

Driving Employee Engagement and Organizational Effectiveness through Self-Directed Neighborhood Teams

Session Details:

Skilled care homes are experiencing unprecedented challenges. Future success will require change and imagining a new way of working that is efficient, effective, and engaging. Through a specially designed and proven curriculum, leaders have the tools/resources to build cohesive, self-directed cross-functional teams empowered to improve well-being for all. This session features the implementation story of Schlegel Villages, a senior living provider in Ontario, Canada. Village leaders and a panel of care partners will share their personal stories and explore with participants why the curriculum along with organizational support, provides a solid platform for team development and meaningful culture change.

Presenters:

- Jessica Luh Kim, Director of Education and Program Development, Schlegel Villages
- Chris Perna, CEO, The Eden Alternative
- Panelists – Schlegel Village team members

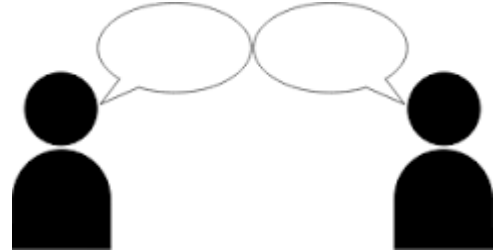
Content	The objectives of our time together
Negative impacts the current organizational design has on the delivery of quality services in long-term care communities	Explore participant’s personal experiences with the traditional long-term care organizational design and the current experiences that supports the need to shift towards a new way of operating that builds organizations to last.
Three elements to building a strong team	Learn about the 3 elements needed to build a strong team as experienced by Schlegel Villages. They include: <ul style="list-style-type: none"> • Compelling direction • Enabling structures and processes • Expert coaching
Successes and challenges of growing self-directed Neighborhood Teams	Hear personal testimonies about the elements needed to build strong teams and uncover real successes and challenges experienced along the path of developing self-directed teams and culture change.
Action Planning	Draft the next steps for driving employee engagement and organizational effectiveness in the participant’s organization.

Welcome! (5 minutes)

Where Are We Now – soil warmer (10 minutes]

Share your thoughts on these questions:

- *How is the current organizational design in LTC serving our highest purpose of creating a caring community?*
- *How is the current organizational design in LTC hindering culture change?*



A Brief Look at the Current Reality of Long-Term Care (10 minutes)

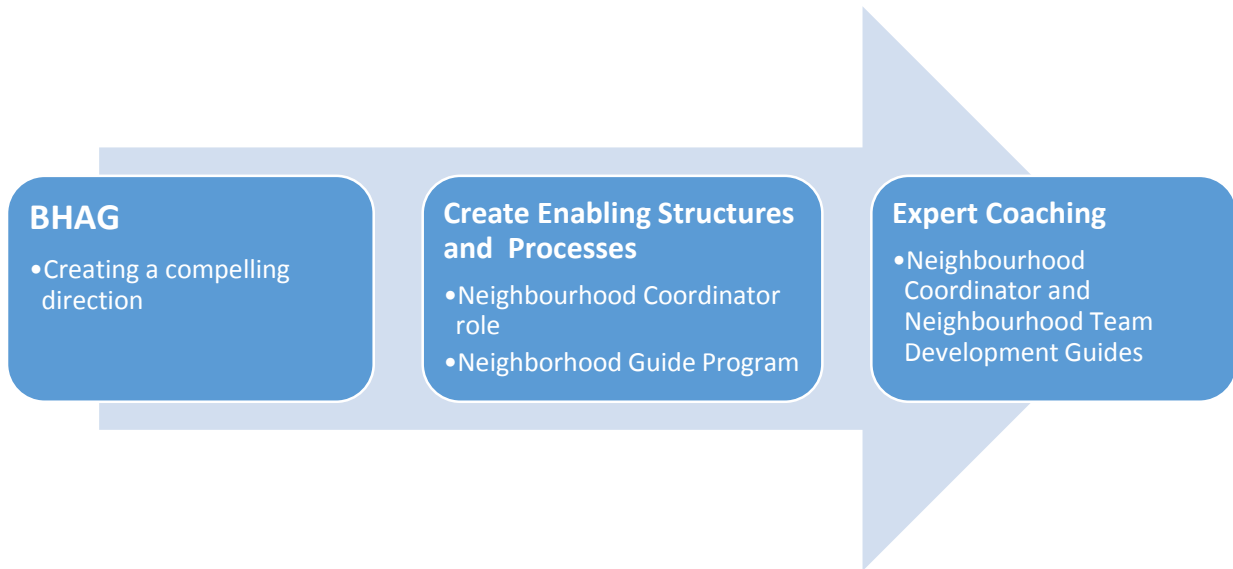
Listen to some of the realities experienced in long-term care. Please feel free to use the space below to capture these points.

Food for thought:

- *What rings true to what you have experienced or seen?*
- *Was there anything surprising that you heard?*



Driving Employee Engagement and Organizational Effectiveness – a model for success (25 minutes)



Listen to how these 3 elements helped to create meaningful change. To get a better sense of how this really works, a group of panelists will share their real life experiences with the above model. Please feel free to use the space below to capture any relevant points or to jot down any questions you may have.

Food for Thought:



- *What do you especially like about the model?*
- *How might this model address some of the concerns you voiced or thought in the opening soil warmer today?*

Let's Get Real - sharing successes and challenges (25 minutes)

Of course this model comes with many successes and some challenges. Let's learn and discuss with the panelists some key successes and challenges they have experienced along the journey towards meaningful change. Feel free to use the space below to jot down some key learnings or questions.

Action Planning (10 minutes)

So let's try it out for your own situation. Take 10 minutes to map out the steps it would take to move in this direction and to bring it to your organization. Who would need to do what, by when? Use the chart below to write the steps. Feel free to share your next steps with someone (e.g., panelists or fellow participant) and receive feedback.

Who...	... would do what...	... by when.

Closing (5 minutes)

Call out the first thing you plan to do!

To drive employee engagement and organization effectiveness through self-directed neighbourhood teams, continue your research about it, start the dialogue about it, and start planning the process towards making meaningful change. We did it, so can you!



Let me leave you with this quote:

“More than anything else, real people in real companies want to be part of a winning team. They want to contribute to producing real results. They want to feel the excitement and the satisfaction of being part of something that just flat-out works. When people begin to feel the magic of momentum – when they begin to see tangible results and can feel the flywheel start to build up speed – that’s when they line up, throw their shoulders to the wheel and push...And that’s how change really happens” Jim Collins – Good to Great – October 2011

Thank you for joining us today.

Resources

- The Eden Alternative <http://www.edenalt.org/>; <http://www.edenalt.org/events-and-offerings/educational-offerings/eden-alternative-neighborhood-guide-training/>
- Schlegel Villages <http://schlegelvillages.com/>
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