



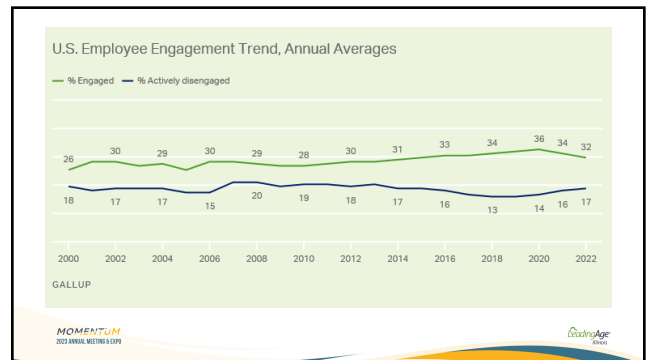
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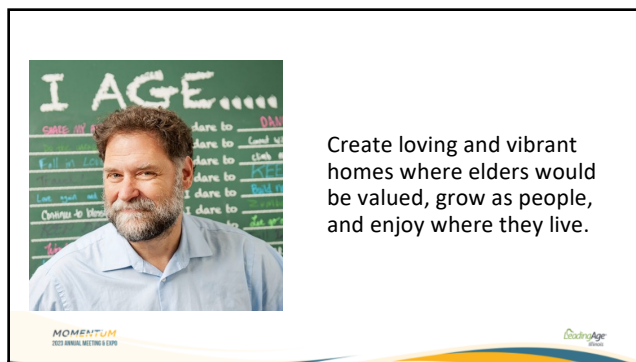
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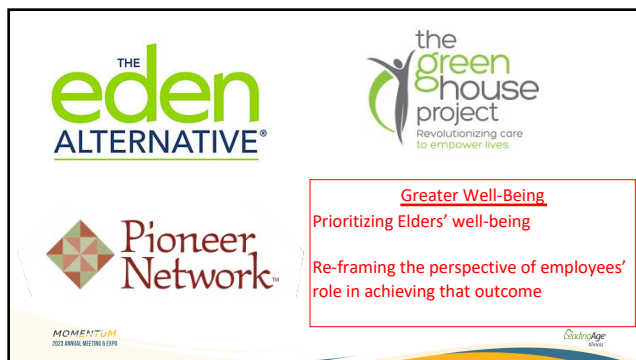


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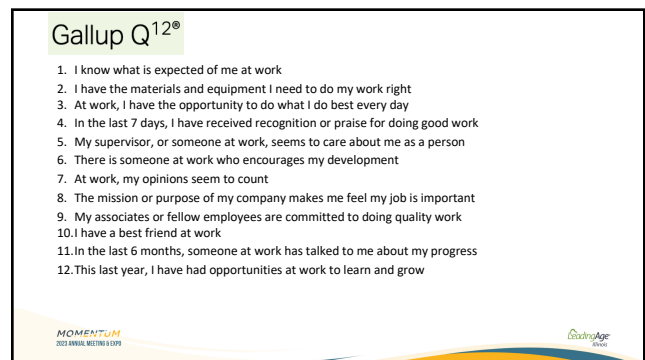
Create loving and vibrant homes where elders would be valued, grow as people, and enjoy where they live.



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### Gallup Q12®

1. I know what is expected of me at work
2. I have the materials and equipment I need to do my work right
3. At work, I have the opportunity to do what I do best every day
4. In the last 7 days, I have received recognition or praise for doing good work
5. My supervisor, or someone at work, seems to care about me as a person
6. There is someone at work who encourages my development
7. At work, my opinions seem to count
8. The mission or purpose of my company makes me feel my job is important
9. My associates or fellow employees are committed to doing quality work
10. I have a best friend at work
11. In the last 6 months, someone at work has talked to me about my progress
12. This last year, I have had opportunities at work to learn and grow



To be equipped  
To feel a sense of belonging  
To be valued  
To engage in meaningful work  
To have opportunities to grow

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To be equipped  
To feel a sense of belonging  
To be valued  
To engage in meaningful work  
To have opportunities to grow

## Helplessness

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To be equipped  
To feel a sense of belonging  
To be valued  
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To have opportunities to grow

## Helplessness Loneliness

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To be equipped  
To feel a sense of belonging  
To be valued  
To engage in meaningful work  
To have opportunities to grow

## Helplessness Loneliness Boredom

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Create loving and vibrant homes where elders would be valued, grow as people, and enjoy where they live.

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Create loving and vibrant workplaces where employees would be valued, grow as people, and enjoy where they work.

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Greater Well-Being  
Prioritizing Elders' well-being  
Re-framing the perspective of employees' role in achieving that outcome

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Greater Well-Being  
Prioritizing Employees' well-being  
Re-framing the perspective of Leaders' role in achieving that outcome

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Know your people

Create a safe workplace



Care for your people



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Provider Directed	Staff Centered	Person Centered	Person Directed
Management makes most of the decisions with little conscious consideration of the impact on residents or staff.	Staff consult residents or put themselves in residents' place while making the decisions.	Resident preferences or past patterns form basis of decision making about some routines.	Residents make decisions every day about their individual routines. When not capable of articulating needs, staff honor observed preferences and lifelong habits.
Residents accommodate staff preferences; are expected to follow existing routines.	Residents accommodate staff much of the time—but have some choices within existing routines and options.	Staff begin to organize routines in order to accommodate resident preferences—articulated or observed.	Staff organize their hours, patterns and assignments to meet resident preferences.

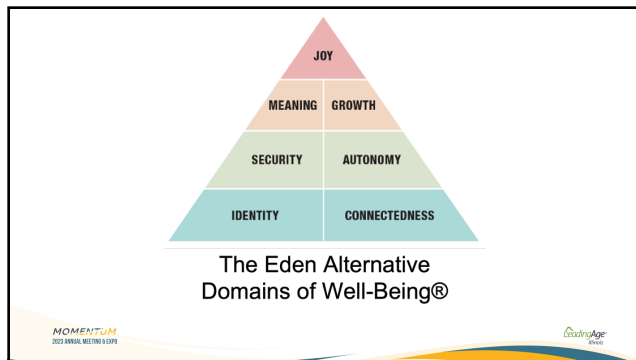
Low Continuum of Person-Directedness High

Developed by Mary Ann Coffey, Genesis HealthCare Corp.  
Based on the model by Susan Wessell and Joanne Huber, distributed at the Pioneer Institute, 2005.

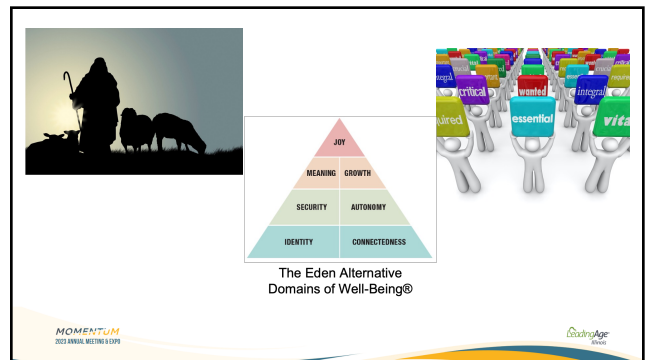
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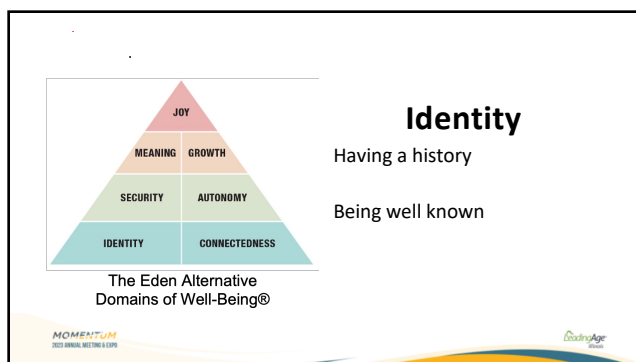
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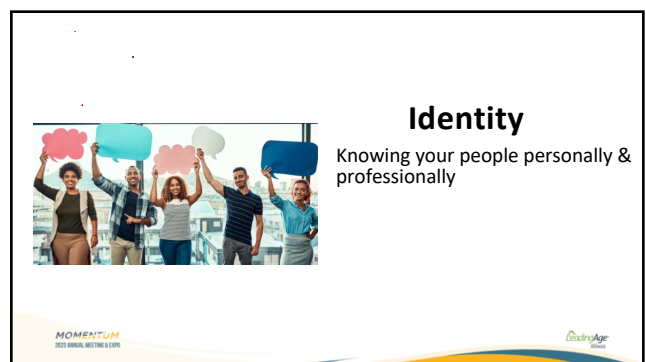
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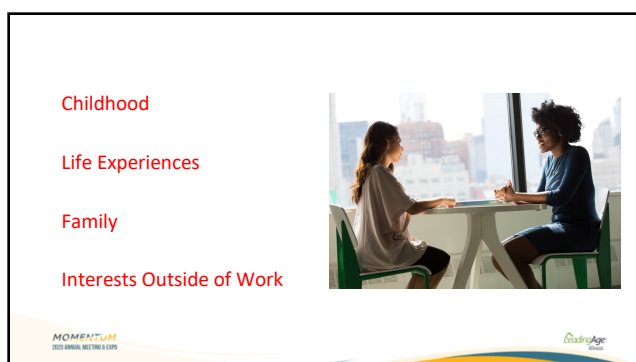
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## Identity

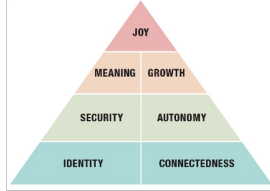
Knowing people personally & professionally

Bringing forth peoples' identities

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## Connectedness

Being loved & connected

State of belonging

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## Connectedness

Creating opportunities for connection & building relationships

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There are 2 types of people in this world

“OMG I need to fill up!”

“I got this”

**A** **B**

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To feel a sense of belonging  
To be valued

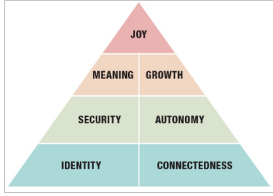
## Connectedness

Creating opportunities for connection & building relationships

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**Security**

Freedom from doubt, anxiety & fear

Feeling safe

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## Security

Creating a workplace environment where people feel safe

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Defining expectations

Providing training & resources

Communicating effectively



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## THE RITZ-CARLTON

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## Security

Creating a workplace environment where people feel safe

Giving people your attention

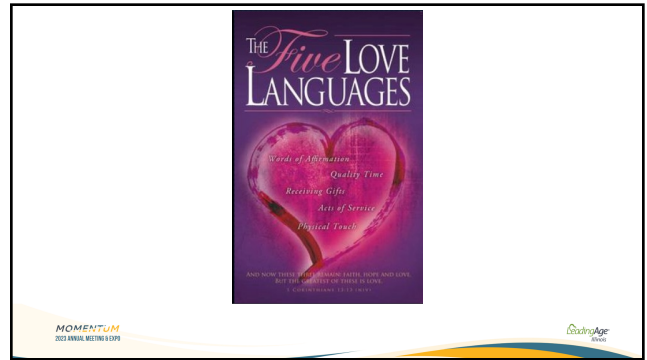
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### Security

- Creating a workplace environment where people feel safe
- Giving people your attention
- Protecting your people

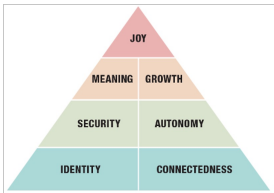
45



### Security

- Creating a workplace environment where people feel safe
- Giving people your attention
- Protecting your people


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### Autonomy

- Freedom to choose
- A sense of control

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### Autonomy

- Leading from the front
- Leading from behind


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Articulating vision of the future

Aligning team with mission & values

Injecting energy & lead by example



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Promotes a nurturing mindset

Creates a culture of ownership

Creates more leaders



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**Autonomy**

Leading from the front

Leading from behind



To be equipped

To be valued

To engage in meaningful work

To have opportunities to grow

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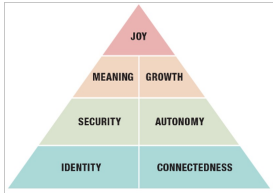
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**Meaning**

Having purpose

Finding meaning



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**Meaning**

Aligning peoples' work to their organization's mission & outcomes

Collaborating with your people



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**Meaning**

Aligning peoples' work to their organization's mission & outcomes

Collaborating with your people



To feel a sense of belonging

Being valued

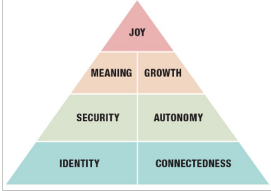
To engage in meaningful work

To have opportunities to grow

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**Growth**

Learning & development

Evolving & growing

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**Growth**

Providing meaningful training

Developing career paths

Seeing & encouraging potential

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**Growth**

Providing meaningful training

Developing career paths

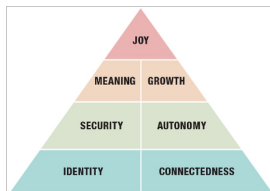
Seeing & encouraging potential

To be equipped  
To feel a sense of belonging  
To be valued  
To engage in meaningful work  
To have opportunities to grow

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**Joy**

Contentment

Enjoyment

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**Joy**

Experiencing...  
Moments of emotional joy & contentment

Greater resiliency


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Revolutionizing the Experience of Home by Bringing Well-Being to Life:

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**Joy**

"The best soil for joyful moments is always found in places where relationships are deep, rich, and intensely meaningful."

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Reinforces what's important  
Inspires people to grow  
Creates a sense of community

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To be equipped  
To feel a sense of belonging  
To be valued  
To engage in meaningful work  
To have opportunities to grow

**Joy**  
Experiencing...  
Moments of emotional joy &  
contentment  
Greater resiliency

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## DISRUPTING THE STATUS QUO OF SENIOR LIVING

### A MINDSHIFT



JILL VITALE-AUSSEM

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PROVIDER DIRECTED	STAFF CENTERED	PERSON CENTERED	PERSON DIRECTED	CITIZENSHIP
Management makes most of the decisions with little conscious consideration of the impact on elders or staff.	Staff consult elders or put themselves in elders' place while making the decisions.	Elder preferences or past patterns form basis of decision making about some routines.	Elders make decisions every day about their individual routines. When not capable of articulating needs, staff honor observed preferences and lifelong habits.	Elders have influence on their community; they are problem solvers. They share responsibility for each other; they are expected to contribute. The organization, leadership, management and staff support people to exercise autonomy, connection and well-being, and work to remove systemic barriers.
Elders accommodate staff preferences; are expected to follow existing routines.	Elders accommodate staff much of the time—but have some choices within existing routines and options.	Staff begin to organize routines in order to accommodate elder preferences—articulated or observed.	Staff organize their hours, patterns and assignments to meet elder preferences.	

LOW CONTINUUM OF PERSON DIRECTEDNESS HIGH

Developed by Grilly, Nelson, and Mironick, 2005. Adapted by Christian Living Communities, 2021.

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## LEADERSHIP SUMMIT

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**LEADERSHIP SUMMIT**

- Organization alignment
- Variety of interactions
- Fresh ideas & actionable solutions
- New strategies
- Collaboration & synergy
- Communication & relationships
- Buy-in & commitment


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**LEADERSHIP SUMMIT**



[Bruce@prioriteams.com](mailto:Bruce@prioriteams.com)

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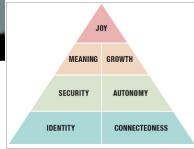
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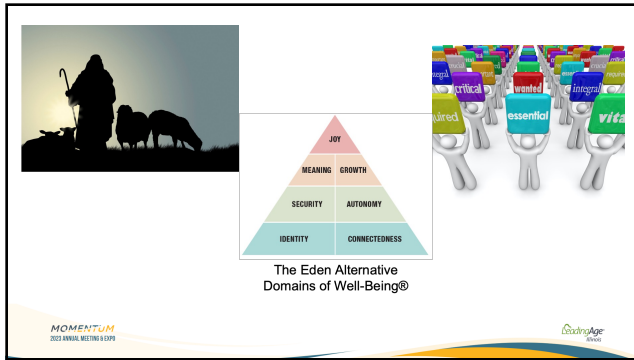
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