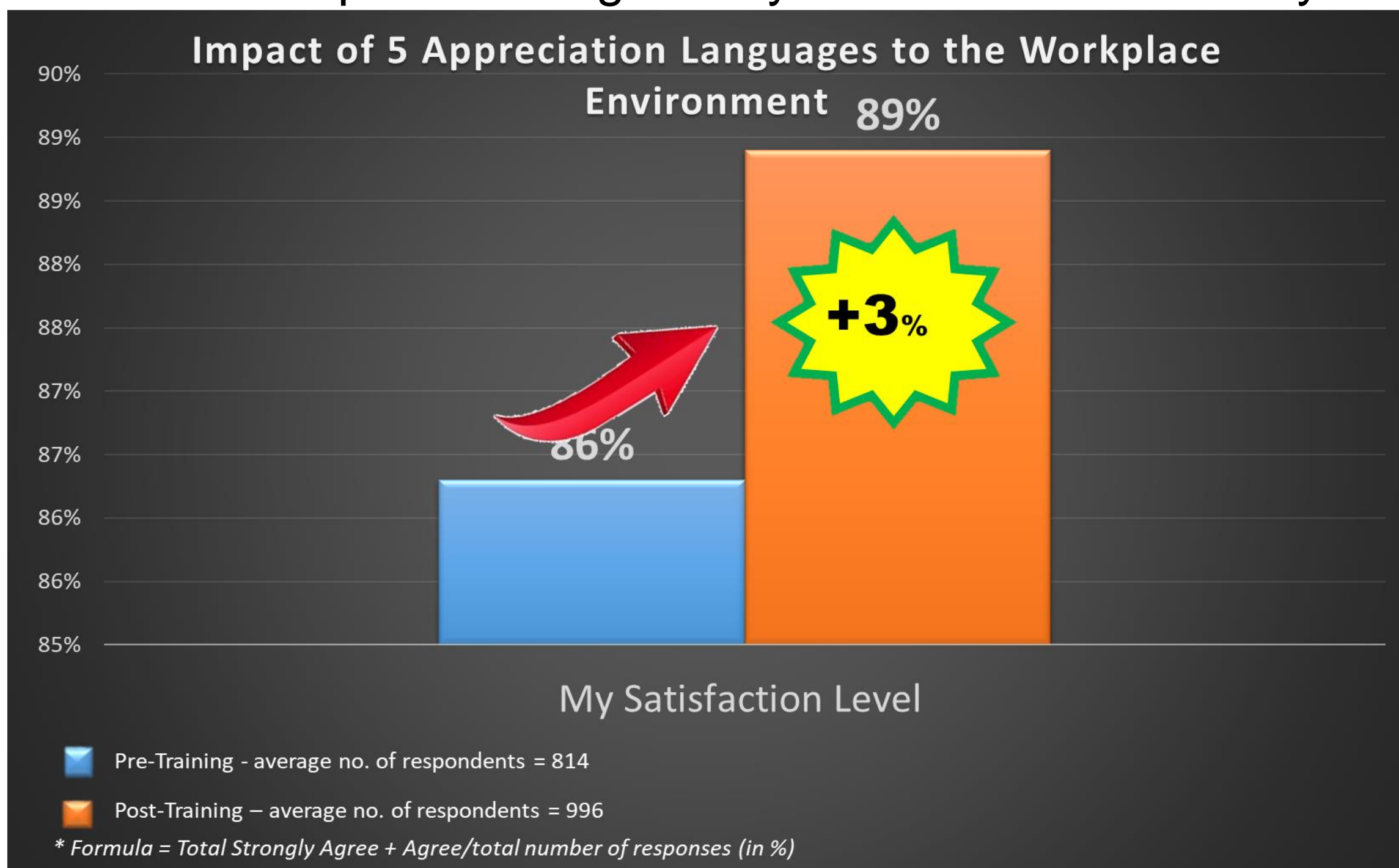
The National Database of Nursing Quality (NDNQI) Indicators survey showed that our indicators on 'supportive nursing management' and the 'RN-RN (Registered Nurse) Interaction' are below the international benchmark. This programme aims to gear our staff to apply the 5 appreciation languages: quality time, words of affirmation, acts of service, tangible gifts and physical touch in the workplace. By focusing on building 5 appreciation languages, Division of Nursing is able to spur our appreciation culture at work which translates into a close and trusting relationship.

Result

Post course evaluation showed positive response. Many commented that the course was informative, useful and engaging.



As part of an extensive research study which studies the workplace culture, we engaged our staff to give a direct observation to determine the application of the appreciation behaviours at the workplace using a self-developed survey form. The pre-training survey was conducted in Jan 2018 and the post-training survey was conducted in May 2018.



The survey results revealed a remarkable improvement in the appreciative culture. The NDNQI survey will be conducted in Oct 2018. We are confident that this eLearning on 5 Appreciation Languages has brought about positive impact to the work environment which our staff and patients will benefit immensely. There was also a cost saving of S\$ 72,270 from classroom training versus eLearning approach.

Conclusion

This eLearning helps our staff to understand and appreciate how the immense power, significant impact and immeasurable value of showing appreciation towards each other. The results of the survey study evidently demonstrated that they are genuinely interested in supporting the appreciation culture at the workplace. Thus the objectives of this eLearning on establishing an appreciative culture at Division of Nursing were met.

Methodology

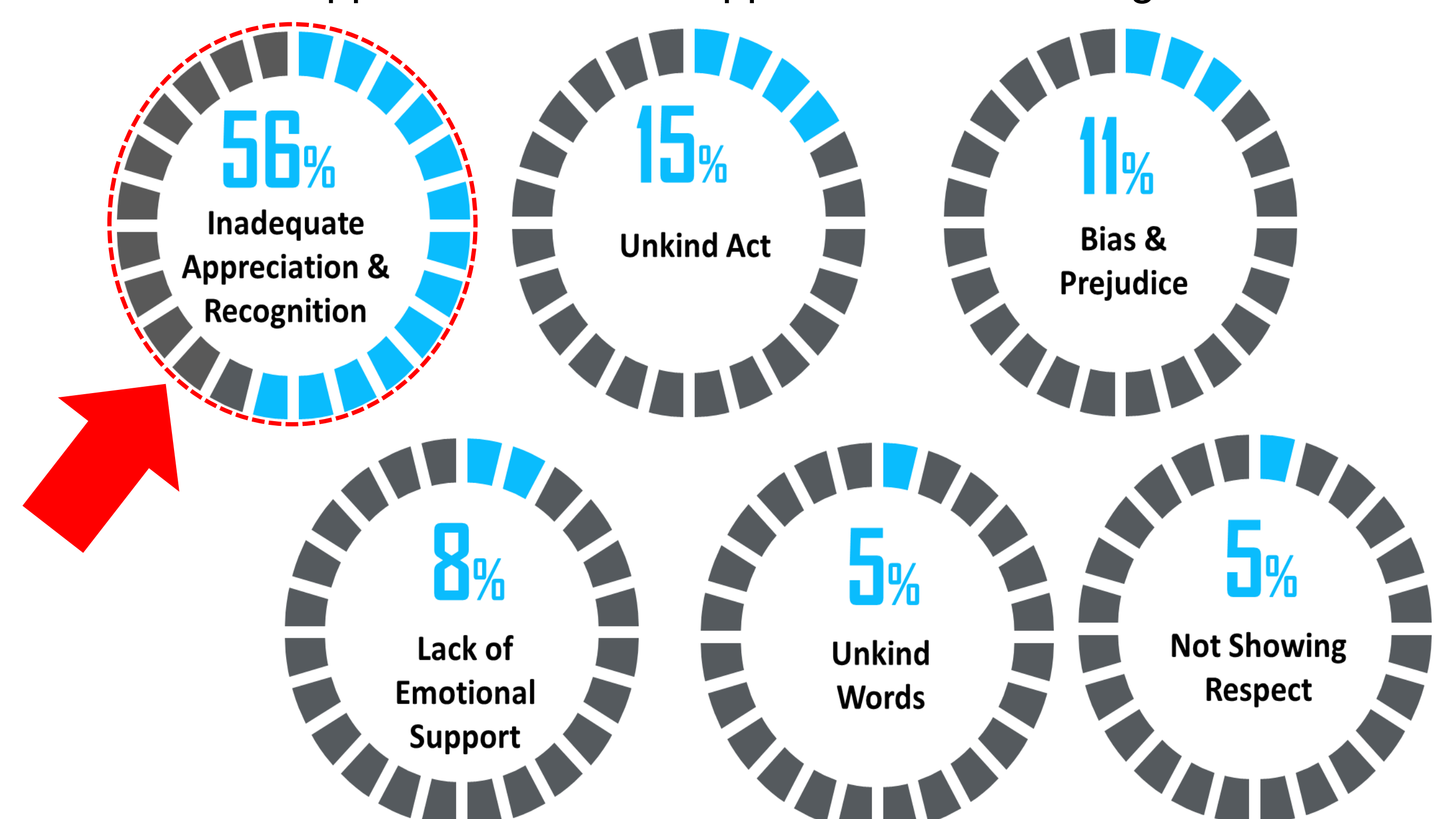
1 Focus Group Meeting

Based on the gaps raised by the NDNQI RN Survey report, focus group meetings were conducted. The nurses were invited to share their work-related positive and negative stories.



2 Root Cause Analysis

Focus Group meetings revealed that the most significant element for staff's happiness at work is appreciation and recognition.



3 Implementation of E-Learning on 5 Languages of Appreciation in the Workplace

We identified solutions that may help to enhance our workplace relation. We decided the most feasible solution based on: feasibility, cost-effectiveness, workload, timeframe and significant impact on the problems. The idea of e-Learning on '5 Languages of Appreciation in The Workplace' was mooted. Training was launched from 1 Feb to 9 Mar 2018 with a total 1668 (87%) staff participation.

