

Working Agenda and Suggested Discussion Topics

Theme:

Creating a Shared Services Foundation and Culture that Drives Continuous Improvement and Innovation

Introductions – Current Challenges/Recent Successes

Ascension Health MSC – Shared Services Journey and Path Forward

Building the Shared Services Talent Pipeline

- Hiring for Shared Services – Key Attributes and Onboarding for Success
- Utilizing a Team-Based Structure to Increase Autonomy and Improve Employee Satisfaction
- Development and Retention Strategies for High-Potential Employees (Job Rotations, Special Projects, Career Paths, etc.)
- Implementing a Shared Services Employee Training Strategy

Effective Tools to Create a Unique Shared Services Culture

- Setting the Tone from the Top
- Leveraging Employee Committees
- Creating an Effective Approach to Employee Communications
- Utilizing Flexible Work Schedules and Telecommuting
- Improving Employee Cohesion with Team-Building Events

Utilizing Formal Quality Programs (CI, Lean, Six-Sigma) to Develop Shared Services Workforce Capabilities

- Selecting the Right Quality Program and Approach for Your Organization
- Successful Program Implementation Strategies
- Quality Training for the Shared Services Team – Who Involved and to What Degree
- Embedding Quality and Continuous Improvement into Day-to-Day Operations
- Recognizing Success and Innovation

Simple Things That Enhance Employee Engagement (Examples)