Let's Work it Out

There are Roses for everyone

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Working out the statements that define roles

What makes me a leader?

- Knowledge vs Know-how.
- Ability vs Capability.
- Skills vs Skill-Set.
- In charge vs Leading the Charge
- Cult vs Culture

Make Your Mark

Working on the best and most sustainable actions to improve leading and guiding self and teams.

CULTURE VS CULT: WHAT'S IN YOUR BUILDING?

Read the following scenarios and decide if its an environment of culture or of a cult like atmosphere

- 1. a CNA reports a near-miss medication error, but later hears from peers that, "You shouldn't have said anything'
- 2. Leadership holds a monthly meeting were staff can ask questions and challenge processes without retaliation
- 3. Only a select group of employees consistently gets preferred schedules and praise regardless of performance
- 4. A leader says; "If something goes wrong, I want to know immediately so we can fix the system-not blame the person"
- 5. Staff avoid reporting problems because nothing ever changes anyway or its not worth the trouble

The Scenario

3 minute table discussion….

May the force be with you…

- You recently experienced a staffing shortage and your work-force is weakened as some of the most experienced staff have left. You now see a dip in resident satisfaction and morale. You feel the weight of this. What is one small leadership action you can take to address this? And how does your mindset influence the way you handle the situation? Is this an agreed effective course to take.

ESTABLISH YOURSELF AS THE LEADER IN YOUR BUILDING. OWN THE POSITION AND THE ACCOUNTABILITY. REGARDLESS OF WHERE INITIATIVES COME FROM, GIVE THE DIRECTIVES REGARDING RULES, POLICIES, CHANGES, FROM YOU. YOU CANNOT BE RECOGNIZED IF YOU MAKE YOURSELF UNRECOGNIZABLE. ALLOWING OTHERS TO BE MORE IN CHARGE THAN YOU, YIELDS IDENTITY THEFT IN YOUR OWN BUILDING.

Normalize Leadership

Being right is great but not if it does not grow and lead your employees. If your being right does not strengthen and empower your team, then it disables you

The 3 F's: Follow thru, Follow up, Follow the Leader

Deterring Staff Burnout: (PTSD) Post Traumatic Staff Disorder

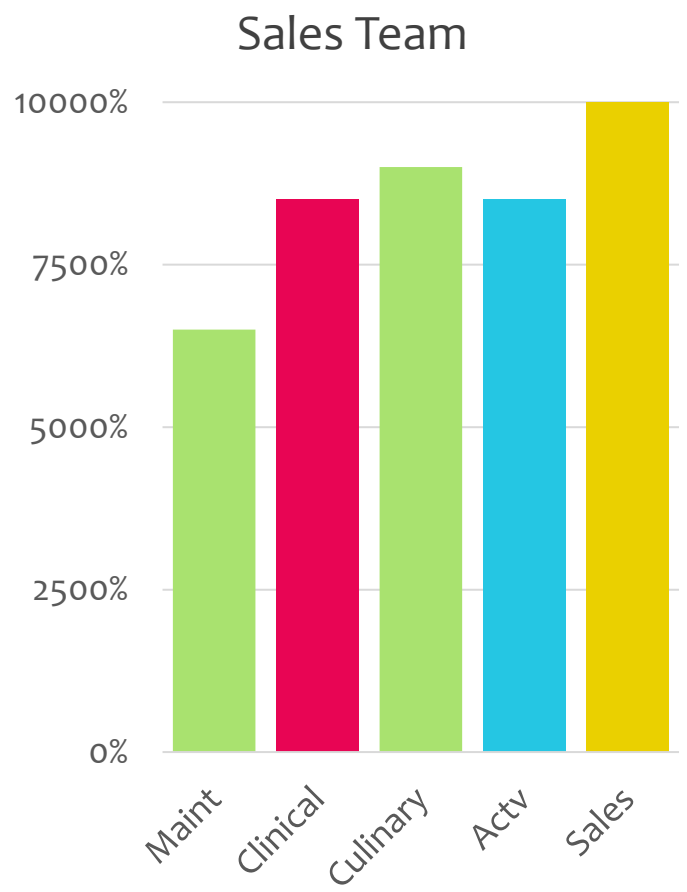
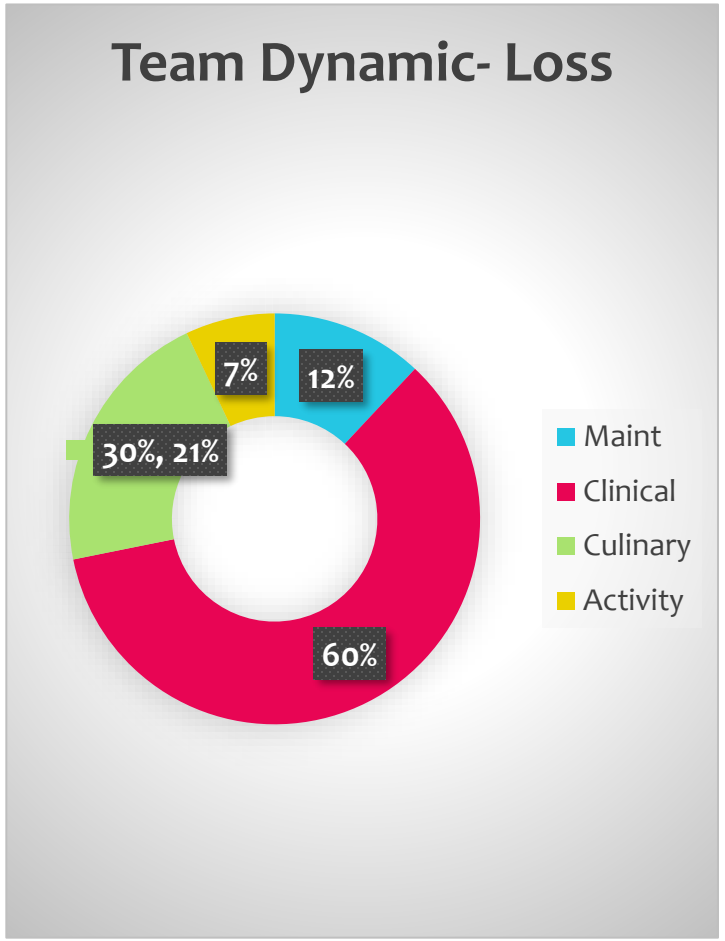
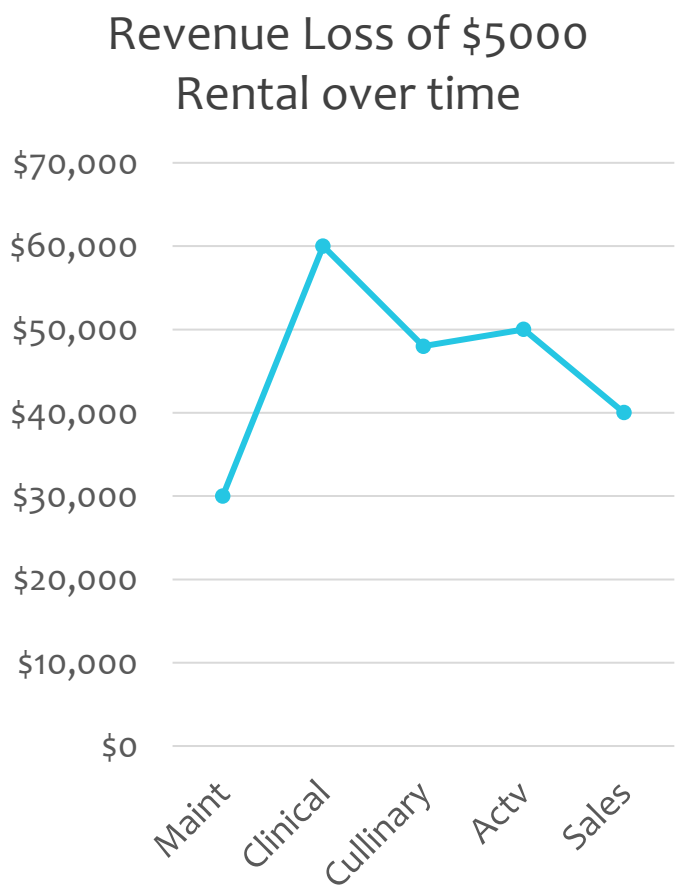
Understanding what you have under the roof, helps keep the roof on. There is a difference between a good employee and a good worker. Every building has 3 things: Those doing their job, those trying to save their job and those that don't care if they lose their job.

Best Case Scenario

- Clearly communicating vision, fostering vision
- Fostering trust within your team, respecting boundaries
- ➢ Encouraging growth and development
- Being adaptable to challenges
- Making decisions with confidence
- Listening to feedback, sincerely and professionally
- Deterring the tattlers and emboldening the workers
- Passing with ease yearly inspections
- Staff knowledge of proper fire drill, elopement, evacuations and emergency procedures
- Great documentatioon
- Pleasant atmosphere in the building
- Strong vendor in care: Hospice, PT/OT, Home Health, Pharmacy, Onsite Medical Provider

Worse Case Scenario

- Inconsistent or absent vision
- Eroded trust or team morale
- Little to no emphasis on professional growth
- Constant DPH site visits or failed inspections
- Team that is resistant to change
- Poor decisions making by administrator and department heads
- Decisions made on indecision or quick-work
- Poor retention, employees leaving before 90 day
- More disciplinary write ups than commendations
- Poor Peer to Peer communication/Teams

Working it out: Cohesion (Sales, Admin, Culinary, Clinical, Environmental Services, Activities)

Everyone is a salesperson. Everyone contributes to longevity of stays. Everyone contributes to employee retention