

## FamilyCare Inc *Community Advisory Council*

February 16, 2016, FamilyCare Board Room, Portland, Oregon  
Business Coach Marsia Gunter  
Carnahan Smith & Gunter, Inc

## LEADERSHIP DEVELOPMENT

Session 2 of 4

### Participants:

- |                              |                        |                 |                          |
|------------------------------|------------------------|-----------------|--------------------------|
| ■ Brett Hamilton             | ■ Jan Tesch            | ■ Martha Spiers | <u>Unable to attend:</u> |
| ■ Celia Higuera              | ■ Jasmine Hernandez    | ■ Royal Harris  | ■ Nick Ocon              |
| ■ Chom Sou                   | ■ Jessica Coshatt      | ■ Sarah Keefe   | ■ Shasta Leming          |
| ■ Christine Lau              | ■ Lance & Sage Gilbert | ■ Zuri Lopez    |                          |
| ■ Dustin Zimmerman           | ■ Leticia Sainz        |                 |                          |
| ■ Estefany & Ezekiel Carcano |                        |                 |                          |
| ■ Gavin Everard              |                        |                 |                          |

### AGENDA

- Welcome & Introductions
- Approval of Minutes
- February Leadership Development
  - Circuit Learning
  - Putting the Past in the Past – Completion, Closure, & Celebration
  - Putting Your Attention on your Intention!
  - Communication for Understanding
- Wrap Up/Next Steps



## PERSONAL RESULTS FOR THE DAY

### One Word to Reflect the Spirit of the Day

- |           |                |                     |
|-----------|----------------|---------------------|
| • Pensive | • Action       | • Faith (in myself) |
| • Focused | • Appreciation | • Grace             |
| • Learn   | • Presence     | • Patterns          |
|           | • Encouraged   | • Grace/forgiveness |
|           |                | • Exceptionalism    |
|           |                | • Responsive        |

## **FAMILYCARE COMMUNITY ADVISORY COUNCIL LEADERSHIP STANDS**

### **Who I say I am**

- ◆ Courage in the everyday
- ◆ What I can be counted on for
- ◆ My personal growth to support my future
- ◆ Courage when the Big Stuff happens



<b>Leader</b>	<b>I am a courageous leader and you can count on me to . . .</b>
<b>Brett H</b>	. . . be assertive and directive, all the time . . . ask for what I want
<b>Chom S</b>	. . . lead difficult conversations
<b>Christine L</b>	. . . forget the past, move forward, and work on the goals in front of me
<b>Dustin Z</b>	. . . research what I do not understand before I make a judgment or directive
<b>Estefany C</b>	. . . lead with an honest heart
<b>Gavin E</b>	. . . be dedicated to being present in what is true right now and speak to it directly
<b>Jan T</b>	. . . listen with intention to learn
<b>Jasmine H</b>	. . . listen, be transparent and present
<b>Jessica C</b>	. . . lead from my heart and with a paradoxical mindset
<b>Lance G</b>	. . . always be available to contribute to the common goal
<b>Martha S</b>	. . . listen and collaborate – incorporate new information
<b>Royal H</b>	. . . educate, motivate, and inspire others to actualize personal exceptionalism
<b>Sarah K</b>	. . . help meet your needs strategically and w/ intention

## **CONTEXT OF COMPLETION**

- ⇒ Let go of History
  - Attachment to: success, disappointments, feelings, reactions, interpretations
- ⇒ Allows the Future to have an opportunity to flourish
- ⇒ Creates Energy & Rejuvenation
- ⇒ Opens pathways and possibility

### **Recommendation**

- ⇒ Strong recommendation to the Senior Team to establish the practice of Completion throughout the company.
- ⇒ Areas: your department teams, with the Senior Team, and for your own day.

*Intercept the Future*

### Completion

- ◆ End of the day
- ◆ Staff Coming and Going
- ◆ Project Benchmarks
- ◆ Situations
- ◆ Projects
- ◆ Successes
- ◆ Trips, vacations
- ◆ Topics
- ◆ Career path milestones
- ◆ Presentations
- ◆ Relationship Upsets
- ◆ End of "something"
- ◆ Kids going from one grade to another
- ◆ New client/Lose a client

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**Declaration of My Intention**  
How I want to Be  
How I want to Listen  
How I want to be Heard  
The Result I want

## Intention

- ◆ Calibrate and recalibrate self and others to the present moment
- ◆ Establish focus
- ◆ Generate personal responsibility for way of being
- ◆ Creates shared understanding and purpose



**Leader in Action**

## INTENTION

Whenever we

- ◆ think
- ◆ speak
- ◆ act

we inherently “intend” our experience at *that moment*

Dianne Martin, The Book of Intentions

## ***MY INTENTION*** ***GOING OUT THE DOOR***

- ⇒ Generate and Initiate my focus with each encounter and for each meeting
- ⇒ Remember who I say I am
- ⇒ Remember my contribution to our Mission, Values, and our Future all demonstrated in our work environment

### ***Recommendation***

Establish the practice of setting Intention for self each day and for each meeting.

<b>Context of INTENTION</b>				
Enthusiastic Owner/Leader	How I want to Be	How I want to be Heard	How I want to Listen	Result I want to achieve
<b>Brett H</b>	▪ Strong	▪ Insightful	▪ Curiosity	▪ Supportive
<b>Chom S</b>	▪ Seen as open	▪	▪	▪
<b>Christine L</b>	▪ A good listener	▪ What I need to hear	▪	▪
<b>Dustin Z</b>	▪ Intentional & direct	▪ Informed & well intended	▪ Actively & receptively	▪ Answers & consultation
<b>Estefany C</b>	▪ Generous and humble	▪	▪ With full interest	▪ Inspire others?
<b>Gavin E</b>	▪ Assertive	▪ As a thoughtful partner	▪ Non-judgmental	▪ Clarity
<b>Jan T</b>	▪ Hopeful	▪ As a person who cares	▪ Hear the person talking	▪ Energized
<b>Jasmine H</b>	▪ Present, inspired	▪ With respect	▪ Whole-heartedly, no other thoughts	▪ Better communication and understanding
<b>Jessica C</b>	▪ Gentle with myself and others	▪ As a human being with feelings	▪ With empathy, compassion, and respect	▪ I will get through the day
<b>Lance G</b>	▪ Compassionate	▪ Firm yet flexible	▪ Neutral, open attitude	▪ Resolution of misunderstanding through clarity of communication
<b>Martha S</b>	▪ Hopeful and collaborative	▪ Innovative	▪ Openly	▪ Innovation
<b>Royal H</b>	▪ Exceptional	▪ Someone working to reach full potential	▪ Someone who is attentive (authentically)	▪ Exceptional
<b>Sarah K</b>	▪ Passionate	▪ Thoughtful	▪ Present	▪ Plan for moving forward

## LEADERSHIP PRACTICES I INTEND TO TAKE ON

Leader, Leading, Leadership

### Leading Practices

- ◆ Declare My Future
  - Be specific, achievable
  - Action to take today
  - Use of language to create
- ◆ My Actions & Results are linked to our/my Mission
- ◆ Establish "Moments of Reflections" for myself
- ◆ Learn in Every Interaction
- ◆ Completion-Daily, Weekly
- ◆ **Choose** what & who I am
- ◆ Extend Trust and delegate
- ◆ Be courageous
- ◆ Link my work to our/my promises
- ◆ Lead from & share your Stand
- ◆ Set Intention: Be, Listen, Heard, Results
- ◆ Remember its all a Choice
- ◆ Capable of Leading by Asking Qs:
  - Self Generating, Clarity, Inquiry, Exploration
- ◆ Live My Life from "I am Complete!"
- ◆ Choose where I speak from on the Communication ladder
- ◆ Choosing to include difference
- ◆ DWISIWD (do what I say I will do)
- ◆ Choose what I'm listening to (radio stations)
- ◆ Ask for & give acknowledgements



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Leading with an Owner's Perspective

# Switch

Intend to Attract High Energy Words



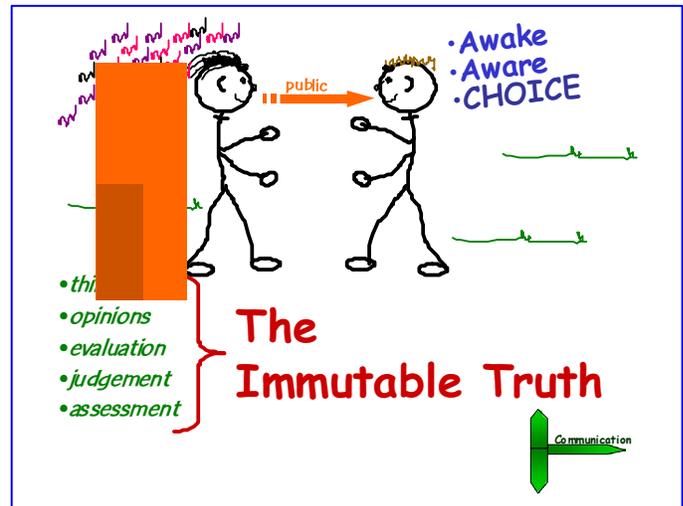
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Leader	Leadership Practices to Adopt
<b>Brett H</b>	<ul style="list-style-type: none"> <li>▪ Not taking things personally</li> </ul>
<b>Chom S</b>	<ul style="list-style-type: none"> <li>▪ Listen to listen and not to intercept and put it back on me</li> </ul>
<b>Christine L</b>	<ul style="list-style-type: none"> <li>▪ Listen better!</li> <li>▪ Practice what I want!</li> </ul>
<b>Dustin Z</b>	<ul style="list-style-type: none"> <li>▪ Always/constantly learning</li> <li>▪ Specific &amp; achievable</li> </ul>
<b>Estefany C</b>	<ul style="list-style-type: none"> <li>▪ Switch listening</li> </ul>
<b>Gavin E</b>	<ul style="list-style-type: none"> <li>▪ Be assertive without making value judgments</li> </ul>
<b>Jan T</b>	<ul style="list-style-type: none"> <li>▪ What I want – clarify</li> </ul>
<b>Jasmine H</b>	<ul style="list-style-type: none"> <li>▪ Leave the past in the past</li> </ul>
<b>Jessica C</b>	<ul style="list-style-type: none"> <li>▪ I'd like to be more proactive in my Intention and Completion practices</li> </ul>
<b>Lance G</b>	<ul style="list-style-type: none"> <li>▪ Avoid misperception through clear intention and awareness</li> </ul>
<b>Martha S</b>	<ul style="list-style-type: none"> <li>▪ Best intentions</li> <li>▪ Past in past</li> <li>▪ "Language creates the future"</li> </ul>
<b>Royal H</b>	<ul style="list-style-type: none"> <li>▪ Leave the past behind and adopt intentional actions to educate, motivate, and inspire</li> </ul>
<b>Sarah K</b>	<ul style="list-style-type: none"> <li>▪ 24 hr follow-up</li> <li>▪ Part deux</li> </ul>

## **CHANGING THE RADIO STATIONS—COMMUNICATION FOR UNDERSTANDING**

### ***What is the practice of “changing the radio stations”?***

- ⇒ Self talk, conversations in our heads, opinions about you or others, which keep you from being the best you can be.
- ⇒ Tunes we play about ourselves that run in our heads.
- ⇒ This self talk – called radio stations in our head – may keep our communications stuck and often negative.
- ⇒ By changing the radio station – the tune in our head – we can create a different thought process and enhance our ability to communicate.



### ***Why is it important to be able to “change our radio stations in our head”?***

- ⇒ As leaders and followers we need to know what we are thinking about and how that is influencing our communications.
- ⇒ When we each learn to change our radio stations in our heads to a tune that is more useful we are helping each other be our “personal best”.
- ⇒ And by learning to “switch” our radio stations in our heads (the things we say to ourselves) we often communicate more clearly and cleanly.

### ***How do I “change my radio stations – the tunes in my head” to something more useful?***

- ⇒ Recognize what you are saying to yourself – the radio stations in your head.
- ⇒ Be willing to change the radio station – the words in your head – to different words that are more helpful and useful to you.
- ⇒ Consciously choose to listen and speak from possibility, passion, action and promise.

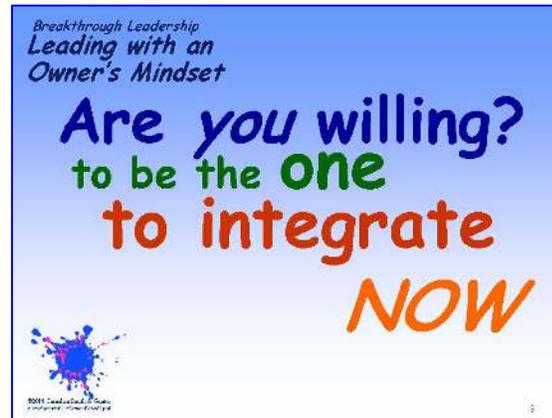
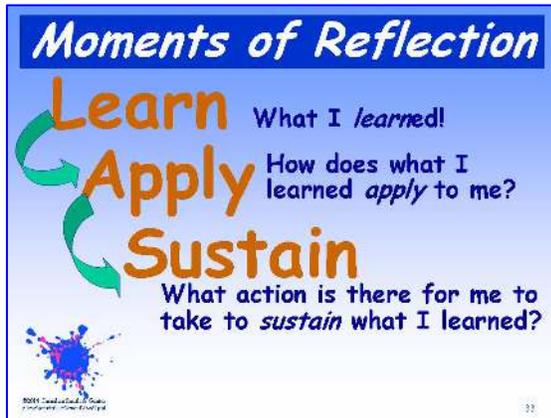
### ***Examples of “Changing Radio Stations”-changing the tunes in your head:***

- ⇒ I am not good enough. *Change to: I am capable and able.*
- ⇒ No one cares about what I have to say. *Change to: What I have to say is important and people want to hear my thoughts.*
- ⇒ If I say this, I will sound stupid. *Change to: It’s okay for me to say what’s on my mind and people will appreciate it.*

### ***When do I change my radio stations – the “tunes” in my head?***

- ⇒ You may choose to change a radio station in your head at any time for the purpose of more clear communication.

## LEADERSHIP LEARNING & ACTION FROM JANUARY 2016



### ***What did you learn and what action have you been in since the January Leadership Development Session?***

- ⇒ Martha: Worked on Communication Promise for our team (FamilyCare & Health Share)
- ⇒ Chom: Challenging others to use language: i.e. “young people” different from kids
- ⇒ Zuri: Work w/ good intent. I recently had someone tell me I really need to understand & listen what’s behind what is being said. I have been practicing.
- ⇒ Jessica: Communication Promise: learning a whole new paradigm; challenging people’s language choices

### ***Leader Practices Dialogue from January 2016 Session Included***

- ⇒ Communication Promise
- ⇒ Language Creates the Future; The Future Is Present in Action Today
- ⇒ Switch
- ⇒ Completion & Closure & Celebration
- ⇒ Intention
- ⇒ What Do I Want?

