



ALLIANCE UBT NATIONWIDE VIRTUAL GATHERING HIGHLIGHTS AND TAKE ACTION

FEBRUARY 8, 2024 RECAP



Check out the top 3 things we covered during the February 8 UBT Virtual Gathering on building stronger connections with team members through collaborative communication skills.

1

In our Labor Management Partnership, we communicate collaboratively by expressing our interests instead of clinging to specific positions. By framing our interest(s), or the “why,” behind something we want, rather than sticking to the “what” we want, it opens more creative possibilities and solutions that meet more people’s needs. Practicing this type of communication leads to more effective decision-making and stronger team unity.

 **TAKE ACTION:**

- » Practice interest-based language. Next time you want to advance an idea or have an ask of your team or team member, try framing it in terms of your interests. You can surface your interest(s) or others’ by asking questions like:
 - What is the reasoning behind the ask?
 - What is important to me (you) about the idea or ask?
 - What is the need that I’m (you are) trying to meet?

2

Did you know that 55% of communication is non-verbal? We covered helpful non-verbal, and verbal, best practices that UBT members can use in effective collaborative communication, including:

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- » Active listening
- » Paraphrasing what you hear during conversations
- » Asking questions for understanding
- » Building rapport to develop trust
- » Being aware that your body language communicates openness and is not closed off, like not having arms or legs crossed
- » Exercising empathy by taking time to understand and acknowledge someone's perspective or experience.

TAKE ACTION:

- » Take the new [Interest-based Conversations and Reaching Consensus course](#). It explains in more depth the differences between an interest and a position, and walks learners through the steps of effective collaborative conversations in everyday work — from active listening to showing empathy.

3

We are escalating our *Wage Up, Staff Up, Partner Up* campaign to DEMAND KP increase pay and improve working conditions by delivering thousands of signed demand letters to KP leadership. KP has refused much-needed across-the-board wage increases for Alliance members that reflect the changing dynamics in health care and the labor market. Alliance members are experiencing high turnover, poor morale, difficulty in hiring, and ultimately, it's impacting patient care.

TAKE ACTION:

- » Join your fellow Alliance members in sending a message to KP leaders by signing the Demand Letter to KP here: <https://qrco.de/SignDemandLetter>
- » Share the Demand KP letter with 5 Alliance co-workers and ask them to sign.



Join us for the Alliance UBT Nationwide Virtual Gatherings every second Thursday of the month.

NEW IN 2024: Times for Sessions 2 and 3 have changed. See below.

SESSION 1: 9:00 am Pacific, 6:00 am Hawaii, 10:00 am Mountain, 12:00 noon Eastern

SESSION 2: 3:00 pm Pacific, 1:00 pm Hawaii, 4:00 pm Mountain, 6:00 pm Eastern

SESSION 3: 6:00 pm Pacific, 4:00 pm Hawaii, 7:00 pm Mountain, 9:00 pm Eastern

You only need to register once and you'll get invited to all the Virtual Gatherings for the year. After you register, you'll get an email with the meeting link and a calendar invitation.

The next virtual gathering is Thursday, March 14, 2024.

To register please visit <https://qrco.de/UBTVirtualGathering> or scan the QR code.



Haven't been able to join our Alliance UBT Virtual Gatherings? Please take a moment to let us know why by taking this brief survey: <https://forms.office.com/r/K11cmy7fFg>



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