



RENEWAL for Leaders and Supporters

to

RESTORE Optimal Well-Being

and

REGENERATE Competence and Commitment to Ensure That
All People Supported Will Live to Their Fullest Potential

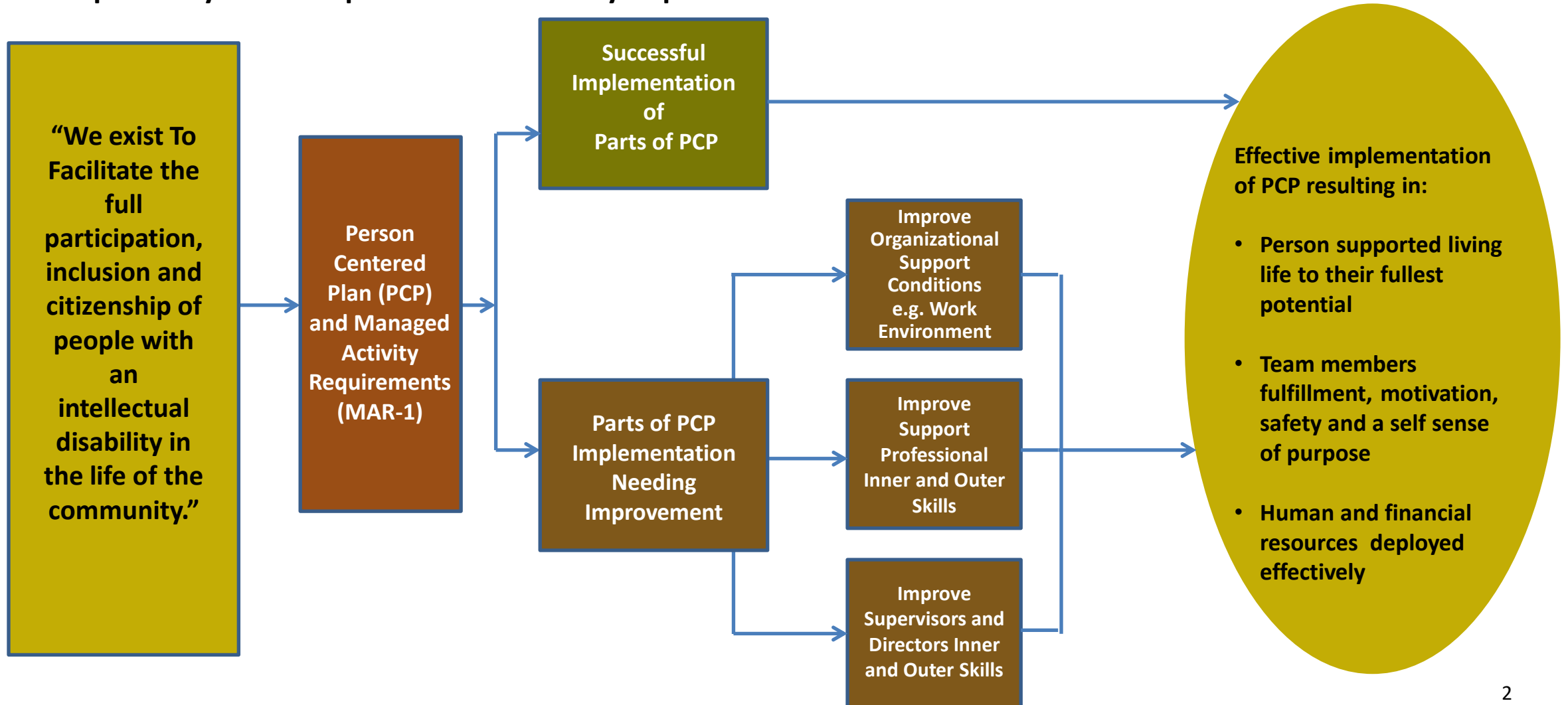
A Centre for Conscious Care

Session 10 – Level 1 – Part 2



Course Focus- Part 2 – Resource A

- Agency Mission
- PCP Implementation
- Supervisory Roles Required to Successfully Implement the Mission





Team Member Roles – A Self Report

Process:

For each of the statements below, indicate your level of agreement for how strongly you agree or disagree with the stated level of participation as a member of your work team (A) and indicate with a (B) the agreement level as it pertains to the simulated exercise.

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
1. I actively participate in discussions by contributing my ideas, e.g. I say statements like “let’s try...” or “how about...”					
2. I help my team by clarifying the problem, breaking it down into understandable pieces, e.g. “As I see it, we have three issues to figure out, the first one being...”					
3. I help to keep the group focused when the discussion seems to wander off course, e.g. “Okay, so let me summarize where I think we are at.”					

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
4. I help the team make a decision, e.g. "Okay, so are we agreed that...?"					
5. I use an appropriate and helpful level of giving my experience and expertise to influence the group to make a decision.					
6. I am encouraging and validating of others' contributions, e.g. "Thanks Peter, that was helpful for me."					

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
7. I help to draw opinions from those who do not express or may not have a chance to talk, “Peter, any thoughts on this?”					
8. In team discussions I generally learn something new about my communications style or confirm my effectiveness as a communicator.					
9. I am generally aware at the time, of how I am influencing others on my team.					

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
10. I generally am satisfied with how I participate in discussions with my team and seldom have notable regrets for something I say or don't say.					
11. I generally do not dominate communications with team members.					
12. As appropriate, I give people feedback on how I see their participation on the team.					

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
13. I generally ask people how I am coming across in meetings and welcome constructive feedback.					
14. I can remember the last time I asked for feedback from a team member, when I was told about something that I do, that they feel is not helpful, and changed the way that I was communicating.					
15. With my team I have no fear of conflict or confrontation.					
16. With my team I try to make sure that I am not a threat to other team members.					

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
17. I consciously and respectfully do things with my team that builds their trust in me.					
18. On my team I am known as being highly committed because I always, when possible, follow through on the commitments.					
19. I am currently working to develop a specific personal quality that for me needs improvement for me to be a better team member.					



Part 2 – Resource B

Performance Improvement Plan

Process:

1. In groups of 3, describe your current process to identify team member performance deficits and to develop a performance improvement plan (PIP).
2. Total group describe current PIP process.



Part 2 – Resource C

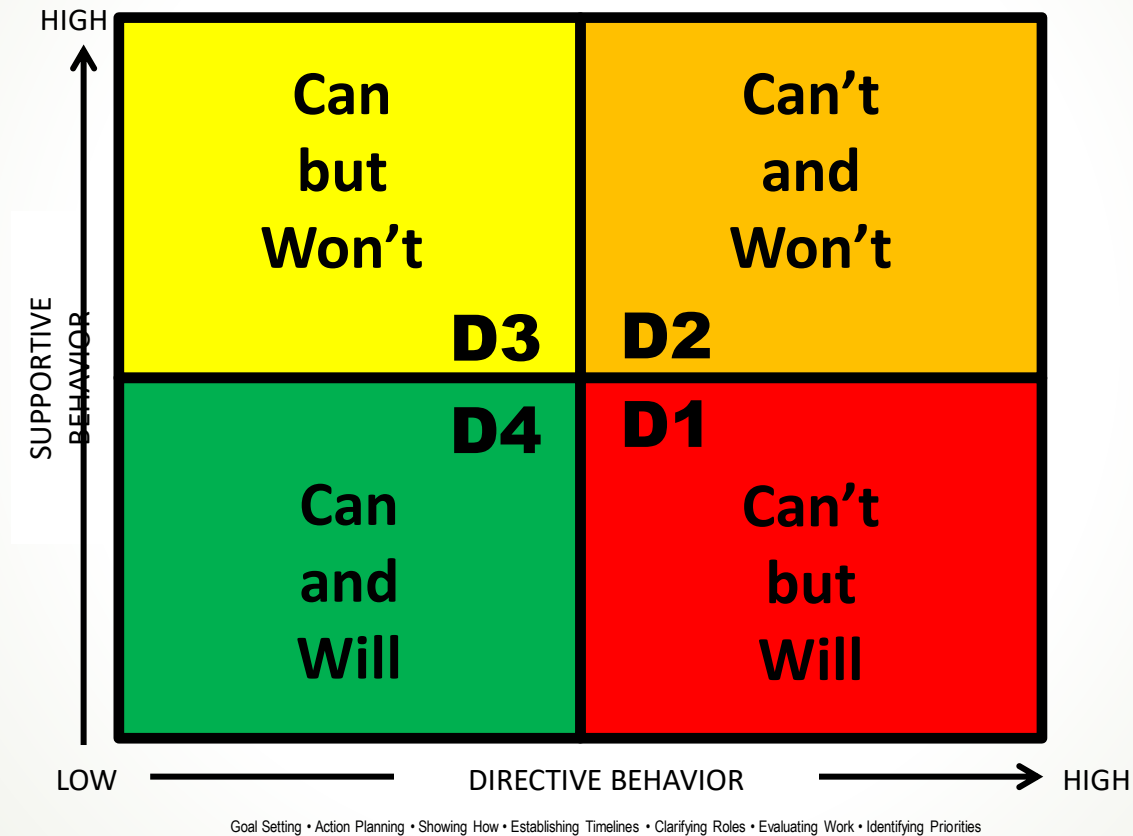
Can and Will to Eliminate the Outs

Successful implementation of roles and responsibilities to eliminate the outs are in great part the result of the two essential needs of Can and Will.

Can will include TM having sufficient	Will will include TM having sufficient
- Knowledge - Skills - Tools - Resources - Time - Confidence - Other	- Motivation - Desire - Commitment - Firm Conviction of the Important - Ongoing Personal Development, i.e. self-awareness, Understanding, Management - Other



Consider The Following Team Member (TM) Development Levels



For Each of the Many Roles and Responsibilities of Team Members,
might they have One of the Following Levels of Development?



Performance Improvement Plan Process

Step 1.

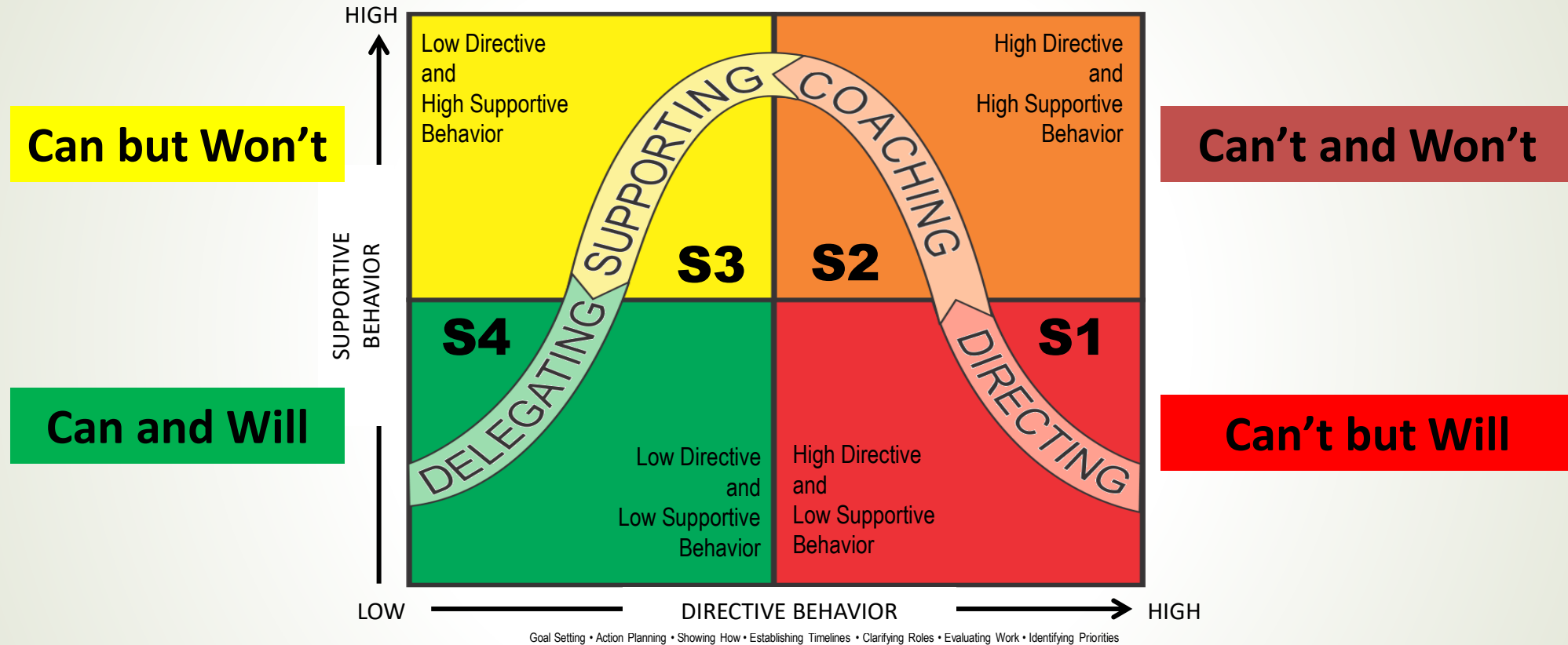
Determine the TM developmental level for one role/task by answering the following 4 diagnostic questions.

The Four Diagnostic Questions

1. What is the specific role or task?
2. How strong or good is the TM's demonstrated knowledge and skills (can) for this or similar tasks/roles (high to low)? (i.e. potential can't factors)
3. How motivated and enthusiastic is the TM to complete this task/role (high to low)? (i.e. potential won't factors)
4. How realistically confident or self-assured are they to be able to complete this task/role (high to low)? (i.e. potential can't and won't factors)



Performance Improvement Plan Process





Performance Improvement Plan Process

Step 2.

Determine the developmental level of the TM for this role.

Development Level of the Individual

D2

Overwhelmed
Confused
Demotivated
Demoralized
Frustrated
Disillusioned
Discouraged
Flashes of competence

D1

Hopeful
Inexperienced
Curious
New/unskilled
Optimistic
Excited
Eager
Enthusiastic





Performance Improvement Plan Process

Step 2.

Determine the developmental level of the TM for this role.

Development Level of the Individual

D4

Justifiably confident
Consistently competent
Inspired/inspires others
Expert
Autonomous
Self-assured
Accomplished
Self-reliant/self-directed

D3

Self-critical
Cautious
Doubtful
Capable
Contributing
Insecure
Tentative/unsure
Bored/apathetic





Leadership Styles

S1

- Defining
- Planning/prioritizing
- Orienting
- Teaching/showing & telling how
- Checking/monitoring
- Giving feedback

S2

- Exploring/asking
- Explaining/clarifying
- Redirecting
- Sharing feedback
- Encouraging
- Praising



Leadership Styles

S3

- Asking/listening
- Reassuring
- Facilitating self-reliant problem solving
- Collaborating
- Encouraging feedback
- Appreciating

S4

- Allowing/trusting
- Confirming
- Empowering
- Affirming
- Acknowledging
- Challenging



Workshop

Process:

Step 1: Self-assess your development levels for each of your 3 most important roles and responsibilities (reference Part 1–Resource B).

**Step 2: In pairs share with your group.
i.e. give an example for yourself of all 4 development levels.**