

Impact Check-In

Seeing and celebrating our team’s impact

We are energized by the opportunity to care for the people we serve. But, depending on our role, it can be hard to connect our work with the impact our company has on our members and patients. As a leader, you can help your team keep a fresh, clear connection with the impact they have—so that they always know that their work matters.

Use this Conversation Guide to define your team’s impact, give past examples of it, and celebrate new examples as they’re made, no matter if they’re big or small.

PURPOSE Define our team’s impact, clarify team members’ role in creating it, and celebrate when it happens	
LENGTH + FREQUENCY 60 minutes, twice a year	ATTENDEES All direct reports
FORMAT In-person or virtual; presentation and discussion	MATERIALS “Our Impact” section of Health First Guide; Practice Guide: Path to Impact

BEFORE THE CONVERSATION

- Study the material.** Explore the Health First Guide’s “Our Impact” section to brush up on how we make an impact on the company-level. Find a few real-world examples to show how we make an impact on the team-level. You may review and complete your own draft of the Practice Guide “Path to Impact” to get clear on how you can explain every step of the connection between your team’s work and its impact.
- Help your team prepare.** The conversation is an opportunity for every team member to understand that their role makes a difference. Think about what your team might need to know in advance so that they show up primed to participate. You may distribute the Practice Guide “Path to Impact” and ask team members to complete as much of it as they can and be prepared to share where they got stuck.
- Have a plan for timing and structure.** Create an agenda with time for your team to feel comfortable, and with the right prompts to spark meaningful discussion. Use the next section as a starting point.

DURING THE CONVERSATION

- Set the context.** Remind them of what they should expect from the conversation. Reiterate its purpose.
- Frame impact through Health First.** Help the team keep a fresh working knowledge of how we define impact through Health First—that is, Healthy Teammates, Healthy Company, and Healthy Customers.
- Define the team’s impact.** Give a clear explanation for the impact the team’s work has. Give specific examples, like testimonials from members and patients whose experience with Humana was influenced by the team’s work. Or use less direct examples showing how the team has enabled downstream impact.
- Review the team’s Paths to Impact.** Have team members share their sketches, discussing where they began to feel stuck. Look for themes and open them for further discussion. Present your own completed draft of the Path to Impact and open that for discussion, too.

AFTER THE CONVERSATION

- Continue to celebrate the wins.** No matter if they’re big or small, always uplift examples of individuals and teams making a real impact—supporting Healthy Teammates, a Healthy Company, and Healthy Customers.

“Even though my job feels a bit detached sometimes, I should keep this in mind as motivation to make an impact in my own role.”