

Envisioning the Future 2020 & BEYOND

Lead with Dignity Quotient
 Leslie Pedtke

DIGNITY QUOTIENT
 TRAINING • SPEAKING • COLLABORATION

Pioneer Network

dig-ni-ty (noun): the state of being worthy of honor and respect

WHAT IS DIGNITY QUOTIENT (DQ)?

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Assessing the Landscape

Think about your team and your organization... please respond to the following:

- WHAT'S WORKING?
- WHAT'S GOING WELL?
- DESCRIBE ANY AND ALL SIGNS OF SUCCESS...

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Assessing the Landscape

Think about your team and your organization... please respond to the following:

- WHAT'S NOT WORKING?
- WHAT'S NOT GOING WELL?
- WHAT CHALLENGES DO YOU FACE?



IN OUR CULTURE WE KNOW...

WE WILL FEEL WORTHY OF HONOR AND RESPECT AS WE TREAT OTHERS WITH HONOR AND RESPECT.



ANSWER THAT



WHAT DOES DIGNITY MEAN TO YOU?



**How do you
FILL YOUR CUP?**

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<p>Negative words to describe our organization</p>	<p>Positive words to describe our organization</p>
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dig-ni-ty (noun): the state of being worthy of honor and respect

**EACH MEMBER OF THE CARE PARTNER
TEAM WILL...**

- BELIEVE THEY MATTER
- KNOW THEIR VALUE
- UNDERSTAND THEIR WHY
- BELIEVE THEY CAN FEEL GOOD ABOUT THEIR WORK
- BE TRAINED TO HANDLE CHALLENGING SCENARIOS WITH DIGNITY
- UNDERSTAND THAT AUTHENTIC CONNECTION MATTERS

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Themes & Patterns

Thinking about the conversations, respond to the following:

ORGANIZATIONAL STRENGTHS . . .

ORGANIZATIONAL CHALLENGES . . .



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DQ IS A MINDSET



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Non-DQ behavior is...

- Reactive
- Knee-jerk
- Automatic
- Less than desirable behavior



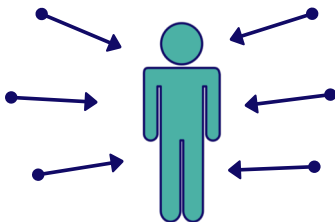
DQ behavior is...

- Proactive
- Thoughtful
- Informed decisions
- Behavior that moves things forward in a positive way



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What gets in the way of leading with dignity




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DQ Leadership Tools

-  DQ Switch
-  DQ Feedback
-  Discover The Gold
-  Leverage Your Strengths

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WHAT IS THE DQ SWITCH?



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Scenario #1
A resident complains that a care partner wouldn't let her smoke before dinner. You go to talk to the care partner and say...

Non-DQ Response? DQ Switch?


Scenario #2
A care partner is late for the third time this month. You say...

Non-DQ Response? DQ Switch?

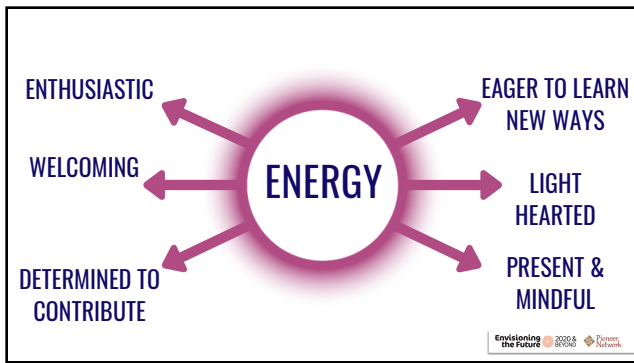
Scenario #3
A family member complains that their parent has poor hygiene. The person is rude and threatens to file a complaint. You...

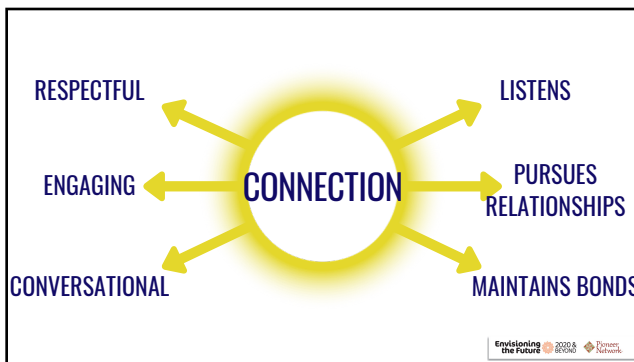
Non-DQ Response? DQ Switch?

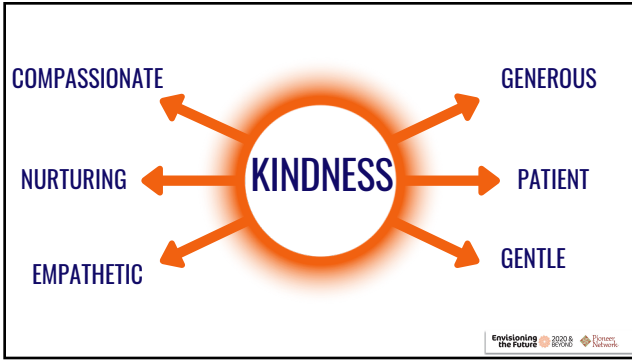
ENERGY	ENTHUSIASTIC	WELCOMING	EAGER TO LEARN NEW WAYS	SIX DQ VALUES
	LIGHT HEARTED	DETERMINED TO CONTRIBUTE	PRESENT & PRACTICES MINDFULNESS	
CONNECTION	RESPECTFUL	CONVERSATIONAL	ENGAGING	MINIMIZES
	LISTENS	PURSUES RELATIONSHIPS	MAINTAINS BONDS	
ENERGY CONNECTION KINDNESS FORGIVENESS CARING FLEXIBILITY				FORGIVES
LEARNING		PROACTIVE		
RESILIENT	WANTS TO HELP OTHERS' NEEDS	ABLE TO BRING PEOPLE COMFORT	TREATS PEOPLE VERY WELL	EMPATHETIC
	FOCUSSES ON OTHERS' NEEDS	PUTS SELF IN OTHERS' SHOES	VALUES INDEPENDENCE OF OTHERS	
ADAPTABILITY	REMAINS CALM IN ADVERSE SITUATIONS	OPEN MINDED	PROACTIVE	HURTURING
	WILLING TO TRY A NEW WAY	WILLING TO THINK A NEW WAY	WILLING TO CHANGE BY MIND	

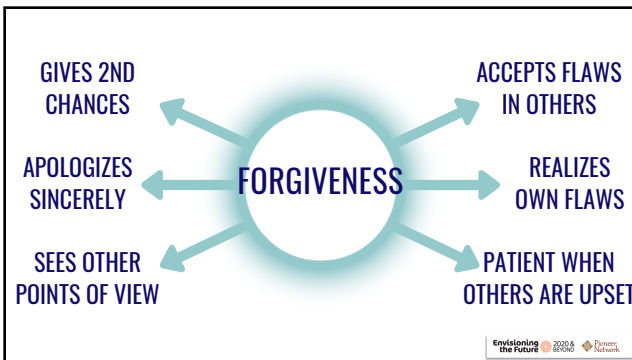


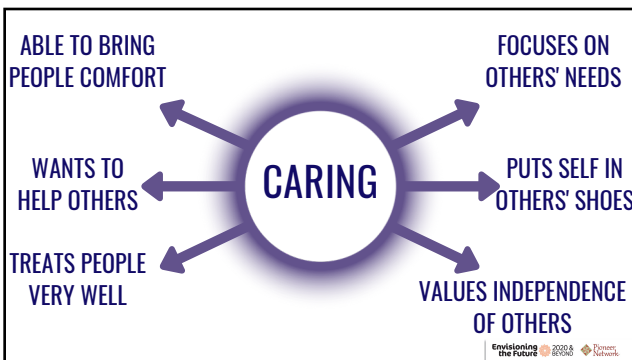
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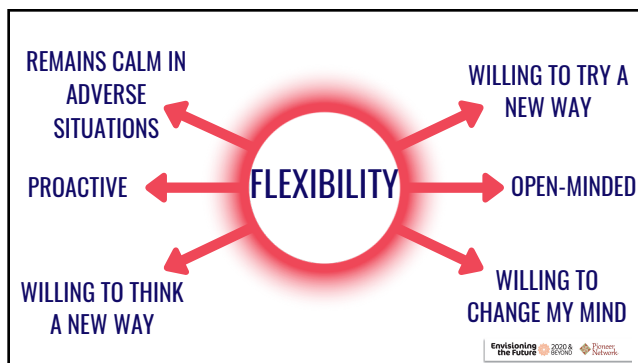












CREATE YOUR WHY STATEMENT

LIST 2 OF YOUR STRENGTHS

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CREATE YOUR WHY STATEMENT

WHO DO YOU SERVE?

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CREATE YOUR WHY STATEMENT



WHAT IMPACT DO YOU WANT TO MAKE ON THE PEOPLE YOU SERVE?










... AND PUT IT ALL TOGETHER

MY WHY STATEMENT SCRIPT:


I WILL BRING MY
(LIST STRENGTHS)

TO
(NAME WHO YOU SERVE)

IN ORDER TO
(DESCRIBE THE IMPACT YOU WILL MAKE)

DQ Feedback



- 1 Discover the gold**
- 2 Describe the impact**
- 3 Deliver the feedback**








Your script:

"I noticed that you _____.
When you do this it is really helpful because _____.
The impact on the resident (or family or team) is _____.
Thank you!"



Identify your top five DQ Leadership strengths and describe how each strength helps you to be effective at your job.




I MATTER BECAUSE...







ONE QUALITY I SEE IN MYSELF THAT I AM PROUD OF IS...






ONE THING I AM EXCITED TO DO MORE OF AT WORK IS...





ONE WORD I WOULD USE TO DESCRIBE HOW I FEEL RIGHT NOW IS...



What are YOUR commitments?



COMMITMENTS:

1

2

3



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Thank you very much!

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