

# Staff-Directed Leadership: The Next Frontier in our Culture Change Journey

Leading Age OK  
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Lifework Transitions: Coaching, Consulting, Training  
www.lifeworktransitions.co  
www.facebook.com/lifeworktransitionsllc  
314-477-3144

## Overview

- What is SDL?
- Creating personal and professional intentions to model SDL
- Challenging limiting beliefs and interference
- Strategies for powerful communication
- Sharing, Q&A

## Staff Directed Leadership



## Staff Directed Leadership

- Values and Goals of PDC
- PIP
- Coaching Strategies

**WHY???** State of our long term care industry

Good news/bad news? You have been selected to do some amazing work with residents, family and staff.

Demographics in 15 years, there will be 70 million seniors...65 and older. There are 40 million now. Wont be enough caregivers.. Need to be a magnet.

- Retention in LTC- retention is in your hands
- CC next step
- Build something that will last...will blow away the competition. Be a Model... Exude Culture of Elevation for care staff, all staff.

- **Strengths focus**
  - Increases productivity
  - Increases engagement
  - Increases self confidence
  - Increases career outcomes
- Value differences...step toward eachother for everyone's success
- Vision exercise to open up your thinking about goals.

**Average hours per resident or participant per day, by sector and staff type: United States, 2014**  
CDC, 2/16

	• RN	LPN	CNA	SW	Activity
• ADC	.26	.2	.93	.14	.72
• SNF	.55	.86	2.47	.08	.19
• RC	.2	.17	2.16	.03	.33

## GALLUP LEADERSHIP RESEARCH FINDINGS

- The most effective leaders are always investing in strengths.
- The most effective leaders surround themselves with the right people and then maximize their team.
- The most effective leaders understand their followers'

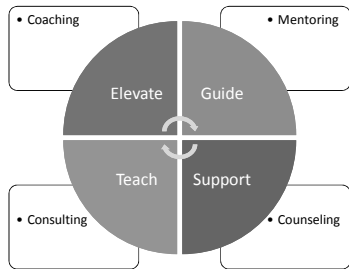
## Dynamic Management

- Demonstrate leadership thru participation--
  - Show willingness to do the dirty work
  - Focus on person, not problem
  - Focus on strengths
  - Use of humor, trust, support networks
  - Have high AND realistic expectations of self and others
  - Recognize and speak about the team's talents

## Leadership

- Tell a story where your authentic leadership qualities showed up

## Why coaching?



## A TASTE OF COACHING

### 3 Powerful Strategies for Leaders

- Pillars of Balanced Living and Leading
- Challenging Limiting beliefs
- Perspectives

## Pillars of Balanced Living and Leading

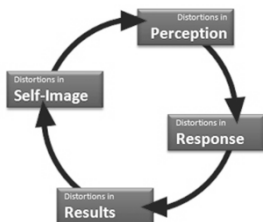
- Personal
  - PHYSICAL HEALTH
  - SPIRITUAL LIFE
  - FINANCIAL RESOURCES
  - EMOTIONAL/ SOCIAL SUPPORTS
  - FAMILY SUPPORT
- Professional
  - ASKING POWERFUL QUESTIONS
  - LISTENING DEEPLY
  - STRENGTH FOCUSED SUPPORT
  - CONSCIOUS USE OF SELF
  - USE OF SAFE HUMOR



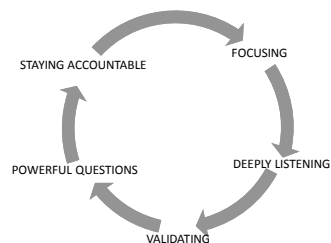
## Getting Out of our Own Way

- Performance=Potential-Interference

-Tim Gallwey, The Inner Game



## Coaching tools for Leaders



## Recognizing pitfalls of team development

- What has bulldozed our best intentions?

- Are skills blocking you?
- Not 'feeling' the new culture?
- Finances?
- Residents---new acuity, challenging families/expectations?
- Personal upheaval-financial, health, stress, aging, relationship?



## Utilizing a team's strengths to meet goals

- What makes work, work? What tears it down?
- How do you/team members show up?
- How do you handle conflict? Stress? Obstacles?
- What strengths are you seeking in team members? Why?

## Building leadership culture for long-lasting results

- People + Process
  - Hire & coach staff for ALIGNMENT of mission and values
  - Perfect processes-improve efficiency for more relationship work
  - Model values
  - Encourage and model life/ work balance
  - Celebrate successes-bringing joy to our work

## Staff-Directed Leadership Goals

- |   |  |
|---|--|
| <p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>• Hire for alignment of company values</li> <li>• Ensure Balance</li> <li>• Be Inclusive</li> <li>• Developed</li> <li>• Celebrate successes</li> </ul> | <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Revisit Values</li> <li>• Model Values</li> <li>• Continually develop new leaders                             <ul style="list-style-type: none"> <li>• Reward those who develop</li> </ul> </li> </ul> |
|---|--|

## Thank you!

- For more information or to see how we might work together..

- Sylvia Nissenboim, LCSW
- Lifework Transitions, LLC
  - 314-477-3144
- [www.lifeworktransitions.co](http://www.lifeworktransitions.co)
- [www.facebook.com/lifeworktransitionsllc](https://www.facebook.com/lifeworktransitionsllc)