

**Community Foundation of St. Joseph's County
Regional Nursing Home Learning Collaborative**

Encouraging The Heart



**Moving Your
Organization Forward
Through Encouragement
and Staff Engagement**

December 7, 2011

What progress you've made and
why?

What you've learned

The Pygmalion Effect

“I believe in you”

What we know about expectations

Our beliefs and expectations can and do impact how we experience the world around us.



Broadcasting High Expectations

“I know you can do it”

VS.

“There’s no way you’ll ever be able to do that – why bother trying?”

Think of a time someone let you know they *really believed that you could do something*

What did that person say?

What did the person do?

What was the effect on you?

Think of a time someone let you know they thought ***you would fail at something.***

What did that person say?

What did the person do?

What was the effect on you?

Know Your Impact

Can you think of a time you created a dynamic that ***set someone up to succeed?***

- How did you do it?
- What impact did you have?

Reversal of the Pygmalion Effect

Bosses, albeit accidentally, and usually with the best of intentions, are often complicit in an employee's lack of success.

This is often how it happens

- An apparent performance problem, or personal problem triggers an increase in the manager's supervision and control.
- The employee begins to believe that the manager lacks trust and confidence in him or her.
- This leads the employee to stop making independent decisions or taking initiative.

Know Your Impact

Can you think of a time you created a dynamic that ***set someone up to fail?***

Know Your Impact

People are often nervous or anxious when they are encouraged by people in leadership positions to step to their personal best, but when spurred on by that leader's belief in them, they develop self confidence and live up to the expectation.

Impact of Expectations

Rate *your expectations* of people you lead:

Person	High	Medium	Low
Person # 1			
Person # 2			
Person # 3			
Person # 4			
Person # 5			

Highest Level Performers

- Think of one or two of your highest level performers
- How do your expectations influence their performance?

Lowest Level Performers

- Think of one or two of your lowest level performers
- How do your expectations influence their performance?

What you do matters

What are some *positive changes* you can make immediately in the way you demonstrate your expectations, to bring out the best in these people?

Activities

Put a “smile” sign on the console of your car. (Seriously, try it.) ***Every day when you drive to work practice smiling.*** Try it for a week.

Note the results in your workbook at the end of the week.

Activities

The next time you talk to someone you supervise about a difficulty he or she is having with a project, make sure that some time during the conversation you say ***“I know you can do it,”*** or words to that effect.

Note the results in your workbook.

Activities

Are the messages in your home mostly ***positive or negative?*** Walk around and examine the images on the walls. Listen to the way people talk to one another. Analyze your written communication.

Note your observations in your workbook. What might be changed?

Activities

For the next two weeks look for opportunities to ***communicate positive messages*** to the people you work with: “That’s a great idea,” and so on.

Note the results in your workbook.

Paying Attention

- Rounds that check in on people, not up on people

“Leadership is not a stroll in the park; leaders are out there for a reason.

One of the reasons, is to show that you care”

“I am a work in progress.”

Community meetings that work!

MEETING THE
LEADERSHIP
CHALLENGE
IN
LONG-TERM CARE

What You Do Matters

DAVID FARRELL
CATHIE BRADY
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Pioneer network continuum

Provider Directed

Staff Centered

Person Centered

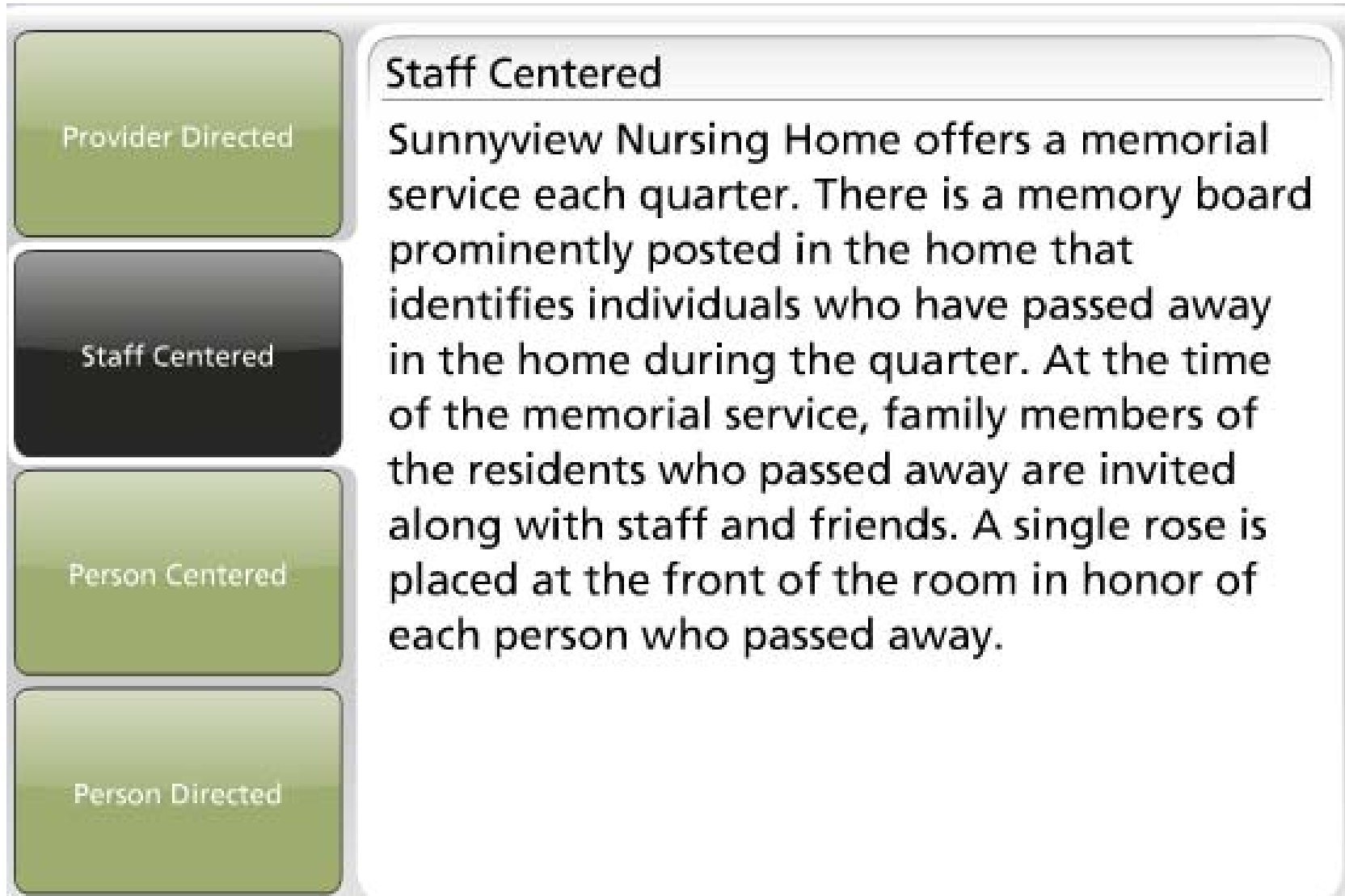
Person Directed

Provider Directed

Carwell Nursing Home follows this following procedure when a resident dies:

Provide post-mortem care. When ready to remove the body from the room, close all the doors to other resident rooms in the unit where the resident expired. Ask residents in hallways and other public areas to go to their bedrooms for a short while. Place the resident on a gurney and take to the facility holding room. Upon arrival from the funeral home, resident body is removed from the facility via the loading dock area.

Pioneer network continuum



Pioneer network continuum

Provider Directed

Staff Centered

Person Centered

Person Directed

Person Centered

Heritage House offers an individualized memory book to the family members of each person who passes away while living there. The memory book is placed outside the person's door on a small table with a rose on it and a framed poem. Staff, residents, volunteers and community members are invited to write something in the memory book about their relationship with the person who passed away. After the book is completed, it is personally given to the resident's family.

Pioneer network continuum

Provider Directed

Staff Centered

Person Centered

Person Directed

Person Directed

The residents and staff at Pineview Nursing Home got together and discussed the death and dying experience in their home. Both staff and residents agreed that they would like to make some changes. Together, they developed the following process:

They ask the person living in the nursing home how they wish to be remembered when they die. They are told of the following option created by other residents. If they wish, upon a resident's death, a chime is rung three times over the intercom. The name of the deceased individual is announced immediately after the chime. Regardless of time of day or night, a

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created by other residents. If they wish, upon a resident's death, a chime is rung three times over the intercom. The name of the deceased individual is announced immediately after the chime. Regardless of time of day or night, a bedside memorial service is offered for staff, residents and visitors. The service includes a short celebration of the person's life and a prayer. The resident council made a quilt that is draped over the deceased person's body. The individuals who participated in the memorial service form a procession and walk the individual out the front door to the waiting funeral service. The quilt is then draped over the person's bed.