


February 14, 2024

Leading With Purpose



8 Strategies for Engaging Your Careforce



The
John A. Hartford
Foundation





Our Work Together

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What the 8-Part Series Will Deliver

By participating in this series of 8, 30-minute sessions, you will:

- Assess your strengths and your organization's strengths and build on those;
 - Lead change through small tests over time,
 - Cultivate a positive work culture, and
 - Ultimately, grow and retain your *Careforce* (Porter, 2022)

Porter, L. (2022, April 15). *We need a careforce, not just a workforce*. McKnight's Long-Term Care News. <https://www.mcknights.com/blogs/guest-columns/we-need-a-careforce-not-just-a-workforce>

Quick Debrief on Session 1 – Culture of Ownership

1. We have a meaningful statement of values.
 - *Our statement of values is authentic, not generic. It defines who we are, what we are and what we will not stand for. It is included in performance appraisals and new EE orientation. Our people are expected to know and to live these values.*
2. We have defined our ideal culture.
3. We have well-established expectations regarding attitudes and behaviors.
4. We expect a spirit of ownership from our leaders.
5. We are committed to the individual.



Tye, J., & Dent, B. (2nd. Ed.) (2020). *Building a culture of ownership in healthcare: The invisible architecture of attitudes, values, and self-empowerment*. Sigma. Download the "Quiz" at <https://sigma.nursingrepository.org/handle/10755/19976>



On Deck for Today!

Why You Should Encourage Team “Communal Agreements”

In this session we will....



Discuss leader practices to create **trust and commitment** across sites of service and the organization



Describe the use of “Communal Agreements” to drive team engagement and trust



Introduce a method to develop and apply communal agreements in team practice

What's trust got to do with it?



- Trust of...
 - *Character*
 - *Communication*
 - *Capability*

Reina, D., Reina, M., & Hudnut, D. (2017). Why trust is critical to team success. Reina. <https://www.ccl.org/wp-content/uploads/2017/05/why-trust-is-critical-team-success-research-report.pdf>

Group.... Or a Team??



Plan to get there (That involves everyone)

Clear, shared goal

Group identity

Safety and mutual trust

10 STEPS TO ESTABLISHING TEAM NORMS



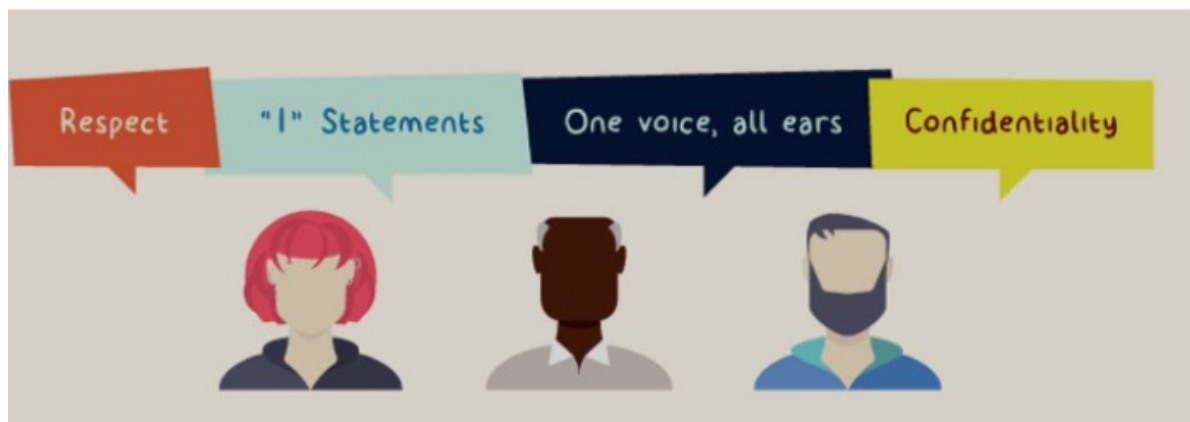
Use as ~

- Pre –work..., or
- Warm-up...

1. **THINK** of the most difficult team you've been on.
2. **WRITE** about what made the experience negative.
3. **SHARE** your experience with the group.
4. **REFLECT** on the best team you've been on.
5. **COMMUNICATE** that experience to the group.
6. **DISCUSS** your positive and negative experiences.
7. **SUGGEST** successful team behaviors.
8. **DECIDE** which behaviors to commit to implementing.
9. **EXPLORE** responses for unresponsive team members.
10. **CREATE** a list of "must-do" behaviors for the team.

Communal Agreements

... or “Rules for the Game”



Goldback, J. (2017). Diversity Toolkit. Available at: <https://msw.usc.edu/mswusc-blog/diversity-workshop-guide-to-discussing-identity-power-and-privilege/>

Where to start?

- 10 Steps to Establishing Team Norms and/or...
- What ground rules will encourage **you** to fully participate in this group, to feel safe, to feel like you belong, to have a voice, and to feel valued as a member of the group?



Chat in...

What ground rules would encourage you to fully participate in a group, to feel safe, to feel like you belong, to have a voice, and to feel valued as a member of the group?



Communal Agreements



An example ...

- Keep an Open Mind
- Maintain a Positive Attitude
- Never leave in silent disagreement
- Create a safe environment
- Practice mutual respect
- Treat others as you'd like to be treated
- One person, one voice
- No position or rank
- No such thing as a dumb question
- Understand the process
- Just Do It!!!!

What happens next?

Teams need to discuss and agree on how they will use the Communal Agreements...

- *Where will they “live”?*
- *When will the team review them?*
- *How will the team members hold each other accountable?*





Takeaways - Lightening Round

What was of value?
What will you do by next Tuesday?



Find the Recordings of *More of a Good Thing* and *Leading with Purpose* (this series) ... Along with Other Resources

<https://paltc.org/goodthing>

The screenshot displays the AMDA website's resource page. The navigation bar includes links for RESOURCES, EDUCATION (CME/MOC), PUBLIC POLICY, MEMBERSHIP, STATE CHAPTERS, PRACTICE MANAGEMENT, and CAREER CENTER. The main content area features three primary sections:

- More of a Good Thing: A Framework to Grow and Strengthen the PALTCCareforce**: This section describes a series of virtual roundtable discussions based on the 4Ms Framework. It includes a paragraph about the program's goals and a 'Register Now' button.
- Leading with Purpose: 8 Strategies for Engaging Your Careforce**: This section details leadership strategies for facility leaders, mentioning a series of 30-minute virtual sessions. It also includes a 'Register Now' button.
- More of a Good Thing Meeting Archives & Tools**: This section lists several recorded sessions with their dates:
 - Developing Leaders Within Your Organization | January 11, 2024
 - Partnership in Leadership: An Administrator and DON Share Their Success Stories and Lessons Learned | December 14, 2023
 - Now Nursing Home Value Business Model | November 9, 2023

On the right side of the page, there are additional options:

- Save The Date**: A section for 'More of a Good Thing Monthly Roundtable Discussions' with details for a session on February 8, 2024, and a 'Register Now' button.
- Leading With Purpose: 8 Strategies for Engaging Your Careforce**: A section for 'Setting Your Course: How to Jump Start Your Workforce Plan' with details for a session on January 18, 2024, and a 'Register Now' button.
- Stay Connected to More of a Good Thing**: A section encouraging email sign-ups for future programming, with a 'Join Our Email List' button.
- Questions?**: A section providing contact information for AMDA's Director of Clinical Affairs and Education, Erin O'Brien, MA.

Next Session!
March 21st (Thursday) at 4:30 ET

Giving Feedback (and Feed Forward)... That Works



References

- Goldback, J. (2017). *Diversity toolkit*. Available at: <https://msw.usc.edu/mswusc-blog/diversity-workshop-guide-to-discussing-identity-power-and-privilege/>
- Hewertson, R.A. (2015). *Lead like it matters...Because it does*. McGraw Hill.
- Leading Effectively Staff. (2020). *10 steps for establishing team norms*. Center for Creative Leadership. <https://www.ccl.org/articles/leading-effectively-articles/the-real-world-guide-to-team-norms/>
- Porter, L. (2022, April 15). *We need a careforce, not just a workforce*. McKnight's Long-Term Care News. <https://www.mcknights.com/blogs/guest-columns/we-need-a-careforce-not-just-a-workforce>
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