

## Leading While Speaking

Anne-Michelle "Michelle" Daniel,  
NHA, MHA  
Eden Educator/Mentor

## Soil Warmer

- What was your first job?
- Did someone trust you with something you had never be trusted with before?

## Soil Warmer

- What did we learn from our first working experience?

## The Old Car Key Analogy

- Teenager gets the car keys
- Teenager gets in a wreck due to inexperience
- Parent must make the decision to give the teenager keys again OR drive them for LIFE!

## Quick Poll:

- Who currently makes decisions in your organization?
  - A. Governing Body
  - B. Upper Management
  - C. Middle Management
  - D. Empowered Teams & Elders
  - E. A combination of these.

## How we decide things:

## How were we trained?

- Looking back, we are likely to have been trained to focus on self advancement and growth of self.

## How were we trained?

- We are *supposed* to make decisions.
- We are *supposed* to know the answers.

Do we ever fall victim to someone coming up to us with a "problem to fix" and we fix it only to realize that we did not have all if the facts? ...leads to trouble every time.

## Eden Golden Rule

- As Management does unto staff, so shall staff do unto others.
- If we as "managers" approach our daily tasks and activities as "problems", how do the team members f that we lead see their tasks and activities?

## Is this how you come to work?



## Do you say these words?

- "I have to prepare myself for work."
- "I have to put on my armor before I go into work."
- "I have to get ready to get in the zone."
- "I have to get prayed up before I go to work."

If you do, then you may consider that empowering your team may be healthy for you AND your team.

## Could we have a paradigm shift?

- Paradigm shift – a change in the way we approach a situation.



A healthy paradigm shift → GROW OTHERS because it is more rewarding!

Boss → Coach



So how do we grow into coaches?

- Learn new tools,
- Try them out,
- Learn from our mistakes,
- Try again,
- REFINE, it's a process.

Fight the Urge to Solve Problems!



Instead, grow your team to solve their own problems.  
Give them the tools and teach them to use the tools well!

5 Conditions of Empowerment

- 1. Knowledge
- 2. Information (Parameters)
- 3. Training & Skills
- 4. RESOURCES (not just \$, human resources, supplies, etc. )
- 5. Supportive Environment

ALL 5 CONDITIONS MUST BE PRESENT FOR TRUE  
EMPOWERMENT TO OCCUR.  
OTHERWISE, IT'S JUST DELEGATION.  
**Beware of Delegate and Abandon!**

The 5 Conditions of Empowerment are a creation of The Eden Alternative™.

Domains of Well-Being™

1. Identity – Being Well-known; having personhood, individuality; wholeness; having a history
2. Growth – Development; enrichment; unfolding; expanding; evolving
3. Autonomy – Liberty; self-governance; self-determination; immunity from the arbitrary exercise of authority; choice; freedom

Domains of Well-Being™

4. Security – Freedom from doubt, anxiety, or fear; safe, assured; having privacy, dignity, and respect
5. Connectedness – State of being connected; alive; belonging; engaged; involved; not detached; connected to the past, present and future; connected to personal possessions; connected to place; connected to nature

## Domains of Well-Being™

6. Meaning – Significance; heart; hope; import; value; purpose; reflection; sacred
7. Joy – Happiness; pleasure; delight; contentment; enjoyment

NOTE: If ANY of these 7 Domains of Well-Being™ are missing in someone's life, there is likely to be an unmet need, which will cause stress.

Domains of Well-Being™ was Created by The Eden Alternative © Team

## So how do we use these “Domains of Well-being” to problem-solve?

- As leaders, we should watch for patterns of the same problem and the same solution.
- How many times is there a “behavioral issue” and we hear, “I’ll get a urine sample on her today.” Behaviors are unmet needs, not necessarily UTIs.
- Fix a flat tire vs. grow a tomato plant.



## Think about it...

- Do you know of an employee who used to be AWESOME and now they are on the verge of going out the door?
- What happened?
- Do they have ALL 7 Domains of Well-Being? Probably not.
- Can you facilitate growth in them?

## Dare to Dream

- Do you have learning circles? You should.
- When dreaming with your team (some people call this a focus group) a learning circle gives everyone an opportunity to have a voice.
- LISTEN to the dreams of your care partners. Would it make the team better? Would it make your service better?
- Consensus leads to “ownership” of a project/initiative.

## Create Goals

- Create goals with the team
- Prioritize the goals, and get consensus for the prioritization.
- Create committees for the goals.
  - Voluntary participation
  - Team “covers” for them when they are doing committee work
- Meet regularly to discuss the status of the goals.

## Goal Status

- IF goals are being met or being worked towards, GREAT! Encourage them and ask if they need any support.

## Goal Status

- IF goals are NOT being met or worked towards, don't freak out. Take your time and be patient with the team. Review the goals, make sure they have the 5 conditions of empowerment and that they are invested in making the goal a reality. Encourage them, don't make this punitive. (Remember paradigm shift?)

## Words Make Worlds...



If words make worlds, what kind of world are we creating in our organization?

## Leadership Language Fouls

- Name calling
- Put downs
- Blaming
- Threats
- Hitting
- Eye rolling

## Leadership Language Fouls

- Sneering
- Bringing up the past
- Speaking in absolutes
- Making excuses
- Not listening
- Getting even

Language Fouls are part of the Eden Alternative Guide Training™

## What have we learned from Aretha?

- R – recognize the situation/reality check
- E – empathize with others
- S – sincerity goes a long way
- P – passion for the common goal (serving elders)
- E – elevate others
- C – coach the team
- T – thanksgiving for those who have done well
- I've never met a person who does NOT want R-E-S-P-E-C-T.

## As Momma says, "There's a time and a place for everything..."

- Praise in Public
- Confront in Confidence
  - Hold team accountable, with respect
  - Coach them through their difficulties
  - Point out the negative, but remember that no one is all good or all bad.
  - Try to end on a high note of encouragement.

## Leadership is most effective when:

- Relationships are built
- Respect is MUTUAL
- Fairness is given to all
- Team members are growing individually and with their peers
- Words build each other UP, not tear them DOWN
- Common Goals should be worked towards by all (or at least the majority).

## Ok, coaches...

- Is every opportunity a teaching moment, or do we simply let the opportunity slip by?

## Remember the 5 P's

- Pray – Center yourself for discernment
- Prepare – Prepare to activate your decision
- Proceed – Be like Nike and “JUST DO IT!”
- Persevere – There is always adversity, but keep your eye on the prize! (Best place to live and work).
- Praise – Celebrate the successes and give thanks!

Given to me by a former leader, Dorothy Roberts McEwen, it's the Roberts' family motto.

## Questions?

- Michelle Daniel  
[elderadvocate1@gmail.com](mailto:elderadvocate1@gmail.com)  
 @elderadvocate1