



Labor Management Project

Quality Care Community X

Progressive Leadership Workshop

December 16, 2009



Today's Facilitators:

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Consultant, LMP



Today's Agenda



- ✓ Welcome & Introductions
- ✓ Progressive Leadership
- ✓ Circle of Concern/ Circle of Influence
- ✓ Emotional Intelligence
- ✓ Social Motives
- ✓ Wrap-up & Evaluation



Who's in the room?

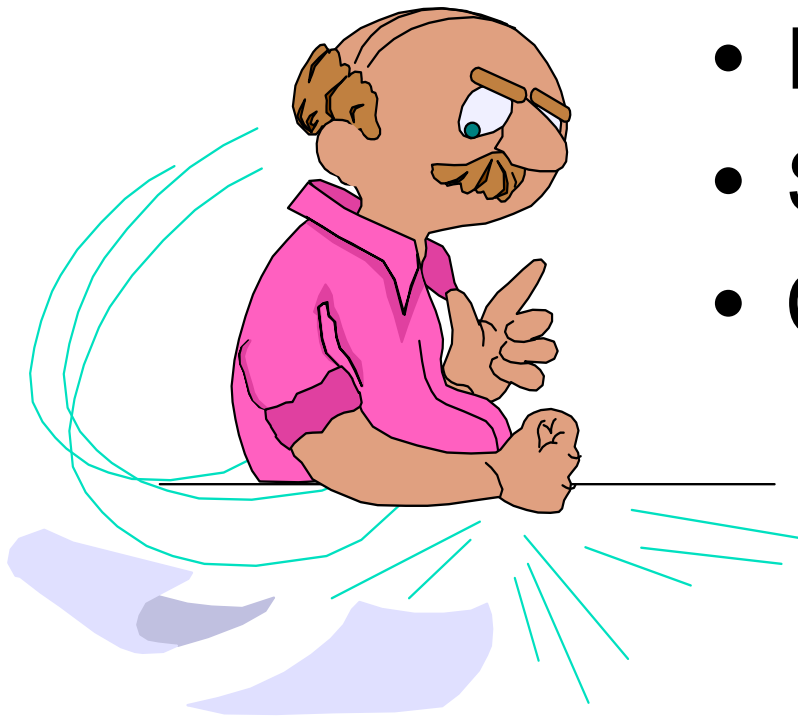
- What ***Nursing Homes*** are represented here today?
- Are there any other ***Organizations*** represented here today?



Why "New" Roles for Leaders?

The Changing World of Work

Traditional Requirements



- Predictability
- Stability
- Control

Today's Requirements

- Flexible, timely response
- Continuously adaptive to the environment
- High integration of people and functions
- Maximum use of all resources





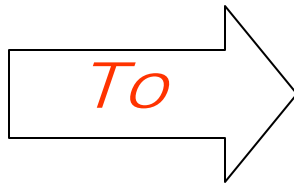
The Challenge

How to build into an organization (like yours) the ability to *adapt* in response to an environment that just keeps changing?

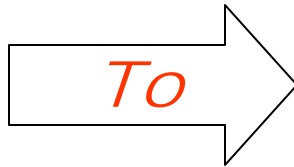


Organizations succeeding today have moved from...

Controlling people



"Experts" fixing problems



Those closest to the work improving their own jobs & processes



What is a Progressive Leader?





Why Progressive Leadership?

Progressive Leaders:

- **Focuses on Emotional Intelligence***
 - Demonstrates greater self-awareness
 - Demonstrates an openness to change
 - Creates an inspiring vision
 - Influences and inspires people
 - Cultivates more productive working relationships
 - Brings out the best in people, process and self
 - Promotes consensus and collaboration, out of divisive conflict
 - Creates a culture that encourages openness and authenticity
- **Develops consistent communication forums**
- **Provides consistent feedback and support**

*Daniel Goleman, PhD, Emotional Intelligence



Organizing for Responsiveness

*Change structures
to involve people*

*Balance technical
& people needs*

*Focus on support
vs. control*

*Provide variety &
broaden skills*

*Reward for
performance*

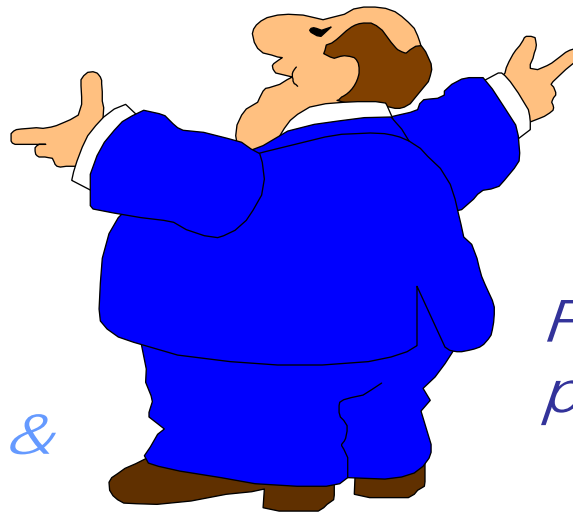
*Communicate
relentlessly*

*Encourage
collaboration*

*Fix processes, not
people*

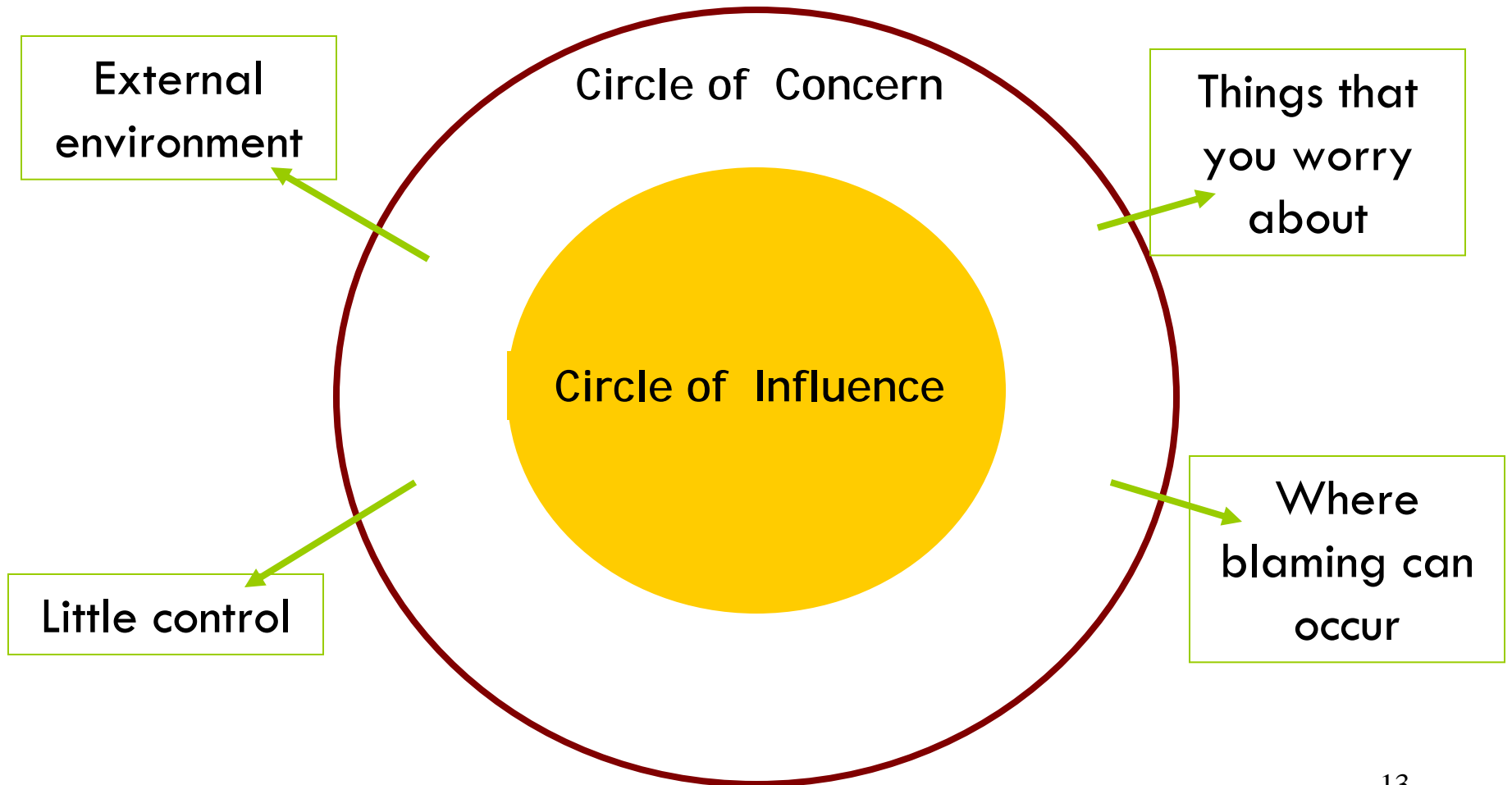
*Build in
adaptability*

*Emphasize
continuous learning*



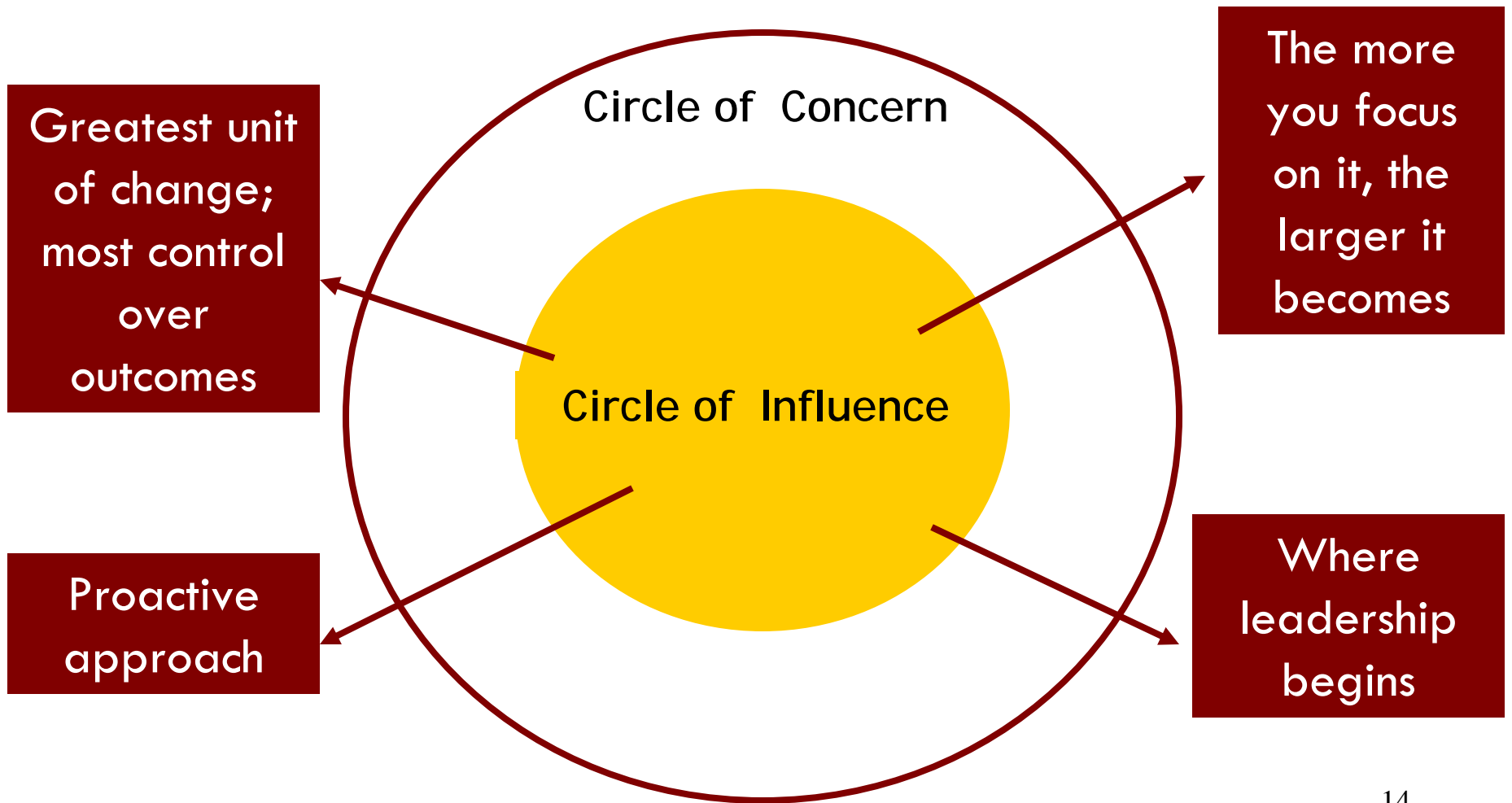


Stephen Covey's* Circle of Influence



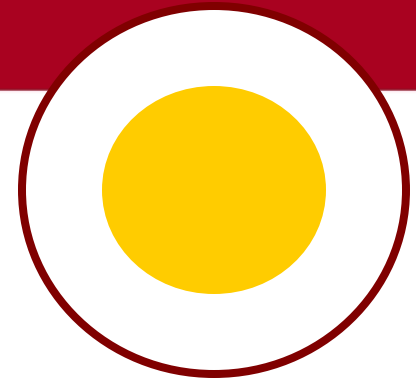


Stephen Covey's Circle of Influence





Circle of Influence



Activity!

Please find [Worksheet A](#) in your packets.

Individually,

- **Using the Circle of Concern column, list your concerns within the context of your organization (Quality Patient Care, Infection Prevention, Staffing, etc.).**



Daniel Goleman

Emotional Intelligence

*The most powerful instrument we have in guiding and leading change efforts is **ourselves**, through...*

- **Self Awareness**
- **Self Regulation**
- **Social Empathy**
- **Motivation**
- **Social Interaction**



What is your EI?

Reflect on your leadership style...

- What is your level of Emotional Intelligence?
- What are your areas of strengths?
- What are your areas for growth and development?



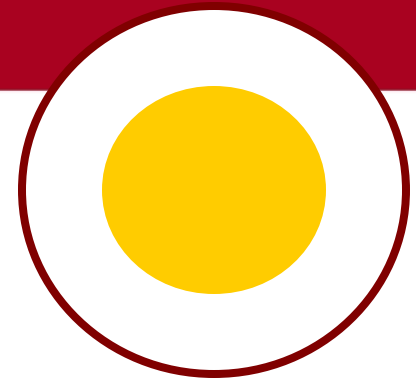
Human Motivation Summary

Most frequently occurring motives...

- Power
 - Focus: Influence and impact, influence relationships
- Affiliation
 - Focus: Being liked and accepted
- Achievement
 - Focus: Competition with the self or others



Circle of Influence



Activity!

2. With this new information of **Use of Self, Emotional Intelligence and Social Motives...** What can I do to have an impact on *My Circle of Concern*

3. Complete your Circle of Influence:
 - What of the concerns you've identified, do you have influence over?
 - Be specific on how your role can have an impact over the items described in the Circle of Concern.



Follow-up!

Did this session meet your expectations?





Your feedback is needed

Please don't forget to complete your evaluations!!!



Thank you!