

WEBVTT

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00:00:08.609 --> 00:00:21.745

Welcome today to our leaving buyer values presentation we are from the agency toured support team and for the Department of mental health division of developmental disabilities and myself,

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and are here today to talk to you about our agency values and how you can implement something like that.

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In your own agency.

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Yes, and just have housekeeping things before we get ready. I'm so excited to have you all here with us today. Looks like we have about 45 people already so we're gonna have lots of fun.

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We have some things to share with you some little activities as we go through the presentation. So if you have any questions, please feel free to chat them to us.

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We'll do our best to answer any of your questions or offer maybe a frequently asked questions document at the end of this presentation. And when you do so, can you please make sure that you choose the all panelists options?

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And sometimes if you just hit 1 or the other, we won't be able to see all of them and just to make sure that we all see your questions and you ask them to us, choose the all panelists option. And we are going to be going until about 330 today.

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So if you guys are ready, we are ready to talk to you about values. It's gonna be a fun conversation.

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So, my name is Pete. I am the agency tier support consultant supervisor out of the Kansas City, and Albany, regional offices. I've been on this team for almost 5 years. It'll be 5 years in. May. I'm pretty excited.

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00:01:43.045 --> 00:01:47.995

And this is a really fun conversation to have with people and to really help them understand.

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00:01:48.299 --> 00:01:55.049

How your values can impact so much of your organization. So I'll, I'll shoot on over to Kathleen and let her introduce herself.

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Hi, I'm Kathleen and I am the statewide positive support coordinator. I work closely with agency tier support consultants and focus on the tier 1, Universal strategies.

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And when I think about universal strategies, I really think about values being the basis of what we're promoting with our staff and the people that we support.

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So, I'm really excited to talk to you about this specifically today, because I think it's really the foundation of what we're doing on our team.

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Yes, so let's talk about some objective so I wanted to help you guys understand what organizational values are we're going to have some conversations about those.

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Also show you the impact and the product of your values. So not only maybe some products of your personal values, which we're going to talk about. 1st, but also your organizational values.

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We're going to learn how organizational values can guide your leadership.

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Um, either personal, or as a statewide or an organizational wide leadership.

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And how to use actionable steps to enhance your values through the use of some really good systems.

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So this is a good opportunity for us to practice this chat box business, which I saw some folks have already been using. So, what is the leader we want to hear from you? What.

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A leader means to you, so just chat us in the chat box symbol shout out some people the answers. What do you think of when you think about a leader.

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00:03:31.409 --> 00:03:36.389

Well, I think about somebody who is definitely an advocate.

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Oh, I love that lead. By example, I would say so as well, I always grew up with the idea of.

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Being a leader, and somebody who walks the path before others.

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My dad really had a long conversation with me about that 1 time and I've always felt like I was a leader and I wanted to be that leader for others. So I love that leading by example.

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I like that origin story of your values too. I think a lot of that comes from the family, and I'm going to share a project guided with my family about our values. So I'm excited for that too. So, I like this, someone who's aware of what you need, and being able to show those.

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Show them what they need I like that idea of what that other person needs not necessarily like what exactly our priority is in the moment but, like, what does this person need right now? I like that.

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Someone who set expectations and the mission for the agency someone who models what they expect. I love that. That goes back to that example and like.

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Um, being that being the promoter of what you want to see and modeling that I love it serving others, promoting success and others. I love that.

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Services a value a personal value of mine, and I'm very connected with that idea. Someone who is aware of what I need and being able to show those skills that that model. Yeah, we really need somebody who can help us.

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We're gonna talk about teaching the values that we are supposed to as well.

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Helping people reach their goals lead, by example, honest, inspirational and positive. We're going to talk about what our personal goals are in a little bit. And you guys are really already working towards that. That's great.

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There's, there's lots of really good things in here.

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00:05:20.124 --> 00:05:34.793

Motivate the team takes pride and others accomplishments. They really like that. Good supervisors really have to learn a different form of appreciate, exchange, appreciating recognition that recognition of things that you're the people that

you're supporting are doing.

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00:05:35.302 --> 00:05:38.334

That is the kind of leadership recognition you get.

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00:05:38.668 --> 00:05:42.059

Accept change that's an example of.

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Lots of example, setting. Yeah.

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00:05:46.644 --> 00:06:01.254

Well, there just more and more coming in, and I think that these are all just excellent examples of what it means to be a leader. And Kathleen mentioned that, like, a lot of these should be instilled in what a good supervisor or administrator could even be. But I also think.

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Knowing that if you are a natural leader,

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and you are a person who wants to support your other team members,

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or you want to be a part of that change,

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00:06:09.384 --> 00:06:14.394

you are a leader too and I felt that when I started working at the Kansas City regional office,

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00:06:14.394 --> 00:06:16.043

but I was a leader for my community,

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and I was a person who could really.

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Give back in this amazing way. So that's an awesome observation. You made came out also, like, no, I mentioned a job role and any of the things that they said the leader really is about, like, skills and not about a position that you have.

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But that's a valuable observation.

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Yeah, we all can be leaders in our own way. I like to think that way. So.

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What a really good quote that we found that I just find such a strong connection to is a leader is not an administrator who loves to run others.

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But someone who carries waters for his people, so that they can get on with their own job.

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I think that this is such a lovely quote, and it's something that really instilled in me what I wanted to offer to my team and my community and my regional office and.

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Um, I've always been on the side of.

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If you want me to do something that I want to see, you do it too.

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00:07:11.158 --> 00:07:17.639

And since that's the personal value of mine, is this a quality of work and this a quality of understanding.

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Um, I really wanted to instill that in others and I wanted to make sure that I modeled and represented that in whatever I was doing. So.

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When it came down to, and I've learned a whole bunch in this 1 year of being a new supervisor, I have learned so much from my team, and all of the feedback that they've given me, and all of the modeling and encouragements that I've gotten from my leaders and my.

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Other non directly to her, and 1 of the things is just.

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How can I support my team to be the best that they can be? How can I remove barriers for them in order to see them succeed?

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00:07:53.608 --> 00:08:04.434

Is it that I can demonstrate this skill for them to show them that I'm constantly on their side and that I have their back is it that I can make something clear and more accessible to them?

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So they know what's going to come next and what they need to do so a lot of that is self reflective of my of what I do on a daily basis is something's not going the way that I thought it might then, maybe there's something in the process that I can adjust.

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Maybe there's something in the expectation I can reassess or maybe it's how I am supporting and encouraging them to do their job. So, let me carry that water because I want to help you succeed.

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And I think that it's so interesting when we think about.

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Who we are as people and what impact we have in our environment because if you have heard anything from the things that we talk about,

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if you've joined any of the other workshops or webinar,

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00:08:45.563 --> 00:08:52.823

that the agency tier support consultant team or the behavior team has talked about if that behavior is a large part of our environment.

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And that's not just what we learned, or what what our genetics have told us, or what we have done in order to survive to this point. But also our physical environment, and the people who are inside of them. So I am a part of this environment.

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00:09:07.823 --> 00:09:13.433

I have an impact on what's going on my reactions, impact behaviors of others.

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00:09:13.739 --> 00:09:28.614

And if I want to instill in people behaviors that I want to see or behaviors that I find value in, then I need to make sure that my reactions and what I'm putting into the environment is going to be in that, that vein towards that direction.

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So, I, yes, Terry behavior is a part of our environment, and we definitely want to make sure that whatever we put into that environment is going to be positive and motivating and get us where we want to be.

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So, I think it's really important to think about the behaviors that are occurring in an environment and putting that together with the idea of your personal leadership values. What are the behaviors that you want to see happen in your environment?

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And how do those things relate back to your personal leadership values? How do they relate back to your agency value? Let's take a few minutes and think about your personal leadership values.

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I want to hear from you, and then in the chat box, and I want you to think about your personal values. So well, being integrity, respect communication.

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I'm just listening Kansas City, regional office values at this point. Actually, I can hear myself doing it. There drills into my head autonomy. What are your personal leadership values? Your personal values?

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Servant leadership how, and I am with you services that is heavy on my mind respect. I love that. Respect for 1 another.

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Tiffany, so, as some of these come in, we want to just give you an example of, like, that core belief in principle that ties to your leadership values. That's really what these are. So.

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What is it that defines you as a person? What are your core beliefs, these driving forces that make you who you are and got you to where you are? So empathy is a strong 1 for me. A quality.

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You heard me mention that earlier being accountable. I have lots of personal values and they all tie back to who I am. It's my own vision and mission of and what I want to be.

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Some of the ones that are coming through the chatbox are just like, really great, empathetic encouraging Laura said growing others, which I think is really cool coming from someone who's an agency coach.

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I think a really valuable thing that you could believe in respect hard work.

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Being personable, so, like, something about the way that we're interacting with others, consistency who transparency that seems to be a 1 that a lot of agencies really seek to embody that value. We're going to be transparent.

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I like that trust integrity accountability. These are great growth mindset.

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Like, a communication motivation growing together, lots of really good things here.

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And there's a lot that people are saying that really coincides with 1 another too. That's encouraging. Perseverance.

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Willingness to follow. That's a great 1. a lot of people talk about leadership, but the willingness to follow others who are leading, I think is a huge 1 and definitely something we want to.

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Get staffed on board with.

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Great lots of really good values. Teamwork and that is a big 1 to me personally and 1 of our agency shared support consultant values, like coachable.

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Being teachable throughout these are great. Lots of lots of things that we have in common when we look at our values to it's really great.

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So, when you think about these values.

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I want you to think about what it looks like to live that value. What are the behaviors that are happening when someone is coachable?

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They listen, they, they try their resilient and they, they'll try again.

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00:13:10.163 --> 00:13:20.364

That humble they are, they don't take it difficult. They don't take it hard whatever kind of feedback that we've given them. Is it what what kind of behaviors go into this?

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So, if you said your value was honesty type honesty, and then give us the behavior that Jim, and that a person could do to demonstrate their honesty. They tell the truth when it's hard.

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Honesty tell the truth when it's hard what are some examples of behaviors.

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00:13:37.739 --> 00:13:42.568

People are doing that live that value. So you just pick 1 of your values.

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And tell us the behavior that a person could do to demonstrate that value.

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And Kathleen has a really good example of how she kind of combines these earlier components of identifying your value and then defining this behavior. So she's going to give us a really good example of how she incorporated these into what we would call a matrix.

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00:14:03.173 --> 00:14:14.933

So this is something that you guys can do for yourself and we'll talk a little bit about it later but I see. Some of them are coming in. This is so so awesome. You guys collaborative paying attention to others and yourself.

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00:14:15.298 --> 00:14:18.899

For positive, intense, powerful word.

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00:14:20.244 --> 00:14:33.624

Who I like this respect, and that to Tiffany means that you talk and include others in the office and think about how to work your worth and actions may impact those around you. Those are all skills that I can use. That would demonstrate to Tiffany that I am respectful.

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00:14:33.928 --> 00:14:38.244

I love that. Those were really good and Kane is exactly right.

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That our real goal here is to think about what behaviors we want staff to see, and how we can relate that back to what behaviors we want to engage in and how we can relate that back to our values.

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And so I mentioned 1 of the things that I did, right when the.

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Pandemic 1st happened, and I became a person who now has a tiny person around me. All of the time I thought about my values and how I could be demonstrating them. And so.

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What you see here is as short as a small snippet of our matrix.

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And so you can see here on the left that I have in the far left I have 2 values that you can see in their tolerance and service. And then across the top, you can see a variety of environments.

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And so, when I think about the environment is, when do I have the opportunity to display this value? I'm at home. I'm in the community I want to think about what it looks like to maybe do this in a different environment as well.

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And so then I just looked at skills that I wanted to see happen in there. So for example, someone said a positive intent earlier I see that as tolerant.

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So, assuming positive intent is me demonstrating tolerance or when I practice coping skills and composure. That's also practicing tolerance.

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Now, for my little person, when he, when he waits quietly, that's him practicing tolerance when he tries new food or activity, that's him practicing tolerance.

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So,

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I try to say,

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what are the things that I want to see and what do I want to happen in my environment and how can I relate that back to this bigger thing that I'm really looking for and when I did this,

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what happened to us that it became,

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00:16:27.083 --> 00:16:28.913

it came to the forefront of my mind,

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00:16:29.183 --> 00:16:33.774

and I began to notice these things happening more often because that's where I was putting my focus.

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I also noticed that this was a lot of work. And so it also helped me really prioritize while. I really like to see yoga happening. It might help.

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It's not something that is super high my priority list when I would rather see some more helping happening. So there's where I'm going to put my focus. Right? And just because that's where my focus is, doesn't mean those other things are

important to me and the fact that I've written them down.

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00:17:00.389 --> 00:17:14.818

Makes me more aware of them in in the environment and able to recognize when they're happening. And I'm stretching now, as we talk this idea of recognizing when it's happening. That's the next part of what's really important. Like, once we know that this is something we want to see.

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How are you going to know when it happens? We have to we have to really be able to pay a lot of attention to that.

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So all of those values that you said were important to, you.

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Taking Mose and mapping them out with the specific behaviors that a person could engage in to live that value is the ball.

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And that's then the kind of expectations you can set things, you can teach model and motivate.

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Yeah, and I like how the value that you have here have very specific broken down.

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Observable measurable. Very clear actions.

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That 1 can take in order to display this value. The clear we are the more to do. You've probably heard us say that before the more to do, they are the easier it's going to be to display and recognize and those values are happening.

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Yeah, I really can't stress enough that that helps me really know the things in the environment just writing it down.

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Yeah, sometimes you have a nice list in front of you and you're like, here are all the things that I need to keep an eye out for. It's very helpful. So we want to kind of show and talk a little bit about in this next section. What are the products of our values?

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Because we talk a lot about these a lot of companies have values and they say this is what it means to be this company.

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But if you've ever heard the video, the talk from Simon Sinek, where he said, people don't buy what you do, they buy why you do it your values are why?

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Your values are, why you do what you do, your values are why you instill in others these, this respect.

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This coaching and and growth mindset like, these are why you do what you do, and here are some of the things that can come out of your value. So it's more than just these big words that inspire us. It's they get put into action and they make real change.

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00:19:17.128 --> 00:19:30.953

So, what you're looking for is things being put into action and making real change 1 of the best things that we could do is think about our values and then look at our policies and procedures and identify where are our policies and procedures, reflecting our values.

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And if they're not, let's update them and make sure that we're speaking the same language across all of across all of our materials and expectations.

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And when we think about these policies, we can really incorporate the idea of our things clear. Are they positive? Do they split that specify to do what you need to accomplish terms and ideas.

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00:19:55.709 --> 00:20:03.838

Um, do you have everything that you need ready to go to in order to accomplish all of these expectations that you've set for? Not only yourself, but for your staff.

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00:20:03.838 --> 00:20:07.949

We look at a lot of a, we look at a lot of policies.

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On a regular basis, and evaluate whether or not all of those components are in place.

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00:20:12.778 --> 00:20:18.269

Um, is that written down? Is it clear and is there a process and method to to.

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00:20:18.269 --> 00:20:24.269

Track whether or not that thing is being done, and you can tie all of those back into your values.

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We coach at this agency and we do so because it goes back to our value of integrity and providing good quality services. So you can really incorporate those together.

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And once you define your policies and procedures, 1 of the next steps that you need to take is teaching the skills that you've identified that people need to know and encouraging them to happen.

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And so some ways that people have already mentioned that we could encourage them to happen is modeling and setting that example.

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So, teaching and encouraging, looks like we teach and we coach and we keep we keep providing the kind of support that staff need in order to implement their skills successfully.

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1 of the other things that I think it's really helpful about the values and as you think about teaching and encouraging these skills.

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When you set up and say these are the behaviors that I want to see in the environment, here's how I'm going to teach it. I think that something else that happens is you identify some barriers to them being able to implement this.

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And so, like, I found that, with some of the expectations that I set on my own, that well, the environments aren't really set up in a way that you can be able to push toys away on its own, because I don't have been for all of the toys.

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00:21:42.808 --> 00:21:54.503

So, How's he supposed to pick this up in a way? That makes sense if I don't have everything in the environment ready and so, I think that's another thing. That kind of happens that of agencies, identifying their values and then looking at their policies and procedures.

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Well, what do we have available to people to ensure that they're able to to meet these expectations and live up to our values? And so you can kind of see some barriers that are going on there.

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And then you can use this next step of teaching and encouraging to help ensure that people really understand and are provided this support to implement.

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Yeah,

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and like,

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when you're talking about your,

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when you're training your new staff and you're trying to help them understand that these are the skills that we're going to be looking for and these are the things that we need to do in order to provide this high level of care you can really start to incorporate the conversation of your

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00:22:31.163 --> 00:22:32.334

values into that.

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00:22:32.334 --> 00:22:45.713

It's not just that I'm asking you to document because it's important that it ties back to advocating for our individuals, and making sure that they are receiving all of the services that we have that we've said that we are going to do. It's.

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00:22:46.229 --> 00:22:52.888

Documenting to make sure that we are following integrity that we are.

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00:22:52.888 --> 00:23:05.489

Making sure that what's happening inside of the home is also going to be represented outside of the home and that what we can instill in our individuals here. They can take with them long term. Because our end goal is to really.

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00:23:05.723 --> 00:23:20.364

Teach and encourage our individuals so the more that you do that to your staff, the more that they feel lifted and the more skills that they get, and the more you tie it back to what it means for them and what it means for the organization, the more, you're going to impact the individuals and services, so.

158

00:23:20.729 --> 00:23:35.699

Um, there's just a lot of really cool things that you can do when you tie your values into your training systems and and kidding your staff to do what's expected. And we have a lot of really cool Webinars and a lot of really cool workshops that we're going to be launching in the next couple of months.

159

00:23:35.699 --> 00:23:47.068

And some of those are going to be about building that good coaching system and building up your training system. And some of them are going to be how do you kind of think about all the steps when it comes to building your values?

160

00:23:48.449 --> 00:23:52.769

So, I want to ask you a question. Oh, go ahead Kathleen.

161

00:23:52.769 --> 00:24:07.169

No, you're fine. Go ahead. So I would ask you a question. So this is kind of like a poll question so we just kind of want to know, and get the feel for the room. I am interested in knowing what you guys think is the most important.

162

00:24:07.169 --> 00:24:13.949

Part of the training system. So do you think that in classroom training is most important?

163

00:24:13.949 --> 00:24:21.239

1 time follow up or ongoing coaching is most important, and you can just type out the answer, or you can put 1, 2 or 3.

164

00:24:21.239 --> 00:24:25.739

In classroom training, 1 time follow up or ongoing coaching.

165

00:24:27.628 --> 00:24:31.048

Threes are coming through.

166

00:24:32.249 --> 00:24:37.828

That's right that is right. Yes. Every.

167

00:24:37.828 --> 00:24:41.669

There's just consensus and and everyone's right.

168

00:24:42.959 --> 00:24:50.489

Yes, ongoing coaching. That is the most important thing that we can do in order to not only see those skills that we spend.

169

00:24:50.814 --> 00:24:56.183

40 hours training our new staff on to see them use long term,

170

00:24:56.304 --> 00:25:07.074

but it's also going to be a constant opportunity for you to demonstrate your values to recognize your values and to instill the changes and behaviors that you want to see in your staff.

171

00:25:08.693 --> 00:25:23.453

Everybody you pass the test. Okay so you have developed your values. You've worked that into a matrix. You really define what the specific behaviors are. You have ensure that that's in your policy and procedures.

172

00:25:23.633 --> 00:25:33.773

You've ensured that there's teaching materials so that people can be successful. And now you need to make sure that you have a system in place to identify that these skills have happened and be able to provide recognition.

173

00:25:33.804 --> 00:25:34.223

So,

174

00:25:35.933 --> 00:25:37.344
the Kansas City regional offices,

175
00:25:37.344 --> 00:25:38.663
the example that I'm going to use here,

176
00:25:38.663 --> 00:25:49.824
because that sample that I experienced and so what we do to recognize when people engage and they'll be in our valued behaviors of wellbeing,

177
00:25:49.824 --> 00:25:50.423
integrity,

178
00:25:50.423 --> 00:25:50.903
respect,

179
00:25:51.173 --> 00:25:52.044
communication,

180
00:25:52.044 --> 00:25:55.943
inclusion and teamwork when someone engages in 1 of those values,

181
00:25:55.943 --> 00:25:59.273
I write a wellbeing card and I say Tina,

182
00:25:59.513 --> 00:26:03.683
you supported me and presenting a webinar.

183
00:26:03.713 --> 00:26:13.644
You helped me prepare beforehand and your Super supportive veering. I know that I can really count on you. You're a great team. That's a great example of teamwork.

184
00:26:14.364 --> 00:26:14.874
Thank you,

185
00:26:15.054 --> 00:26:29.933
and I can write her value card that says this and so then my agency what they're getting out of this as an identification of how many staff are being recognized for the values that they're engaged and we can know what

186
00:26:29.933 --> 00:26:31.044
values are being seen.

187

00:26:31.044 --> 00:26:37.943

The most, we can do some teaching around value that we're not seeing some specific behaviors and engaging those values.

188

00:26:39.298 --> 00:26:45.419

It can really help us direct how we're going to discuss our values and.

189

00:26:45.419 --> 00:26:49.858

Follow the teaching and encouraging of the.

190

00:26:49.858 --> 00:26:53.759

Value behaviors that we're looking for. Yeah.

191

00:26:53.759 --> 00:26:55.074

And a system,

192

00:26:55.104 --> 00:26:55.374

like,

193

00:26:55.374 --> 00:27:06.473

this is really what's going to drive that whole conversation home the more you recognize the more you have a really structured method of showing people that you value what they do,

194

00:27:06.473 --> 00:27:09.203

and that they're doing exactly what you're looking for.

195

00:27:09.772 --> 00:27:23.663

It's going to provide a more motivated change in your organization so we have lots of different ways to boost up the system at the regional office. We have on every supervisor store.

196

00:27:23.663 --> 00:27:30.354

We have a really cool matrix that we created and adapted. It's a little bit more visually pleasing, but it's on everybody's.

197

00:27:30.749 --> 00:27:43.163

Front door to their office, we have conversations and our all staff around our agency values. We provide data to the, the people who help run our team our a team, and also our leadership team.

198

00:27:43.374 --> 00:27:46.824

So, we can see what's going on and make really good decisions based off that.

199

00:27:46.824 --> 00:28:00.233

So, not only are we recognizing staff with this really lovely system that shows them we value them and we care for them but we also monitor it to make sure that we need to adapt or change anything or maintain what the system is putting out.

200

00:28:01.949 --> 00:28:07.979

And then something that I think is really important about the recognition.

201

00:28:07.979 --> 00:28:11.038

System is that.

202

00:28:11.038 --> 00:28:20.933

It's actually a system and it goes back to our values so it's not just like, oh, I know, I'm really reinforcing to my staff. I say, give them antibodies all the time.

203

00:28:21.173 --> 00:28:32.453

But the idea that the, the feedback that you're giving them, it goes back to your agency values and is in relationship to all the things you taught them specifically. That's the really important part that we're trying to get here.

204

00:28:32.453 --> 00:28:41.963

It's not just so the next is going to ask you a question here in a minute and I want you to think about that as you answer this question because when I, when she asked you.

205

00:28:43.199 --> 00:28:49.284

How often are you reinforcing recognizing your staff we want to know how often you're doing it for your agency values,

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00:28:49.584 --> 00:28:55.913

something specific that you're working on and towards everyone implementing not a random 1,

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00:28:56.064 --> 00:28:59.933

but it's specific 1 in relationship to your agency values.

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00:29:00.388 --> 00:29:11.788

Nice segue. So again, you're going to how often are you currently recognizing your staff through your system of recognition tied to your values?

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00:29:11.788 --> 00:29:16.469

And you could, we could put it in once a quarter a few times a month.

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00:29:16.469 --> 00:29:23.578

Maybe daily or weekly, you can even add in there that you don't have a system in place and that's totally fine.

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00:29:23.578 --> 00:29:28.409

How often are you recognizing your staff around your organizational values?

212
00:29:29.878 --> 00:29:31.614
At least weekly that's exciting.

213
00:29:32.544 --> 00:29:47.064
I would imagine that people are getting the work card on the daily and then we didn't finish telling people about the full recognition system, but anyone who received the card, then gets entered into a drawing.

214
00:29:47.064 --> 00:29:55.463
And so there's a monthly opportunity for recognition on a wider scale. That's something to think about. We have quarterly try to do it at least weekly.

215
00:29:55.798 --> 00:29:58.858
Touch base with staff weekly I like that.

216
00:30:00.509 --> 00:30:10.588
Following the agency leadership program. Oh, I love that. So, there's like a routine habit that's getting built of like, I'm going to get feedback. I think that's really important.

217
00:30:10.588 --> 00:30:14.578
Weekly and sometimes daily a few times a month.

218
00:30:14.844 --> 00:30:22.223
A random gift card. Okay. So, yeah, when you think about how you're going to recognize it, I think there's just so many different ways.

219
00:30:22.223 --> 00:30:36.834
So the work at card is 1 example of recognition, and then, like, the giveaway based on it is another and then there's a giveaway for people who gave anyone who gave a card. So, like, lots of opportunities at different points in there.

220
00:30:37.259 --> 00:30:41.909
I get in that drawing quite a lot. I give a lot of work at cards.

221
00:30:43.794 --> 00:30:44.273
And guys,

222
00:30:44.273 --> 00:30:47.003
I think that you said is really important if you're not to the point yet,

223
00:30:47.003 --> 00:30:50.213
where you have your agency values and that's something that you're still working on,

224

00:30:51.263 --> 00:31:00.564

then just making sure that what you're recognizing is something specific to that work that was a really good something related to the work.

225

00:31:00.564 --> 00:31:05.064

I think that's a good point for agencies that aren't that don't necessarily have their own system yet.

226

00:31:08.759 --> 00:31:20.304

So, Erica, you're right recognition could be a lot of different things and if you tie it back to what your agency values are, how frequently did you recognize somebody for being respectful?

227

00:31:20.304 --> 00:31:34.523

How frequently did you recognize somebody for using for being an advocate for their individuals for building that relationship with them? So, when we're talking about? Yes, so when we're talking about those values, that's really what we're tying this all back to.

228

00:31:34.523 --> 00:31:38.784

Because I can get a good job from Kathleen and be motivated.

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00:31:38.784 --> 00:31:38.903

So,

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00:31:38.903 --> 00:31:53.574

when she she tells me that I demonstrated a value of the job that I have of being a team player of holding myself accountable of being consistent and what it is that I do those mean more to me because I know that I am doing the

231

00:31:53.574 --> 00:31:55.943

job and being a representation of that job,

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00:31:55.973 --> 00:31:58.614

I am living those values.

233

00:32:03.173 --> 00:32:17.723

Okay, I love it. I think that there's a lot of really good examples and people seem quite motivated to be providing a recognition to their staff. So it seems like people really understand the importance and the benefit of providing that kind of recognition. That's awesome.

234

00:32:18.058 --> 00:32:22.828

There's some suggestions also in the chat box of ways to recognize.

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00:32:23.874 --> 00:32:33.713

That's what we like, having a good network of people coming together to share their ideas. We're, we're in that together

and that guides really closely to this next idea of communication.

236

00:32:33.953 --> 00:32:35.364

This this community,

237

00:32:35.364 --> 00:32:43.253

the statewide team that we have as providers and staff and components of this entire service system,

238

00:32:43.554 --> 00:32:55.403

we can communicate and support 1 another and try and offer up lots of ideas and be transparent and show what's coming and have a conversation and making sure that everybody knows what's happening.

239

00:32:55.433 --> 00:32:57.564

Every person is publicly recognized.

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00:32:57.868 --> 00:33:05.729

Everybody has a moment that's get made for them that they know what to expect. So there's lots of really cool ways that we can communicate.

241

00:33:05.729 --> 00:33:18.834

And you can think about this. How often are you communicating your values to your people? I know a lot of people have an electronic tracking system like, therap are set works. Are your values on there where people can find them?

242

00:33:18.864 --> 00:33:20.874

Do you have a way to track those values?

243

00:33:21.209 --> 00:33:28.288

Um, are you putting them on your website, or on your Facebook page? A lot of agencies have Facebook pages.

244

00:33:28.288 --> 00:33:35.009

Are you communicating those values at a regular pace? So that way people know what they are and sometimes.

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00:33:35.009 --> 00:33:49.584

It's really hard to remember all of these things, but if I know that I can go to the website and see our values plastered right on the front page, then I'm going to be able to refer back to that anytime that I may be forgetting something. So, it's nice to have different ways to communicate yes.

246

00:33:49.584 --> 00:33:51.834

Carla newsletter or posted in the office.

247

00:33:52.169 --> 00:34:04.074

Um, our regional office is trying to work on building, a very large value visualization that you would see, right? When

you walk in on our front stairs, we've been working on it for a while. It takes some time.

248

00:34:04.074 --> 00:34:10.853

It's a big initiative, but we want to communicate what we mean to our community and what the community has an impact on us.

249

00:34:12.208 --> 00:34:25.378

Tiffany asked a really good question and chatbox and I want to talk about it for just a 2nd so she talked about the idea that sometimes staff feel like everybody gets this. And so I want to talk more about.

250

00:34:25.378 --> 00:34:36.148

When so, when we're talking about the values recognition, I think 1 thing that's really nice about the format that we're talking about is it's not really about what you get. It's about what you did.

251

00:34:36.503 --> 00:34:47.063

And so, when you're providing the recognition, it really needs to become about the specific behaviors that happen and not so much about what someone is getting for doing it. And so I think that could help weigh the balance.

252

00:34:47.063 --> 00:34:51.804

Because, hopefully everybody, it's not so much that everybody gets this, but that everybody did this.

253

00:34:52.434 --> 00:35:05.574

Did this thing everybody lives this value and everybody who live this value is going to be recognized for it. So I think part of that can go back to the way that we're communicating that. We really put the focus on the skill.

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00:35:05.574 --> 00:35:17.423

The person engaged in, rather than the recognition of Here's what you're going to get for having done it really focused on. You did this thing. Another thing to think about is as you're setting up these recognition systems.

255

00:35:17.454 --> 00:35:27.744

I mean, the idea is that everybody earns because everyone who works for you is demonstrating these values. So maybe it takes them longer to get there or something like that.

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00:35:27.744 --> 00:35:33.204

But ideally, everybody really does because everyone is expected to engage in these behaviors.

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00:35:33.594 --> 00:35:43.014

And I think we can also, just as we communicate to people, we can really focus on what a person did rather than what a person is getting for doing it.

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00:35:46.228 --> 00:35:54.028

Excellent. And I have something to add to that when we get to a slide and just 1 minute, I think it's going to kind of encapsulate that conversation too.

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00:35:54.028 --> 00:36:07.554

So, when we consider how impactful our values are, or how they can be, when we run through our organization that only do we grow towards the places that we want the goals that we have as an organization the goals that we have as a team.

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00:36:08.304 --> 00:36:11.664

We can really set the stage up for success long term.

261

00:36:12.028 --> 00:36:24.719

So, when you're thinking about these organizational values, and you're starting to recognize that they have so much more value in them, when you incorporate them into all of these different systems and to all of these different.

262

00:36:24.719 --> 00:36:34.108

Uh, processes that you have in your organization, you've defined what they are, you set them up in your policies, you've made sure that you've accounted for all proactive steps.

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00:36:34.108 --> 00:36:47.128

He started to teach them and encourage them and show them exactly what that looks like. Give them examples. Tie it back to the organization. You recognize them for their successes, and you constantly communicate these values.

264

00:36:47.128 --> 00:36:52.949

All of those are going to tie towards your overall goals and to bring it back to Tiffany.

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00:36:54.028 --> 00:37:02.338

Change can only be expected by employees and management implements the system. 1st so if you're finding that people are having a hard time.

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00:37:02.338 --> 00:37:12.449

Um, with getting all of this recognition, and maybe everybody's getting the same thing or maybe you're seeing that your data is showing that the system isn't being used as often as it was.

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00:37:12.449 --> 00:37:19.829

The management team, or the people who are in those leadership positions should really be demonstrating and modeling at a high rate.

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00:37:19.829 --> 00:37:23.219

What that system is, or what needs to happen.

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00:37:23.219 --> 00:37:36.778

I am much more motivated to work with somebody who's going to show me that they can do this scale or that. They also follow the same expectations that I do. I.

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00:37:36.778 --> 00:37:50.903

My parents and I were had a really respectful relationship, because everything that they could do within reason they also allowed me to do whatever I try and instill in my staff. I also show them that I can do that thing too.

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00:37:50.903 --> 00:38:02.514

And then I'm not leaving them behind, or are not just sitting in the back and watching them do it. So, I really have the strong strong opinion and value that management should try and do these things, but they want to see and others.

272

00:38:02.514 --> 00:38:16.103

And that's why I get put into the system of recognizing people at a high rate because I try and give recognition to my staff through our system on a regular basis. Because I want to show them that I believe in the system. I hope that they will.

273

00:38:17.635 --> 00:38:25.614

Well, and I think that something that Chris said in the chat box, I think that's really important about the perception that it's genuine.

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00:38:25.614 --> 00:38:32.965

And I think that people do foresee that it's genuine from you because you're a participatory sort of person and that's.

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00:38:33.239 --> 00:38:43.800

Just kind of how you operate and so I think that 1 of the things that we also need to think about is a wide variety of different opportunities for people. And some of the things.

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00:38:44.605 --> 00:38:46.614

Some of the other things that we should consider are,

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00:38:46.614 --> 00:38:57.175

what are the tools that we have available for our supervisors or coaches so that they're able for people who it's not their jam to get a work at card or recognition in front of a large group of people or something,

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00:38:57.175 --> 00:39:01.494

once more 1 on 1 is able to also get that from their supervisor.

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00:39:01.525 --> 00:39:07.914

And 1 of the things that, as an organization we need is, are the materials that are going to promote that.

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00:39:09.474 --> 00:39:19.284

And make sure that whatever we're providing our supervisors and the coaching that's coming from them is also values based. So that it's not just this recognition system where they're getting it. But it's also in their teaching system.

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00:39:19.494 --> 00:39:32.994

It's also in their coaching system, and some of that can really become intrinsic, because I am a high implementer and I don't need anybody to tell me that anymore. Because I see. The impact is the time and I see. I feel myself using those skills.

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00:39:34.585 --> 00:39:48.744

So, I think I do think that's really important and it has to be genuine and I can think of people at organizations who are less inclined to participate in that specific kind of recognition activity. And the people under them are also less inclined to participate in that.

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00:39:48.744 --> 00:39:51.204

I think because it's not seen as genuine when it happens.

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00:39:52.530 --> 00:39:59.579

Yeah, I being genuine and like, true to who you are, that's why if you can sign your personal values.

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00:39:59.579 --> 00:40:07.500

And you can attach them to your agency values, or even if you can show that I am going to stay true to who I am and my value.

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00:40:07.500 --> 00:40:12.809

That's also going to help show that genuine nature whenever you're starting to do some of these systems.

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00:40:13.525 --> 00:40:13.945

And Eric,

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00:40:13.974 --> 00:40:16.824

to ask a question about the systems,

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00:40:16.824 --> 00:40:17.875

and if they're formal,

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00:40:17.875 --> 00:40:19.224

if it's a specific program,

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00:40:19.525 --> 00:40:23.934

or if it's just a practice that our employee has in place and I want to explain in case,

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00:40:23.965 --> 00:40:27.414

I know you're going to do a nice sales pitch for our workshops that are,

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00:40:28.074 --> 00:40:34.704

that are to follow this webinar but this should be a formal system.

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00:40:34.704 --> 00:40:47.755

This should be part of your agency values when you have a well developed agency value system, it has the ability to know what your agency values are teach those values recognize when they've happened and pay off.

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00:40:48.150 --> 00:41:03.000

That person engaging in that skill and so that is a full system that tiered support consultants can help agencies implement across across agency wide and it does all go back to the culture. Yes, yes. Yes.

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00:41:03.000 --> 00:41:11.309

Yes, and it's really interesting that you bring that up is like, what is a formalized system? Well, if you remember when we talked about those products.

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00:41:11.309 --> 00:41:19.614

And Kathleen did a good job of kind of tying that back together again. When you talk about those products, those are all components of what make a good system.

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00:41:19.644 --> 00:41:33.744

It's written down in your policy, it's constantly taught and explained it's recognized and encouraged and it's communicated a regular basis. The only thing that maybe isn't always in there is data. How are you going to evaluate your any system that you create which.

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00:41:34.079 --> 00:41:48.775

We're gonna talk about a little bit later and there's going to be lots of opportunities for you to get free on hand, overhand consultation, support from an agency to your support consultant. So, if you're interested in that, please don't hesitate to reach out to myself or Kathleen.

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00:41:49.344 --> 00:41:57.025

You can also visit our website, so we'll talk a little bit more about that. And again, I'm just really excited to share tier 2 parts with you. So I get a little ahead of myself.

301

00:41:58.320 --> 00:42:01.800

What we what really want to just kind of drive home. The point is that.

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00:42:02.454 --> 00:42:04.885

You have a vision of your organization,

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00:42:05.065 --> 00:42:08.425

you have a mission you want to be somewhere,

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00:42:08.425 --> 00:42:10.405

you want to impact your community,

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00:42:10.405 --> 00:42:12.414

you want to provide quality services,

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00:42:12.684 --> 00:42:14.994

you want to have all of these things work very,

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00:42:14.994 --> 00:42:21.204

very well together but your life values and the behaviors and attitudes tied to those live values.

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00:42:21.235 --> 00:42:23.755

Are your umbrella for everything that you do?

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00:42:24.119 --> 00:42:27.420

They instill your setting of expectations.

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00:42:27.420 --> 00:42:35.099

For the now, in the future, they impact your coaching and training through teaching and encouraging and recognizing success.

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00:42:35.099 --> 00:42:43.170

And they are constantly transparent. So if you really want to have something that's going to be the most universal support that you can put in place.

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00:42:43.170 --> 00:42:48.389

Your life values, and the behaviors that you tied to, that are really going to be the thing that you want.

313

00:42:54.750 --> 00:42:55.289

Okay,

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00:42:55.284 --> 00:43:02.244

so now we want to talk to you about how you can enhance your agency and even your own personal leadership styles,

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00:43:02.244 --> 00:43:03.835

whether you are a supervisor,

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00:43:04.045 --> 00:43:05.244

or you are a team member,

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00:43:05.244 --> 00:43:10.405

how you can enhance your personal leadership and your agency by using agency values.

318

00:43:12.300 --> 00:43:25.110

So, the 1st thing that you want to do is identify whether you have these values or not some of you. I know. I see you because we work with you on a regular basis. I know that you have some values in play.

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00:43:25.110 --> 00:43:38.994

Talk think about what are, what are they are they big broad categories? Do they encompass a lot of things? Have you broken those down into specific behaviors? Are they positive? Are they comprehensive?

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00:43:39.204 --> 00:43:42.594

All of those things you can consider whenever you're reviewing your values.

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00:43:42.900 --> 00:43:47.130

And that's definitely if you already have them, can you.

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00:43:47.130 --> 00:43:50.639

Are are people using them do you might need to rebrand.

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00:43:50.639 --> 00:43:59.639

Um, otherwise you can create those values, and we have an entire workshop that we can offer you in the next couple of months that's going to walk you through that process of.

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00:43:59.639 --> 00:44:11.635

How do you identify agency values who needs to be on the conversation whose voice needs to be heard? We recommend that you talk about everybody in your organization. So they all feel participation in this.

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00:44:11.934 --> 00:44:18.715

And then, how are you going to break those down and narrow them down to what you want as an organization? And we have some really cool visuals.

326

00:44:18.715 --> 00:44:29.155

You've already seen 1 of them and Kathleen is going to talk about them again, because not only do you create these values, but you can also visualize these values in a couple of different ways and that's going to help your communication.

327

00:44:30.750 --> 00:44:45.054

So, you guys saw the matrix and this is really what I used in order to, like, think about it. Really broadly. I talked earlier about what are my opportunities Here's all the different environments that we're in. And so Here's our opportunities to to demonstrate these values.

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00:44:45.054 --> 00:44:54.474

And I think that this is a really important part of the process. This matrix. I feel like it's very helpful to the process and you see a couple of blank spaces here.

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00:44:54.744 --> 00:45:08.844

And it's because I didn't feel necessarily like, it was a different skill in that environment, and sometimes it can be duplicated duplicative. And I also found the same thing to be true. When I worked with Kansas City to develop their values. So.

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00:45:09.715 --> 00:45:19.945

The next slide is gonna show you kind of how we transform them into a more cohesive or usable format. So, like, on the left here you see well, being integrity and this is the beginning of that document.

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00:45:19.945 --> 00:45:30.054

That Canaan showed you is on all the supervisors doors and so they took that matrix and they put it into a more digestible and less wordy format.

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00:45:30.054 --> 00:45:37.675

And so it's, here's the, the 5 or 6 bullet points of the skills that we're looking for people to engage in to reflect that value.

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00:45:38.934 --> 00:45:53.125

And then on the right you can see and even more streamlined version. And that's what I did for my household that is much more appropriate for a household. Probably the matrix of bulleted behaviors.

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00:45:53.125 --> 00:46:07.224

It's much more natural. And I've seen agencies also build something like this in their home and homes because in this house, we is a much more natural way to set expectations and talk about those behaviors.

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00:46:09.989 --> 00:46:19.260

I love these visual representations of our values, because I think that it just really helps solidify and constantly give people something to refer back to.

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00:46:19.260 --> 00:46:24.360

So, I don't have to look at that matrix and try and figure out. Okay well, when I'm here, I'm here.

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00:46:24.360 --> 00:46:28.559

And it just helps you kind of think about that sometimes context.

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00:46:28.559 --> 00:46:39.414

And where you are, might change what behavior you have in that space, but it doesn't necessarily mean that you stop demonstrating that value. It just might change, depending on what's going on.

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00:46:39.445 --> 00:46:50.425

So these values that we at the regional office identified are were the most universal and encapsulating that we could think of, but I can also look back on that matrix and see. Okay.

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00:46:50.425 --> 00:47:02.724

Well, what does this look like in a meeting and that way I can help model and demonstrate and encouraged just behaviors to happen yeah, we definitely think visualizing your agency values.

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00:47:02.724 --> 00:47:08.125

Like, this is really, really powerful, and I can think of at least 1 agency off the top of my head who has.

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00:47:08.489 --> 00:47:20.125

All sorts of great visual representations of their values and they're in lovely signs. They're very decorative. Some of the individuals make their own and put them up on the walls.

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00:47:20.125 --> 00:47:27.565

It's just really, really a lovely way of connecting who you are as an organization and what you want to do for the people and services.

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00:47:31.679 --> 00:47:40.170

So the other things that you could do, when you're incorporating your agency values, and this is something that you can do again on a systematic level.

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00:47:40.554 --> 00:47:55.434

When you create a culture of identity and belonging for these employees, they feel really connected, and they have overlapped their personal values with your values and they feel a bond there, especially with the newer generation.

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00:47:55.494 --> 00:48:05.905

We want to have a place to belong. We definitely want to feel like we are connected in value by the organizations that we give our time to that we invest in. We want to see that investment back.

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00:48:06.565 --> 00:48:14.934

And if you can start from the very, very beginning to show them, that, this is who we are not only are you going to stand out against anybody else?

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00:48:14.934 --> 00:48:26.574

Because I want to work for a company who's going to advocate for me who's going to show integrity and consistency who's going to listen to me when I have ideas and open to change I want to work for that place.

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00:48:26.880 --> 00:48:31.769

Um, more so than anywhere else, but I can also start looking at how I can.

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00:48:31.769 --> 00:48:36.269

Find these people in my community and so.

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00:48:36.269 --> 00:48:47.340

I had a conversation with a man once and he, he's an agency up in Saint Joe, and what he does is that he created these

lovely business cards that he gave to all of his staff.

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00:48:47.340 --> 00:49:00.059

And on these business cards, they have the values of their organization on 1 side, and they had contact information on the other side. And when this least staff were out in the community, doing whatever on, on shift off shift.

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00:49:00.059 --> 00:49:10.465

If they saw a community member display, the values that they wanted, they would walk up and say, hey, I think that you would really enjoy this job, you should come work for us, or give us a call. Like, that's just a cool way of showing.

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00:49:10.465 --> 00:49:23.065

Like, I'm investing in you, and I picked you out of all of these people that I think that you would really do well in this position. So that's just kind of a really cool way of onboarding people, but you can do. So, in other ways, like.

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00:49:23.369 --> 00:49:36.659

Asking a certain question in your interview process, we have 1 where we kind of ask people what are their personal values and whether or not they match with our personal values. I want somebody who's empathetic and positive.

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00:49:36.659 --> 00:49:50.789

Versus somebody who's maybe sarcastic, and who really likes to do 1 thing at a time on this job, you got to be real flexible. So that would be probably more challenging than if I could find somebody right out of the gate, who is going to fit in nicely.

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00:49:50.789 --> 00:49:57.360

Um, to the job expectations and style, so on board, it can be really, really powerful if you use it with your values.

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00:50:00.929 --> 00:50:14.190

And this is 1 way that you can incorporate your own personal leadership values and start to enhance those. As you work with other people, when you coach and mentor, and listen to the people that you're working with.

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00:50:14.190 --> 00:50:27.989

Um, you're really going to build this relationship of honesty, transparency of vulnerability when you talk with somebody, and you coach them and you try and help them be as successful as they can be.

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00:50:27.989 --> 00:50:35.639

Um, it's a really, it's a beautiful relationship whenever you're coaching and mentoring and you can do this at any level staff to staff.

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00:50:35.639 --> 00:50:48.960

Um, I had lost his mentors whenever I was an, I still have mentors now as a supervisor. I mentor other people, and they mentor me back because it is a give and take relationship.

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00:50:48.960 --> 00:50:54.059

And what's really cool about this process is that when you connect with your people.

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00:50:54.059 --> 00:51:01.440

Um, you're more likely to see a strong sense of purpose from them and you can individualize what it is that you're doing.

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00:51:01.440 --> 00:51:10.019

So, I know my values and I want to model those to others, but I also recognize that Sarah has different values.

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00:51:10.019 --> 00:51:23.934

And she brings her own values to the table in addition to our organization. If I can connect to the things that she's doing with her personal values, it's going to mean more to her than to just say, very good job. When you help deal with this situation.

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00:51:23.965 --> 00:51:25.135

Instead, I can say.

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00:51:25.530 --> 00:51:34.230

When you supported that provider in that meeting and gave them recommendations that was going to help them improve their internal processes.

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00:51:34.230 --> 00:51:39.594

You really showed great integrity and accountability whenever you were working with them.

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00:51:39.744 --> 00:51:50.605

I can make that even more powerful and show them that not only do I know what you who you are, and what you value, but I also can show you just how much you pull those things into your job on a daily basis.

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00:51:50.940 --> 00:52:00.570

So, coaching and mentoring, man, we can have a long conversation about the power of doing that and we have all we have, we have all sorts of cool things to share with you too.

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You know, and 1 of the points that Chris made in the chat box is really important that staff evaluations can also be tied to the organizational value.

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00:52:10.405 --> 00:52:24.355

And I think that goes back to the idea of policy and procedure is this full system that our values are in relationship to our policy and procedure and policy and procedure is how you'll be evaluated. And I think that we should probably consider adding this to that.

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00:52:24.355 --> 00:52:38.094

Because that's a really imperative part like, it's what they're going to be held accountable to. So we really have to do

that. I think that's just awesome. Oh, and when that, when staff are involved in developing, they're more likely to own them 100%.

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00:52:38.094 --> 00:52:45.565

And actually, this is this, I don't know if I'm jumping too soon into our sales pitch for joining us for our tier support workshop series.

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But that's actually what we will do if your agency already has values, we'll help you go towards those next steps of building the matrix and developing a real recognition system around those values.

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And if you're not there yet, then what we'll do is help you start at the level of surveying all of the stakeholders involved. So we want to know what staff are saying. We want to know what their values are. We want to know what the Guardian we want to know what the people that you support.

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00:53:15.144 --> 00:53:20.094

We want to know what everyone who is involved in the success of your agency.

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To have a voice in in those, and.

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00:53:24.655 --> 00:53:38.425

What we did at the Kansas City, regional office was add an all staff meeting when we're all together, we packed out a list of values. Everyone circled their top 10 and then they, they weeded that down to their top 3. somebody collected all of that.

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00:53:38.454 --> 00:53:49.974

We identified our top ones and then we started having some discussions about what are those buzz words that we're looking for and that whole process is something that,

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00:53:50.244 --> 00:53:59.184

from the development of your values through to the implementation and maintenance of recognition system around those values.

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I would say would probably take an agency about a year that's about how long it takes and our workshop series is setup quarterly over the course of the year to help agencies develop and implement this and then present that to their peers and share what

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00:54:14.125 --> 00:54:15.775

they have accomplished.

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00:54:17.130 --> 00:54:28.679

Yeah, and it all ties back to our best practice if we want to consistently see the quality of life of our people, not only for the individuals, but for our staff.

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00:54:28.679 --> 00:54:42.985

Improve in the long term, and really trying to identify all of these steps and build a quality universal system, that's what's going to change our culture and that's what's going to provide really quality services. So you're right. Kathleen you're right.

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00:54:42.985 --> 00:54:50.875

Chris, all of these things are so important when we consider what type of value system to put in place, and you won't be alone in this process.

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00:54:51.210 --> 00:55:00.389

You have an agency cured support consultant you have your regional office to offer you support and resources. You are always welcome to reach out to us.

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00:55:00.389 --> 00:55:08.969

We love to talk, we love to share our ideas and we love to help you really create something something amazing.

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00:55:08.969 --> 00:55:12.900

So, what's next? Well.

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00:55:12.900 --> 00:55:23.460

There's lots of cool things happening across the state in near the fiscal year, we're going to be offering some really awesome workshops, or you can come.

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00:55:23.460 --> 00:55:27.840

And work with experts to develop these systems.

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00:55:27.840 --> 00:55:42.295

We have 1 that's going to be focused on values and communication. So not just how you build those values. But how do you communicate them all the way down to the very bottom where your pitfalls might be and how you're going to use data to assess whether or not it's working.

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00:55:42.565 --> 00:55:56.934

And then we also have 1 about coaching. So how can you be that good coach and mentor how can you build your policies and procedures up in order to make sure that that system is working? And that is going to be a really cool opportunity. There's gonna be some podcasts.

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00:55:56.965 --> 00:56:11.155

There's gonna be some good conversations. There's gonna be data building. I'm really excited about that. So, those are some things that we have coming up next. And then we also as always offer as much resources and support that we can to our agencies.

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00:56:11.489 --> 00:56:25.465

Um, so if you need some help in teaching and encouraging, if you need some assistance in coaching, we have virtual coaching workshops, and we're also really interested in making more providers, a tiered support agency, because we just see the value in it.

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00:56:25.465 --> 00:56:29.514

And we know how powerful it can be. So, what's next? Well.

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00:56:29.849 --> 00:56:41.184

Really it's reaching out to your regional office and getting in contact with an agency to support consultant. It could be reaching out to Kathleen or myself and asking us some of these questions that you have buzzing in the back of your head.

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00:56:41.724 --> 00:56:51.204

It could be visiting the website and looking at more about what tiered supports is, and all of the different resources that it can offer you. So, what's next? Well.

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00:56:51.570 --> 00:56:54.840

It's going to be you reaching out and taking that next step.

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I put the tier support website in the chat box. So folks can check out our website. There's a lot of great implementation materials on there.

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00:57:06.954 --> 00:57:18.894

And so I would take a look at the implementation team to learn more about some of the projects that we focus on. And how you might accomplish those, within your agency, there's also an action plan there on the implementation side.

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00:57:19.195 --> 00:57:28.344

And so that kind of outline some of the steps that we see agencies go through in order to build the systems that we're talking about. This are both good overview documents to learn more.

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And then my payments cited please consider joining us for our workshop series that's next quarter. And if you're interested in joining the values 1, then you've already completed your prerequisite by attending today. So thank you. Yeah.

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00:57:43.590 --> 00:57:48.659

And you'll see my face many, many more times, because I will be helping lead those.

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00:57:51.989 --> 00:58:00.090

If you have any other questions, you are welcome to put them in the chat. You I believe that you can unmute and ask

them right now.

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00:58:00.090 --> 00:58:14.635

And we really appreciate you giving us your time to learn about agency values and just how impactful they can be, as you can see, we get on some soapbox about them. We find them really, really powerful. So please hang around and ask a question.

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00:58:14.815 --> 00:58:20.695

Otherwise, have a great Monday, enjoy the rest of your March and we'll see you soon.

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00:58:24.090 --> 00:58:25.530

Thank you everybody.