

Onstage/Offstage

Foundations of The Sharp Experience

Defining Your Onstage and Offstage

As the name implies, the inspiration for this framework comes directly from the theater. In a performance, Onstage simply means the parts of the play visible to the audience, whereas Offstage defines any activity that happens behind-the-scenes that the audience cannot see. Both parts are vital to a play's success. At Sharp, we have adopted this framework to help us remember what behaviors should occur in front of those we serve and what behaviors should take place behind the curtain.

While the concept of a theater serves as the inspiration for this framework, it is important to remember that the work we do at Sharp is not a fake, theatrical performance. The business of health care is important — and at times even life-saving — work. The key takeaway is that, no matter our role or our work location, we need to be aware of what we show to those we serve when we are Onstage.

And, just as important is the idea of Offstage. Just as an actor must take time Offstage to prepare for their performance, so too must we take time to rest, reset and reframe our minds to do our best work. Taking time Offstage sets us up to be successful Onstage. In this activity, you will define your Onstage and Offstage areas.

Onstage



In theater, Onstage includes the actors, set, props, costumes and any other elements that contribute to the performance.

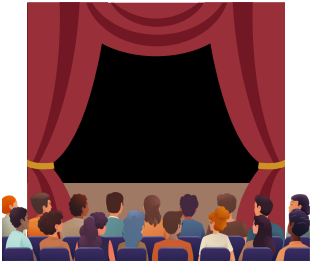
At Sharp, our stage is the place where we do the work of transforming the health care experience. This can be in patient care areas, in non-clinical areas or even virtually. It can also be anytime we are wearing our ID badges or representing Sharp in the community.

Where and when do you perform your role?

What part of your stage does your audience see? Think about the entire set — in a play, this includes props, costumes and fellow actors.

What else is part of your Onstage presence?

Offstage



Offstage activities include rehearsals, prop management and other preparations that make the performance possible. Actors may also go offstage during a performance to wait for their next appearance.

At Sharp, we recognize the importance of having places where you can decompress, relax and be Offstage. We believe that to be successful Onstage, you must take time Offstage: to take care of personal matters, to foster relationships with colleagues, and to reset and refocus so you can provide The Sharp Experience to those you serve.

When are you Offstage? Where can you go at work to be Offstage?

Are there any activities currently Onstage that you should move Offstage?

What activities should you keep Offstage?