

Adventures In Attitudes  
Measured Results

Case Study #1

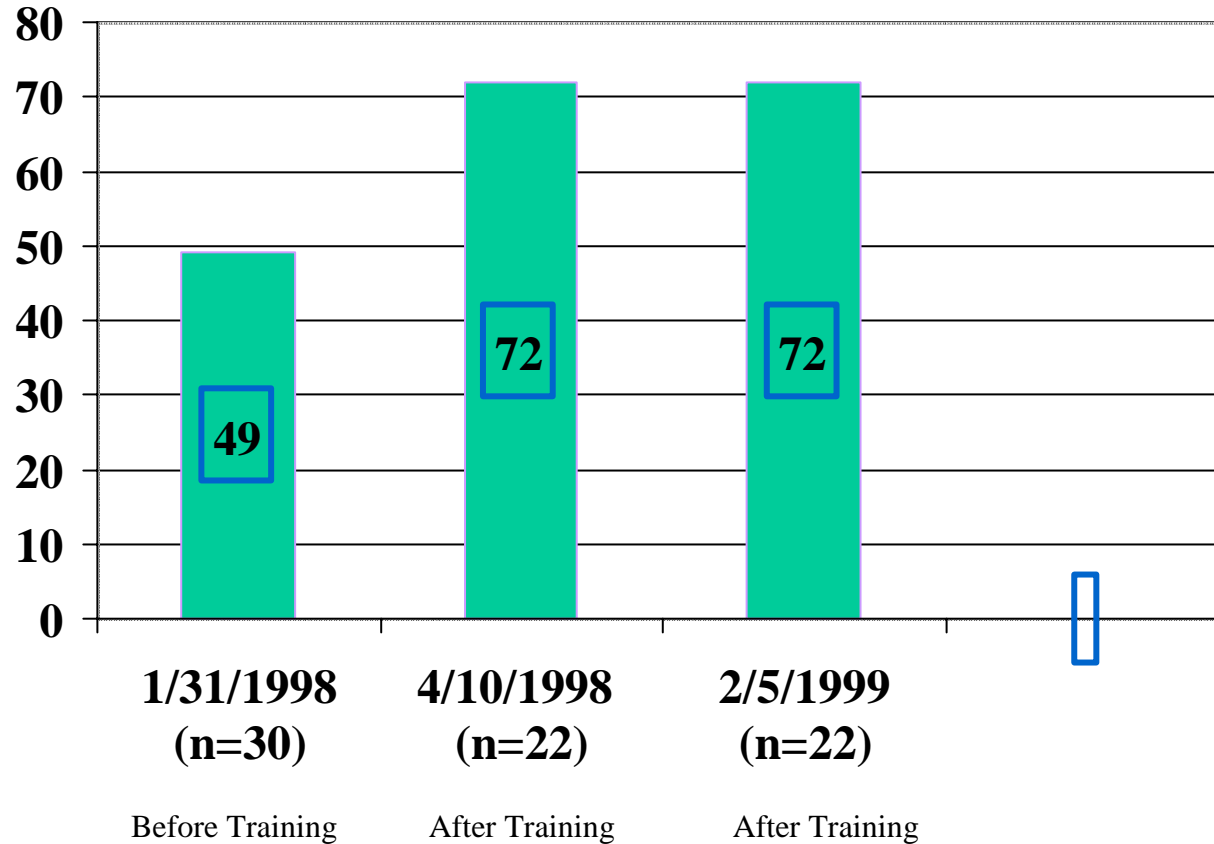
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Purpose:	Measure improvement in the working environment
Participants Surveyed:	30 nursing professionals from one patient care area of hospital (3 <sup>rd</sup> round of surveys included 20 participants)
Questions on Survey:	10 simple questions each relating to one of the Adventures in Attitudes projects
Process:	Participants completed survey as follows: <ul style="list-style-type: none"><li>• At the beginning of Adventures in Attitudes training</li><li>• Two months after training</li><li>• Ten months after the training</li></ul>
About the Survey:	9 pt. Scale indicating level of agreement
Results:	Approximately 1/3 of the responses before training were negative. After the training, most if not all of the negative responses moved to positive. The third round of research indicated a slight decline in scores in many areas and a continued upward trend in problem solving. Overall summary indicates a long lasting positive impact on the working environment (see attached report).

*Measuring the Impact of Adventures In Attitudes*

# 1. Practices effective listening skills.

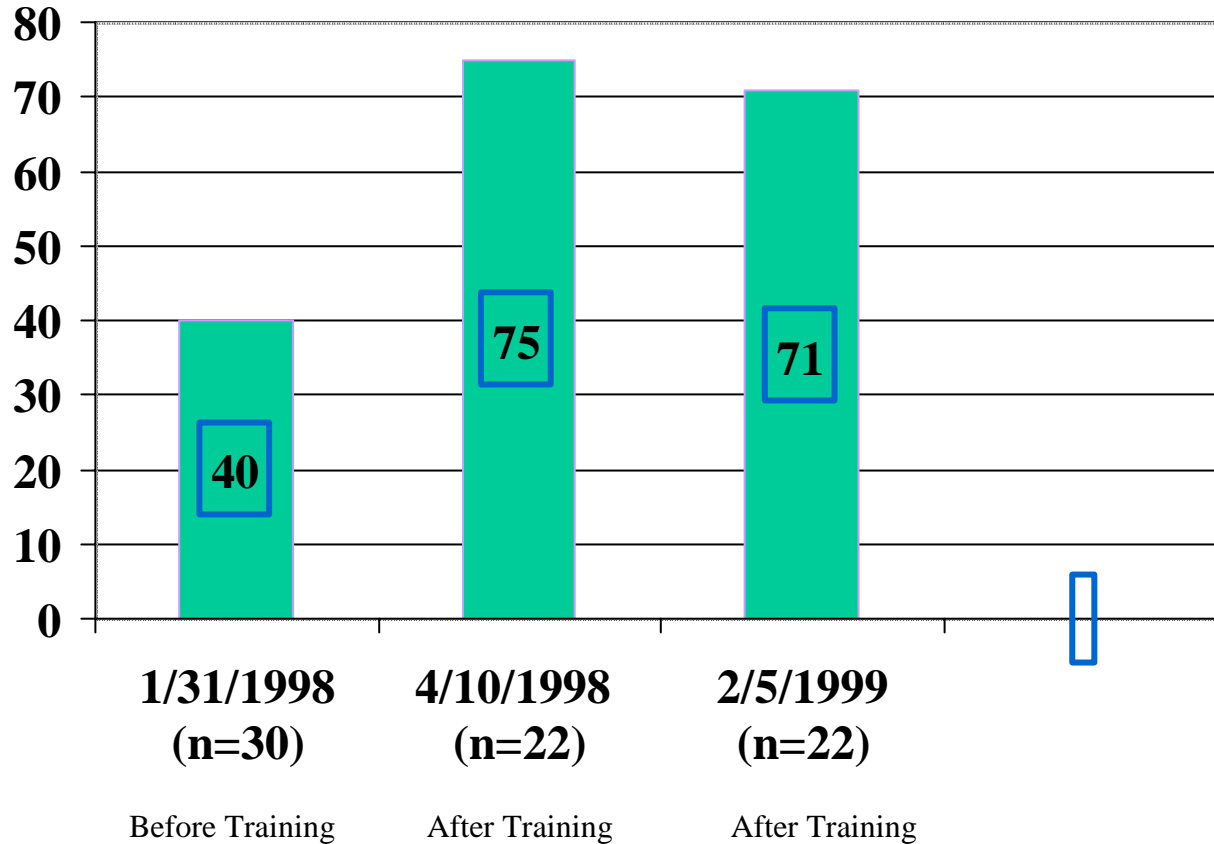
Staff Perception of the Working Environment



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## 2. Communicates with a cheerful tone of voice.

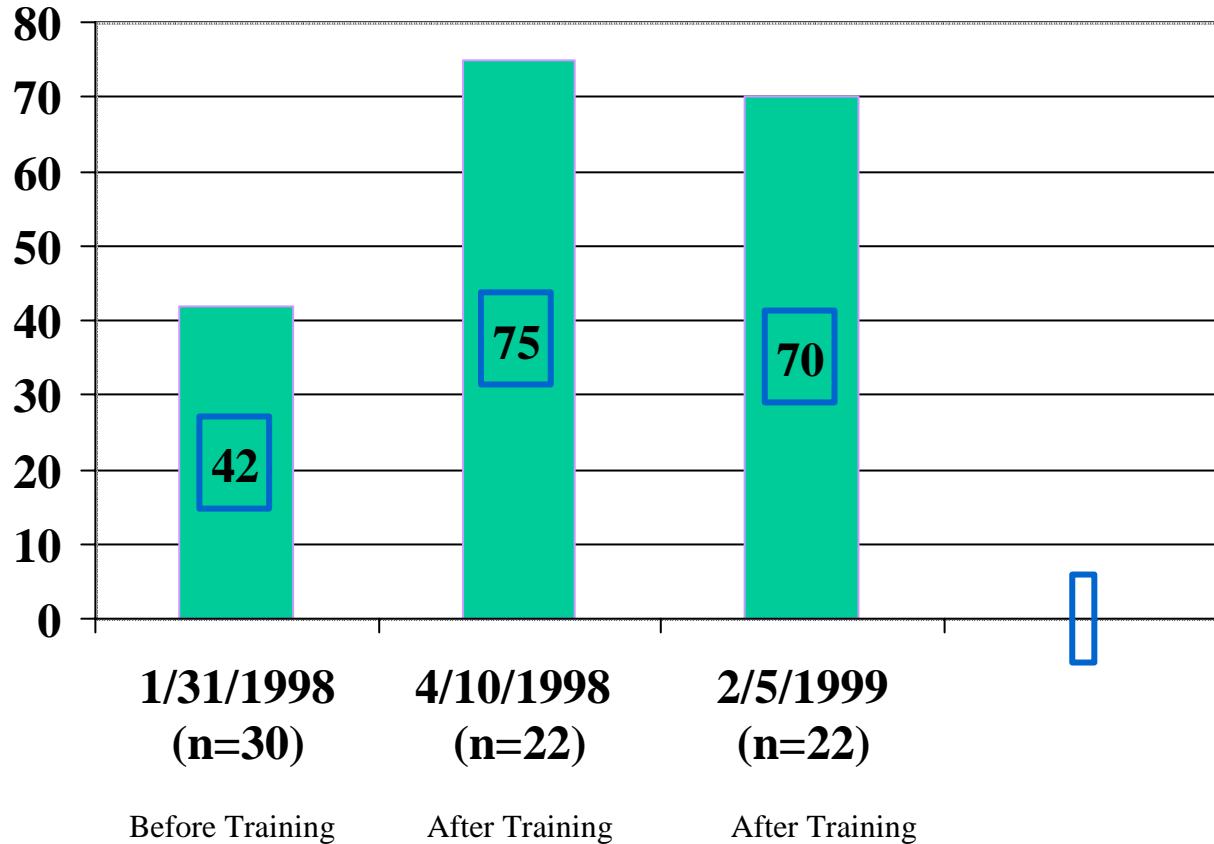
Staff Perception of the Working Environment



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### 3. Practices behaviors that foster teamwork.

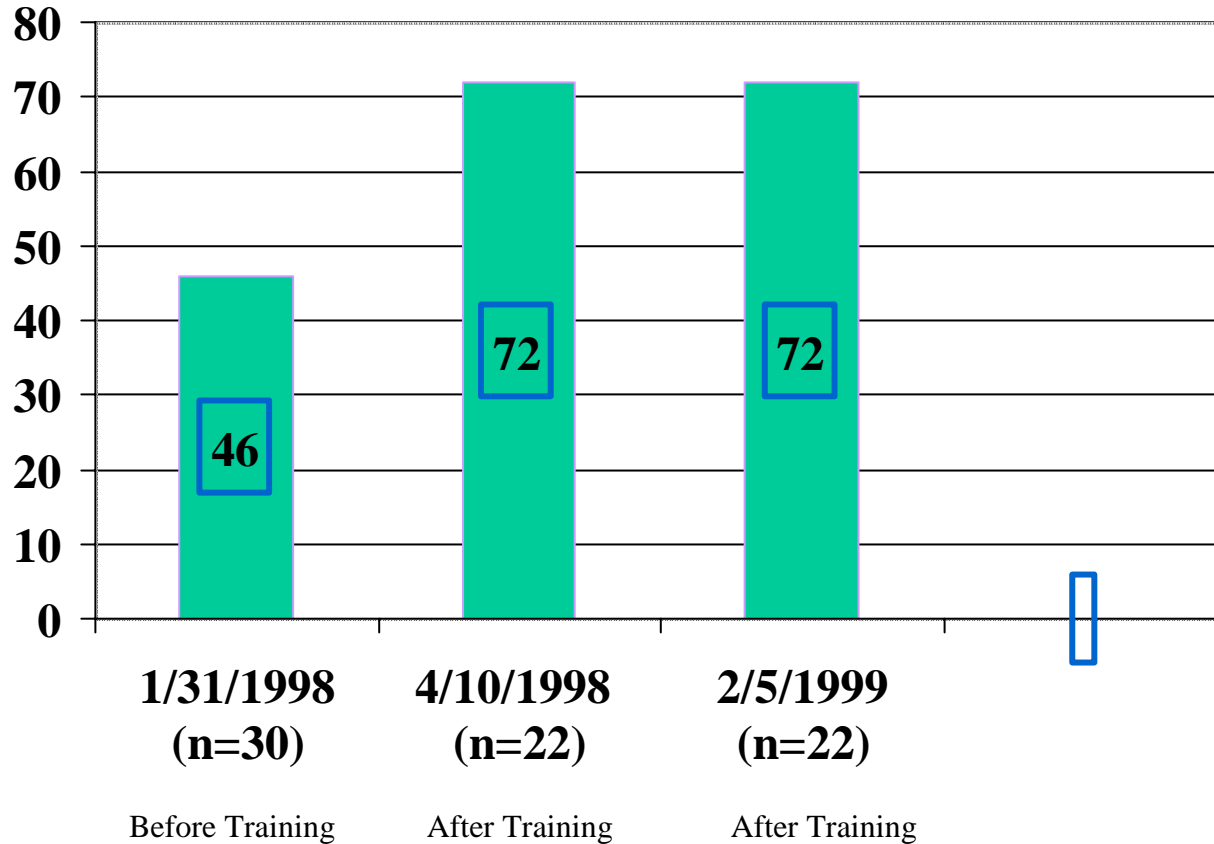
Staff Perception of the Working Environment



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# 4. Effectively manages ones own emotions.

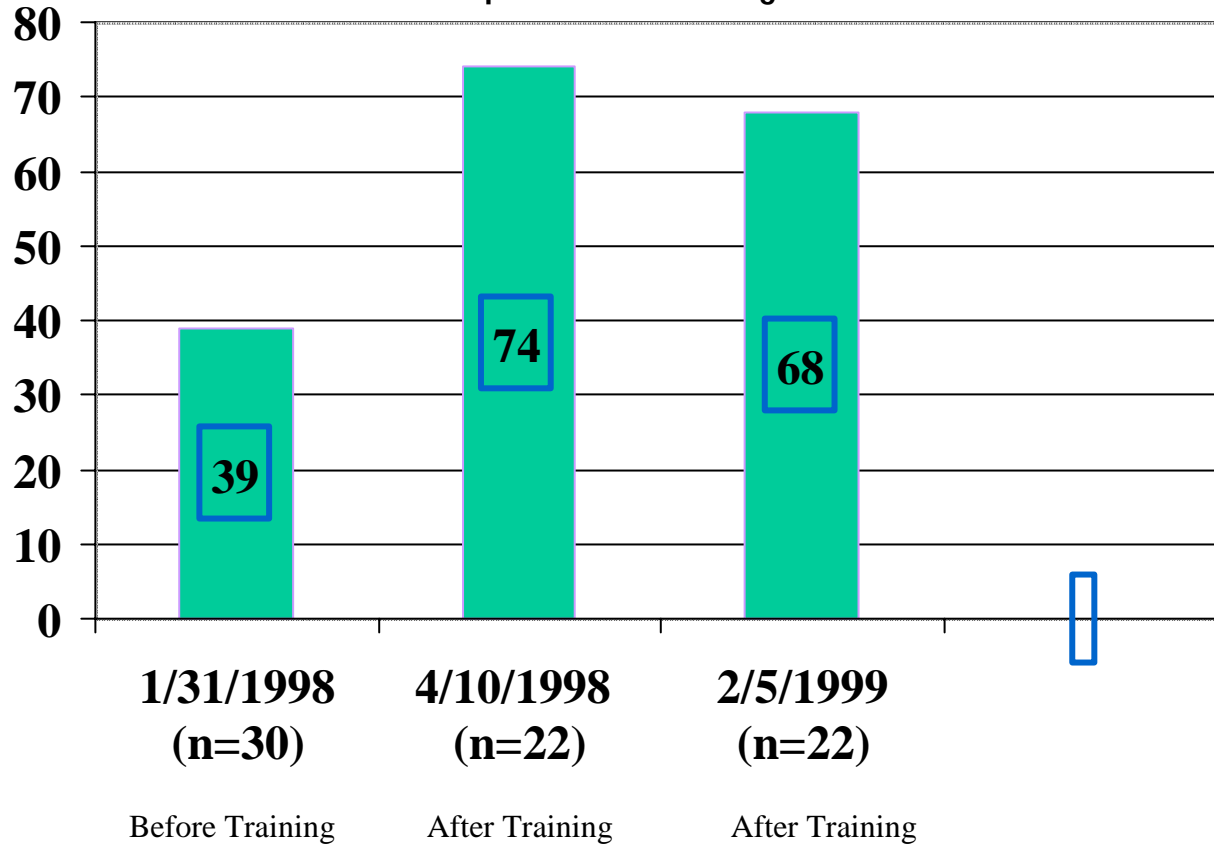
Staff Perception of the Working Environment



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# 5. Demonstrates understanding of behaviors of others by adapting to meet their needs.

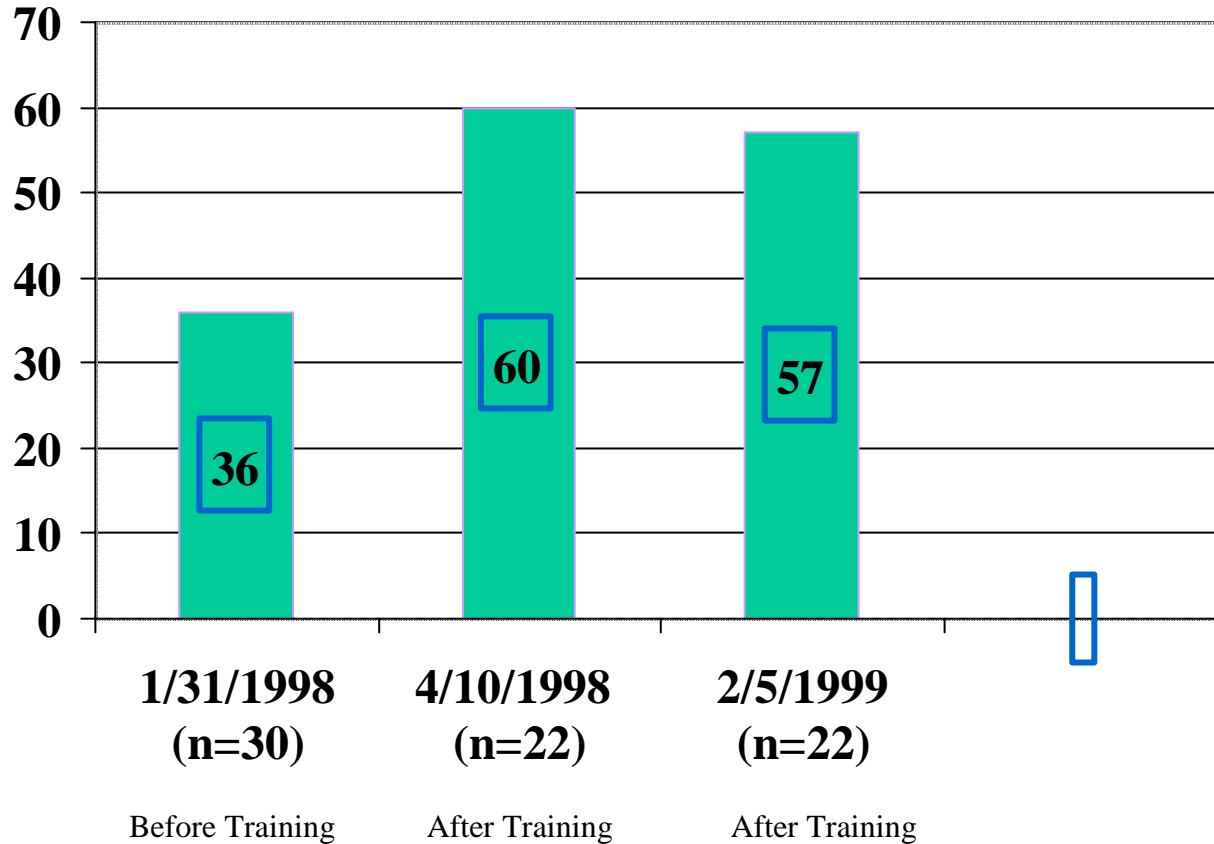
Staff Perception of the Working Environment



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# 6. Does not criticize others.

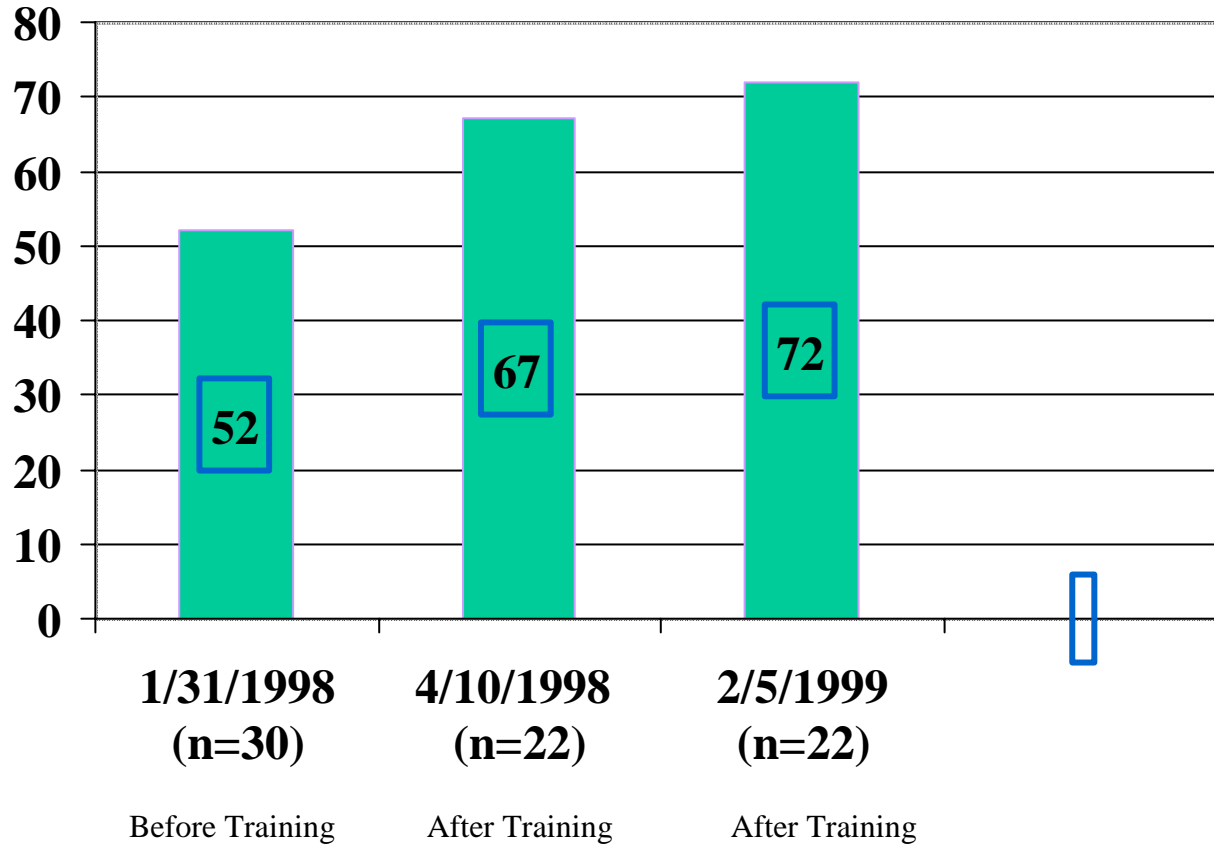
Staff Perception of the Working Environment



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# 7. Identifies problems and formulates solutions.

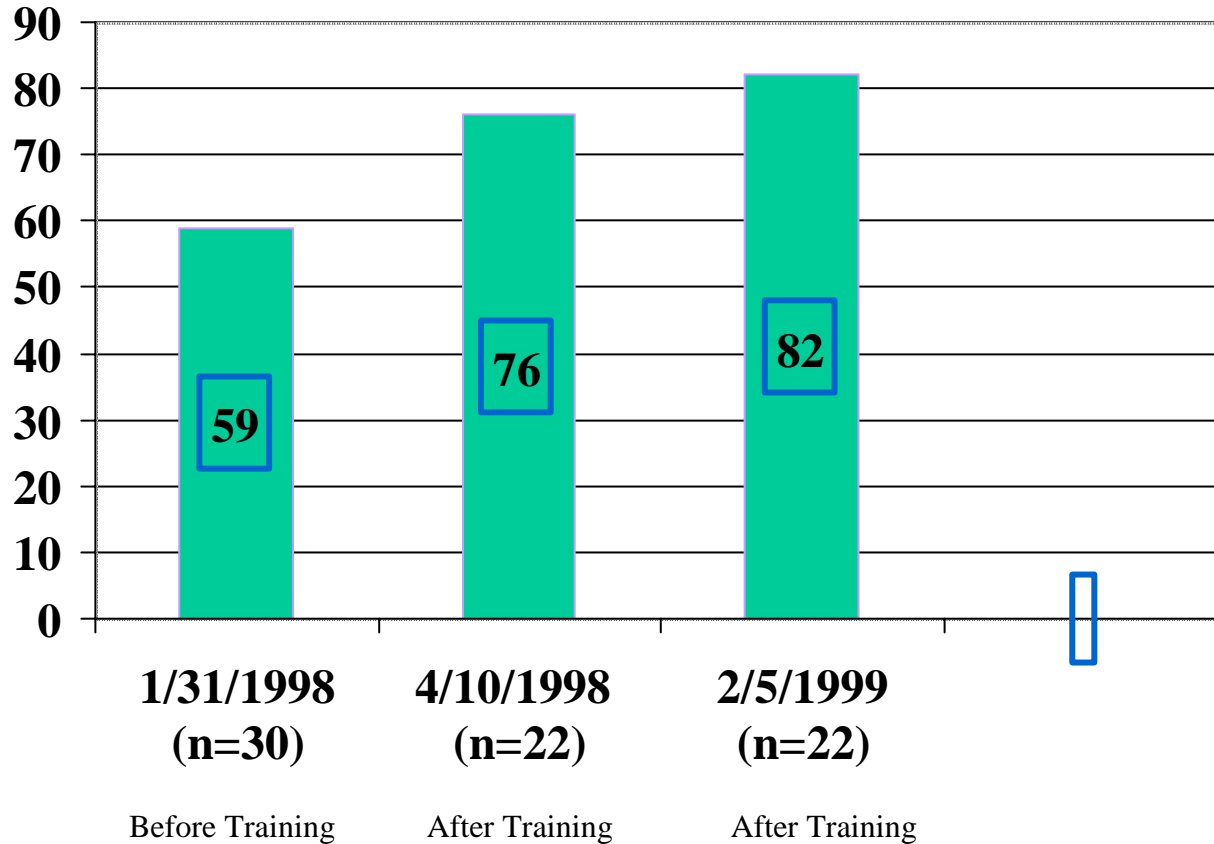
Staff Perception of the Working Environment



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# 8. Participates in unit celebration.

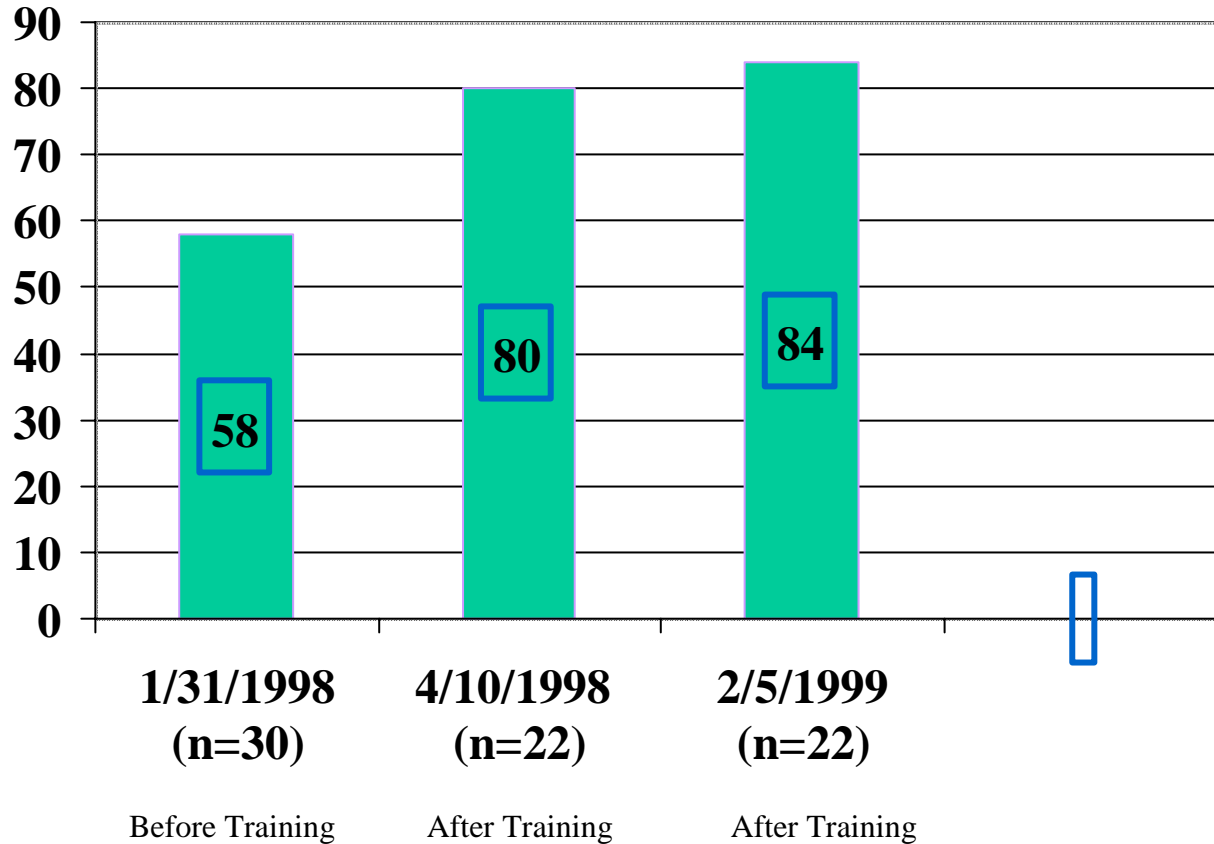
Staff Perception of the Working Environment



*Measuring the Impact of Adventures In Attitudes*

# 9. Responds quickly to customers.

Staff Perception of the Working Environment



*Measuring the Impact of Adventures In Attitudes*

10. Practices goal setting.  
Staff Perception of the Working Environment

