



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

Session 10 – Resource 2

Leadership Development – Getting from Can't to Can and Won't to Will

Development to Correct The 'Can't' Variable

1. Overwork/overwhelm
2. Literacy, English as a Second Language, IQ
3. Staff's Lack of Attention To Detail
4. Low Mental Retention Ability (Cognitive Bias)
5. No to Low Training in Evidence Based CCS Best Practices
6. No to Low Planning or Problem Solving Skills
7. Low Audio Learning Style
8. Limited Communication Skills
9. Extreme Introvert/Extravert

From Can't to Can Development Plan

1. Describe the Variable

2. Select Development Area

Goal Setting, e.g. Completion of the Well-being Plan	Planning Priorities and timelines	Clarify Roles	Training	Monitor performance	Control Performance	Corrective Communications

3. Plan for Action

To be completed by date: _____ to be completed by who: _____

Employee Development to Correct the ‘**Won’t**’ Variable

1. **Lack of Positive Work Place Environmental Factors,**
e.g. • Low to No Control of Services • Not Being Appreciated
• Co-Worker Conflicts
2. **Fears,**
e.g. • of Making a Mistake • of Looking Bad • of Losing Control • of Rejection
3. **Unresolved Personal Problems,**
e.g. • Mental Health Disorder • Life Threatening Illness • Spousal Abuse • Childhood Trauma
• a ‘Sick’ Gene Pool • Physical Pain
4. **No/low compassion**
5. **Discouragement/Lack of Inspiration**
6. **Lack of Accountability**

Employee Development to Correct the 'Won't' Variable

continued

7. PFP Limitations (Low/No Conscious Self-regulation), e.g.

- Inattentional Blindness
- The 4 Outs
- No/Low Free Will
- Speed Dial Cognitive Bias
- Driven by Filters
- The Inherited Data Bank
- Memory???
- Brain Priming
- Superiority Complex

From Won't to Will Development Plan

1. Describe the Variable

2. Select Development Area

Build Trusting Relationship	Work Environment Improvement	Asking For Feedback and Input and Listen	Encouraging and Acknowledging Contributions	Time Limited Accommodations For Personal Issues (e.g. EAP)	CCS Mindfulness Exercises	A Written Plan with Timely Check-ins

3. Plan for Action

To be completed by date: _____ to be completed by who: _____

Corrective Communications

1. Acknowledge contributions.
2. State concern: When you _____ it resulted in _____.
3. Ask Four Big Questions:
 - What do you believe needs to be corrected?
 - What could you do better?
 - What could stop you from doing better?
 - What could I do to help?
4. Ask the employee to do a self assessment, e.g. “How would you do that differently?”
5. Implement all with skillful communication, e.g. Empathic Managing of Objections/Reasons of Non-Performance.