

# November Excellence



Excellence

As you prepare for the monthly culture conversation, review the points below to ground yourself in the concepts and how each concept helps us be Excellent. Remember the goal of this conversation is to re-introduce the concepts and make clear connections for your staff so they feel confident in using and supporting these practices.

## *Excellence*

Excellence means striving for exceptional results. Providing clarity on goals and why those goals are important allows our colleagues to adopt a Blue Chip mindset and curious attitude that helps achieve extraordinary results.

Blue Chips encompass those behaviors, actions, and tasks that drive our most important results. Developing a Blue Chip mindset means colleagues can identify, prioritize, and focus on what matters the most in pursuit of Excellence.

## *Blue Chips*

## *Validate & Verify*

A curious and questioning attitude ensures our choices are best for the given situation. Validation is the internal consistency check for information, and verify is the act of seeking out qualified sources. This practice helps ensure we reduce errors in any situation.

We seek and use best practices in our organization, and we must understand *why* we have these practices. Taking time to understand our practices and policies ensures better adherence and consistency in apply them appropriately in pursuit of excellence.

## *Know Why & Comply*

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Now that you have grounded yourself in the concepts, take a look at some of the tips and best practices below. Use these practices to set your teams up for success in pursuing their goals and supporting one another.



## Work Blue Chips

- Provide clarity by outlining the team's Blue Chips
- Ask your team how they can best support those Blue Chips
- Place your Blue Chips at the top of agendas, or at the start of team meeting slides
- Return to your Blue Chips in huddles or daily briefings
- Discuss Blue Chips in your next one-on-one

## Personal Blue Chips



Our work life can dominate our focus and energy, and it is critical to ensure that we find those opportunities to recharge our batteries. Often times, that recharge comes from spending time and energy on our personal Blue Chips. These Blue Chips could be exercising, spending time with friends and loved ones, or reading new novels. Use some of the tips below to help boost time and energy spent on our personal Blue Chips:

- Share your personal Blue Chips with your team, and ask them to identify their own
- Engage the team on how they can best support one another on their personal Blue Chips
- Set up peer support networks – through check-ins, sharing personal Blue Chips, and/or setting up fun ways to reinforce that focus (e.g., a wellness challenge)

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