

Discover U

Your Potential,
Your Capabilities,
Your Future

April 19, 2023



In this Session...

1



Let's talk
about
U

2



Experience a
DiscoverU
Topic

3



Level-Up Time
for DiscoverU
Cohort #1!



MISSION HEALTH PERSONAL & LEADERSHIP EFFECTIVENESS PROGRAM

Discover your potential.
Discover your capabilities.
Discover your future...

DISCOVERU

MISSION HEALTH PERSONAL & LEADERSHIP EFFECTIVENESS PROGRAM



LEVEL ONE: Interpersonal Relationship Skills

- Delegating
- Conducting Difficult Conversation
- Giving & Receiving Feedback
- Listening for Impact
- Managing Time
- Working with others



LEVEL TWO: Championing Improved NPS Performance

- Adaptability/Managing Change
- Being Accountable
- Building personal Effectiveness
- Developing Talent
- Instilling Work-Fun Balance
- Managing a Diverse culture

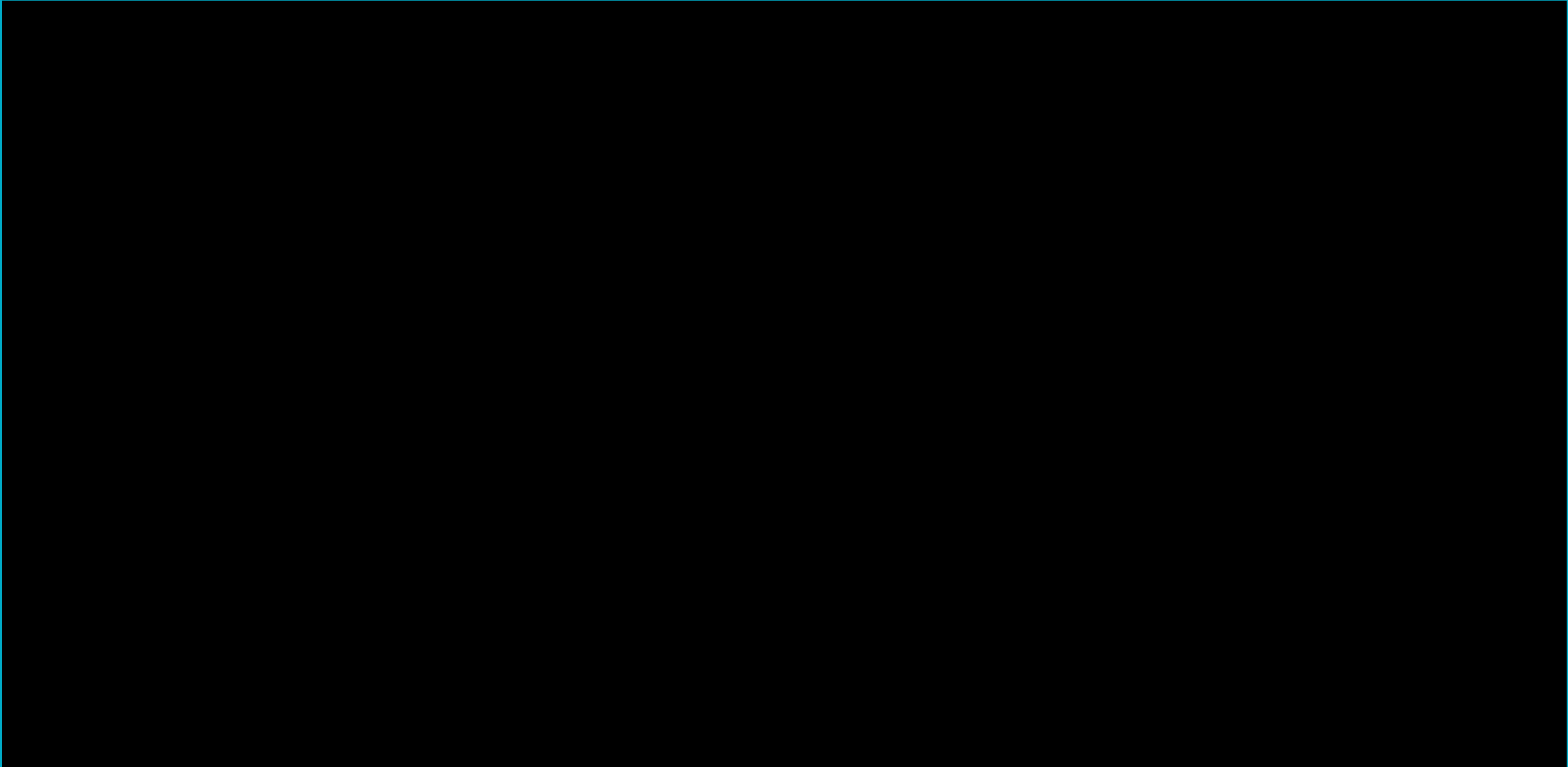


LEVEL THREE: Specialized Certification

- Guiding Team Motivation & Effectiveness
- Increasing Business Acumen
- Leading with Autonomy
- Managing Projects
- Solving Problems and Making Decisions

TRUST





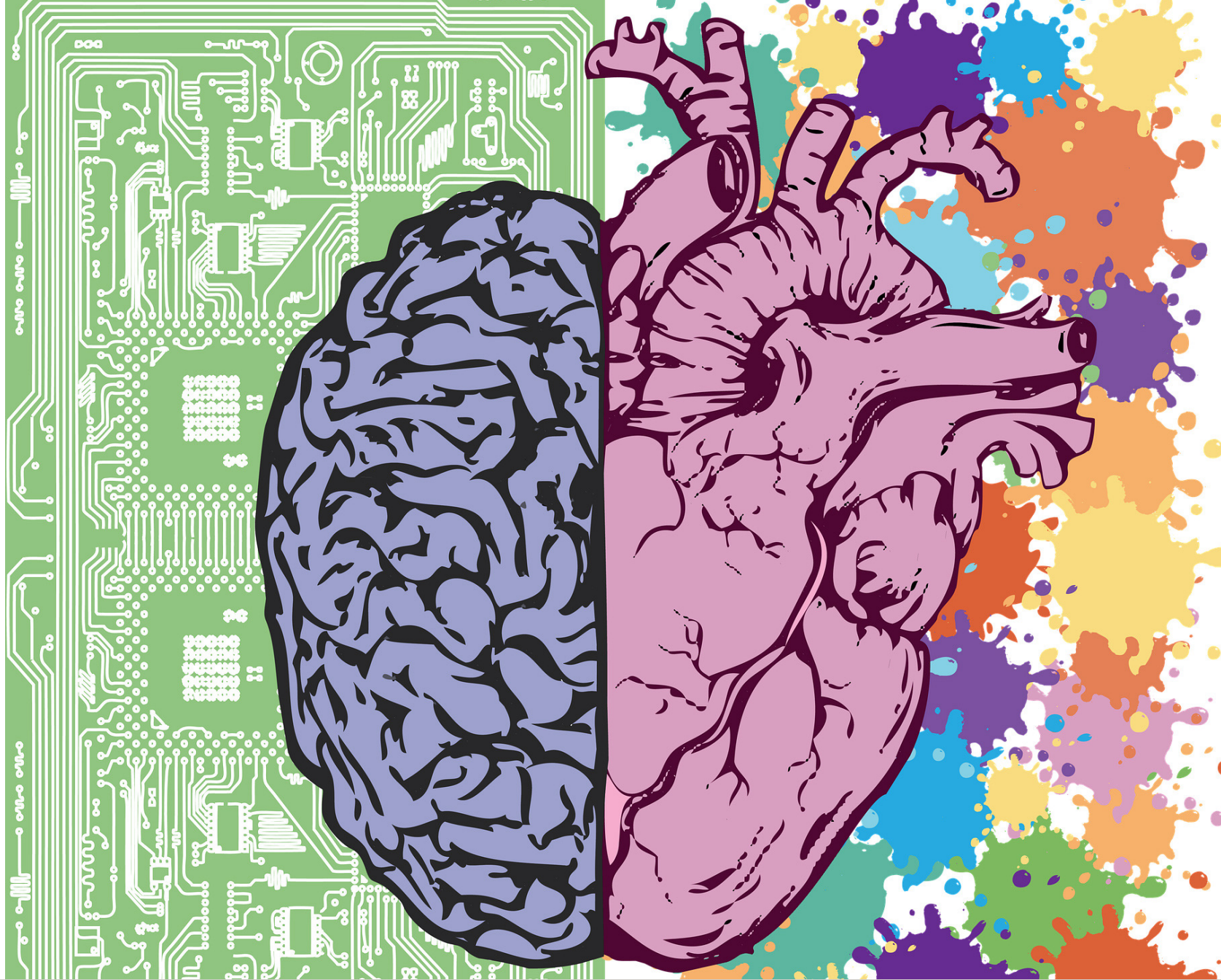
C A R E S



TRUST



TRUST



TRUST



TRUST



TRUST



Research Says...

What is the
measurable impact
of TRUST at work?



Activity

INSTRUCTIONS

1. Read the question & possible answers
2. Hold up your hand with 1-2-3-4 fingers

1. How much higher is engagement & commitment at organizations with high trust vs. low trust?

54%

61%

69%

76%

"The Neuroscience of Trust," Paul Zak, Harvard Business Review, January-February 2017

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2. How much less burnout happens at organizations with high trust vs. low trust?

40%

45%

50%

55%

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3. How much higher are energy levels at organizations with high trust vs. low trust?

76%

89%

106%

122%

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“

Trust is earned in the smallest of moments.
It is earned not through heroic deeds, or even highly visible actions, but through paying attention, listening, and gestures of genuine care and connection.

”

BRENE BROWN

American Professor, Lecturer, Author, and Podcast Host

Who “should” build trust
first?

The leader or
the team member?

Why?



Trust ...

- Presumes a 2-way relationship
- Is both rational and emotional
- Grows, rather than just appears
- Is innately about perceived risk
- ...is exponentially critical for direct managers of people



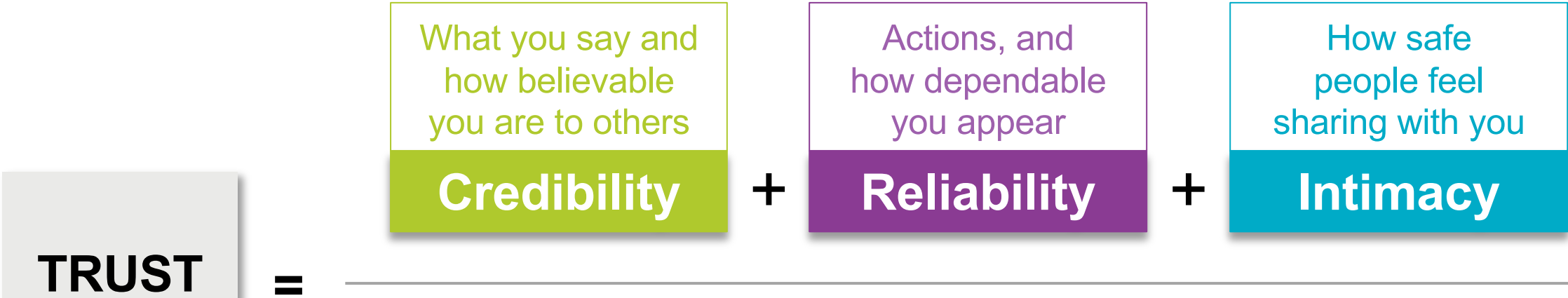
“

Trust is a fragile thing. Easy to break, easy to lose, and one of the hardest things to ever get back.

”

UNKNOWN

The Trust Equation



Self-Orientation

Refers to personal focus, e.g., on yourself or others. (Too much self focus will lower your degree of trustworthiness.)

Adapted from: <https://trustedadvisor.com/why-trust-matters/understanding-trust/understanding-the-trust-equation>

Keep the Bucket Full!



Activity



INSTRUCTIONS

Brainstorm:

1. What **FILLS** the TRUST bucket?
2. What **DRAINS** the TRUST bucket?

5 MINUTES

Filling the T-R-U-S-T Bucket



Be
Transparent



Respect.
Always.



Unite Your
Team



Show You
Care



Take the
Time

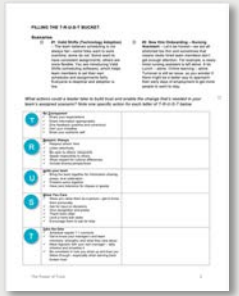
Filling the T-R-U-S-T Bucket

SCENARIOS

- 1 **Valid Shifts (Technology Adoption)**
- 2 **New Hire Onboarding – Nursing Assistant**

10 MINUTES

Activity



INSTRUCTIONS

1. Discuss your assigned scenario—what are the different points of view and emotions?
2. Review the tips for building T-R-U-S-T.
3. Write down a specific trust-building action related to each letter.

#1 Valid Shifts (Technology Adoption)

The team believes scheduling is not always fair—some folks want to work overtime; some do not. Some want to have consistent assignments; others are more flexible. You are introducing Valid Shifts (scheduling software), which helps team members to set their own schedules and assignments fairly. Everyone is skeptical and adoption is low.

#2 New Hire Onboarding – Nursing Assistant –

Let's be honest—we are all stretched too thin and sometimes that means newly hired team members don't get enough attention. For example, a newly hired nursing assistant is left alone. A lot. Lunch – alone. Online learning – alone. Turnover is still an issue, so you wonder if there might be a better way to approach their early days of employment to get more people to want to stay.

Remember...TRUST impacts everything!

Building strong, positive, trust-based relationships affects how we:

- Work cross-departmentally
- Increase census
- Solve labor and scheduling challenges
- Adopt new technology or ways of working
- Provide great onboarding and working experiences for new and longer-term team members

“

You can ignore the principles
that govern trust – but they will
not ignore you.

”

STEPHEN COVEY

Founder, FranklinCovey Global Speed of Trust Practice

Self Reflection

Reflect on how you will build relationships based on trust starting now:

- With whom do you want to develop more trusted relationships at work?
- What will you take to build trust? What might you stop? List specific actions you will do (or stop doing)!

5 MINUTES

Activity

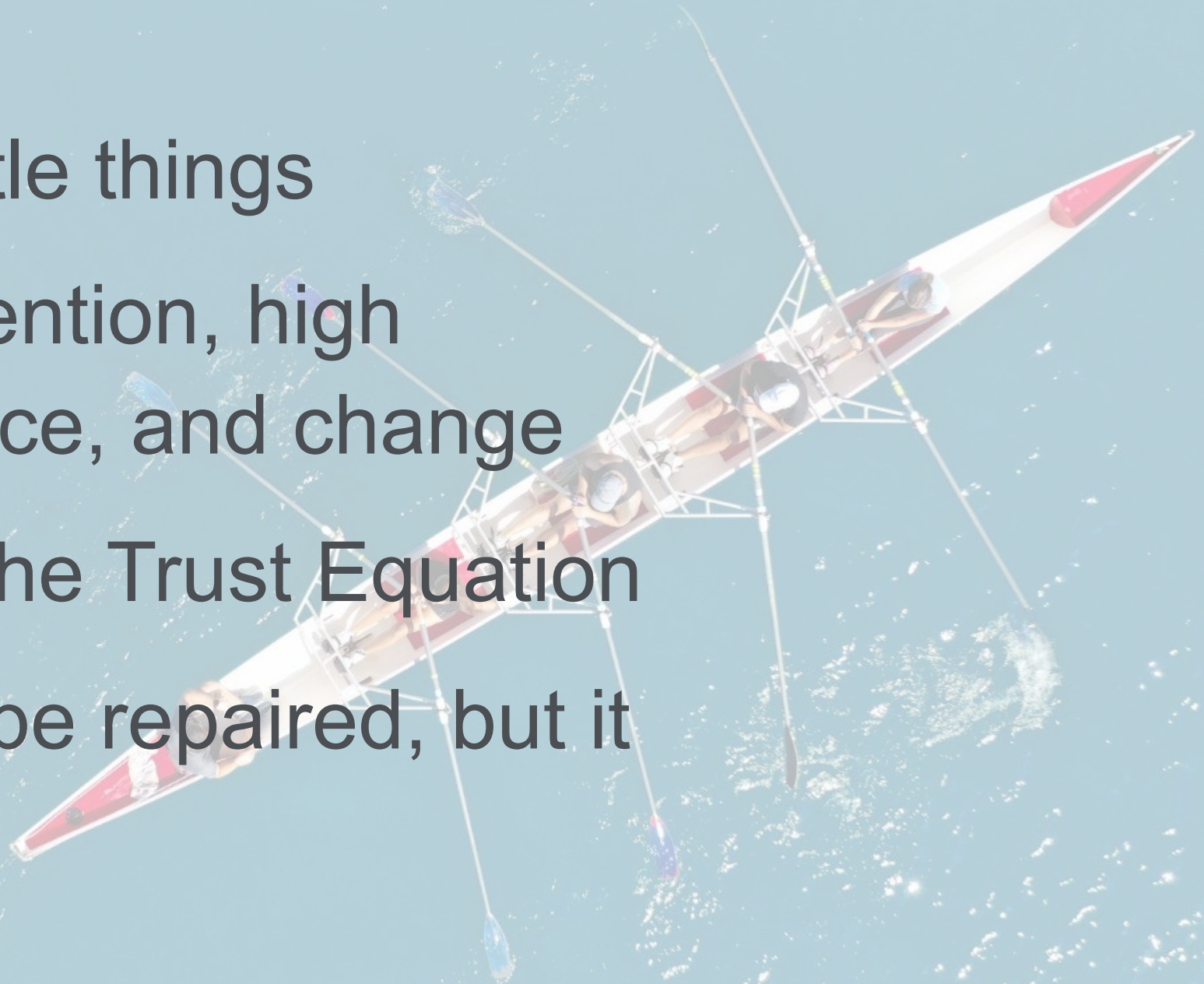


INSTRUCTIONS

1. Respond to the questions on your worksheet.
2. Meet with a partner. Share your ideas and ask for others.

BIG IDEAS

- ✓ Big and little things
- ✓ Key to retention, high performance, and change
- ✓ Power of the Trust Equation
- ✓ Trust can be repaired, but it takes time



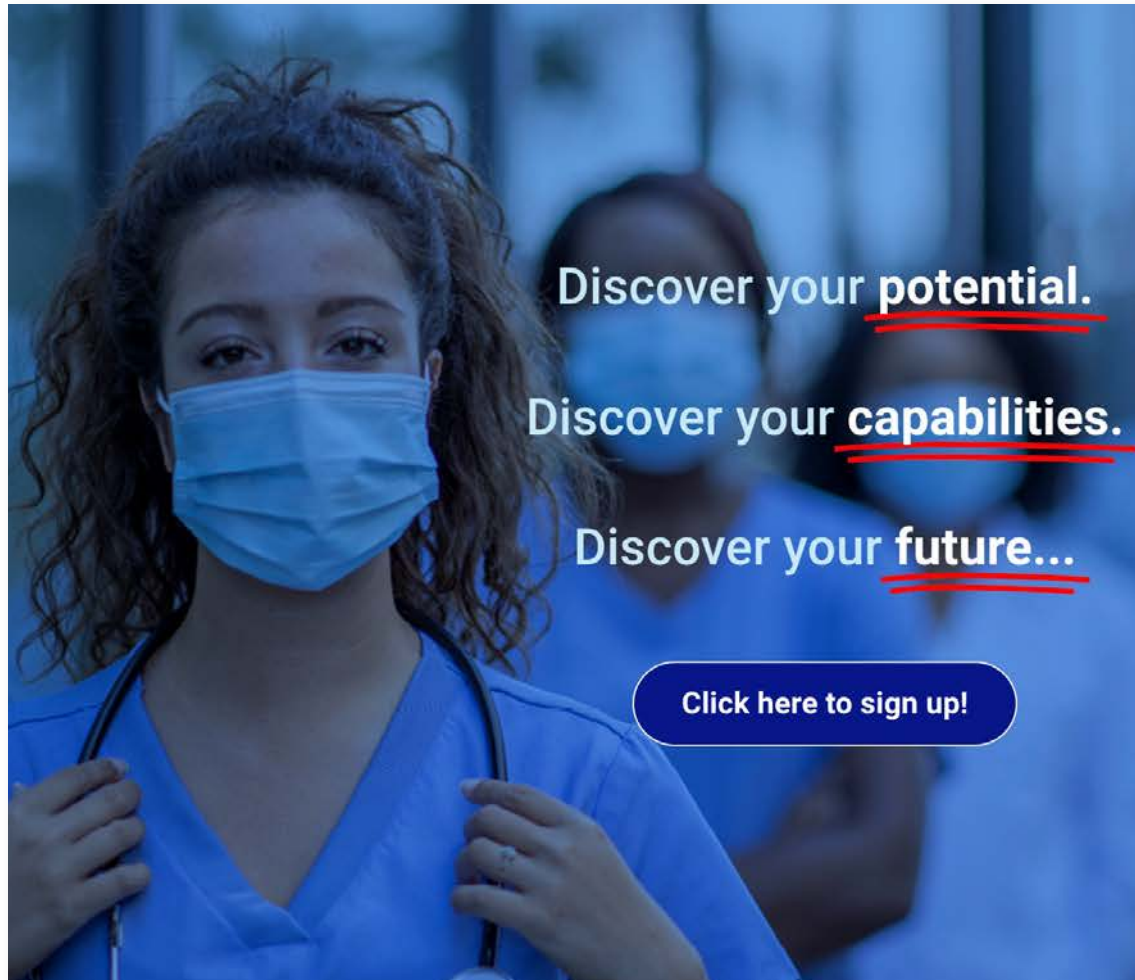
Thank You!


With your manager:

- Share your commitments
- Ask for feedback and coaching



Ready to discover...?






MISSION HEALTH PERSONAL & LEADERSHIP EFFECTIVENESS PROGRAM

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MISSION HEALTH PERSONAL & LEADERSHIP EFFECTIVENESS PROGRAM

Dear DiscoverU Applicant, Mission Health is committed to helping our employees learn, grow, and achieve their career goals with us. With that in mind, we believe it is important to strengthen the depth of our clinical staff at our communities, by helping people who are looking to begin their careers with us, as well as those who are already experienced in healthcare. Congratulations on taking the first step by applying for the DiscoverU: Mission Health's personal and leadership effectiveness program.

With multiple different tracks for our various clinical department positions, this program enables our clinical teams to grow with us, and gain additional skills that create stronger departments, and stronger leaders at every level!

How Does DiscoverU Work?

Review ALL of the information included in this application guide and complete the this application.

Apply Now

with our quick 3 minute Application!

* Fields Are Required

What is your full name?

First Name* Last Name*

How can we contact you?

Email*

Phone Number* Cell

What is your preferred method of communication?

Text Message

Please indicate if you agree to ApplicantPro's Applicant Communication Policy.

I agree to ApplicantPro's Applicant Information Use Policy.*

Apply for this Position

Congratulations Level One Graduates



MISSION HEALTH PERSONAL & LEADERSHIP EFFECTIVENESS PROGRAM



Paula McCra
Regional Nurse



Mindi Estes
Regional Nurse



Laura Quinton
Neodesha DON



Amber Sorell
Wakefield DON



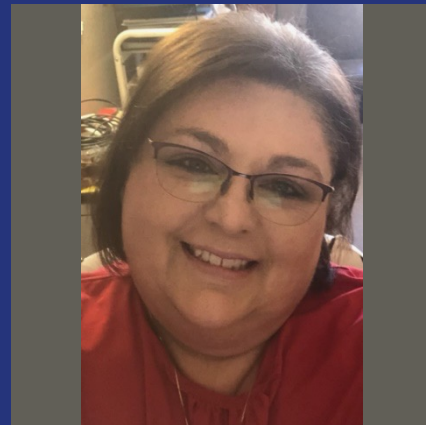
Bailey Keeling
Oswego DON



Tonia Middleton
Downs DON



Chrissy Morgan
Regional Nurse



Veronica Vermillion
El Dorado DON



Leslie Zimmerman-Black
Regional Nurse



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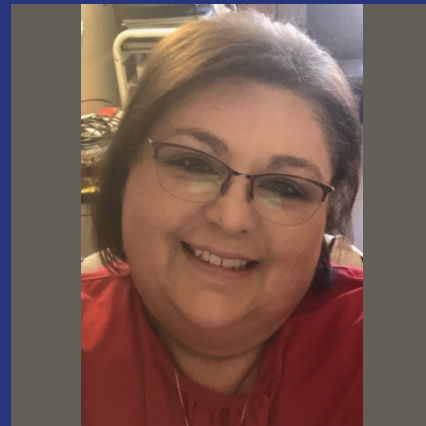
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Congratulations