

## Action Pact, Inc.

February, 2008



[www.Culturechangenow.com](http://www.Culturechangenow.com)

# Always New Opportunities for Learning from Elders

### One Day Workshops!

#### Tale of Transformation (NAB approved- 6hrs)

Charlotte, NC  
**Huntersville Oaks**  
February 18th, 2008

Baltimore, MD  
**Levindale Hebrew**  
Geriatric Cntr & Hosp  
April 1, 2008

West Brandywine, PA  
**Freedom Village**  
April 17, 2008

Albany, NY  
**Teresian House**  
April 23, 2008

Downer's Grove IL  
**Fairview Village & Baptist Home**  
April 30, 2008

#### MORE COMING SOON!

This dynamic day will engage you and your team in assessing where you're at in the Stages of Culture Change, share techniques, tools and activities to make progress in the journey; and work on action steps. More venues for the Tale of Transformation workshop in 2008!

\*Dates and locations finalized every day check at

<http://www.culturechangenow.com/workshop-tot.html>

#### OR

Co-sponsorships of these great sessions are also available. Email: [Megan@actionpact.com](mailto:Megan@actionpact.com)

From its beginnings 15 months ago, the folks on the Steering Team at Elim in Princeton, MN told each other, staff, elders and families that all along the way they'd need a heavy dose of mercy and forgiveness along the road of culture change. "Recently, we needed a full measure of each!" said Campus Administrator, Todd Lundeen.

In one of Elim's households, there was a staff member who provided great care for the elders but had been creating problems for the other caregivers in the household. After months of effort with little effective change, the staff member left the facility. In the past, management made decisions regarding personnel changes. They would then tell other managers of the decision, after the fact, that a change was made. End of communication. End of issue.

It soon became clear in this situation that in the new resident-centered culture it would not be that simple. As soon as the caregiver left, elders were grieving because, without explanation, their friend and caregiver was gone. After ten days had gone by, elders were very upset and staff were wondering about all the rumors flying around. "When we finally got wind of the concerns, we sat down to apologize to the elders and ask for their forgiveness," said Lundeen. In a learning circle, staff asked elders if eventually in the transition they wanted to be involved in the staff coaching and disciplinary processes.

One resident responded, "Well, I was in management during part of my career and I don't think we want to be involved in those decisions. But, certainly much of the tears and rumors could've been alleviated if we had known of the staffing change soon after the decision was made." "What a gold nugget of learning this elder had delivered!" Lundeen said. "We've committed to the elders and staff to never again think we are making decisions in a box that doesn't affect others. How thankful we are that learning circles are beginning to become a part of our fabric and offer a great avenue for truth sharing."

## Can You Hear Me Now?

The folks at Elim in Princeton, MN have been working to make learning circles part of every day life. But, since the beginning of their practice, elders, families and staff have sometimes struggled to hear each other in the learning circles. Staff did some research and found an affordable way to make the circles more meaningful – wireless microphones and speaker system. They've been using the system in each of seven households for the last several months and have been pleased with the results. The systems were fairly inexpensive, says Todd Lundeen, Administrator at Elim. Each microphone and speaker set cost less than \$200. For contact information on the sound system vendor contact Todd at [tlundeen@elimcare.org](mailto:tlundeen@elimcare.org)

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### In Pursuit of ... Motivation

**Choreography of  
Culture Change  
February 24-29,  
2008  
Milwaukee, WI**

*Choreography is a six day intensive grounding in culture change principles and practices which has been critically acclaimed as a practical & valuable experience.*

This workshop is held three times each year. Other 2008 dates are

**June 15-20, 2008,  
Sept. 21-26, 2008.**

**Registering is easy.** Call us at Action Pact (414)258-3649, or download the registration form at <http://www.culturechangenow.com/choreography.html>

print it and fax it to us at: (414) 444-8815

Changing the culture of long-term care is hard work. No doubt about it. Those of you thinking about dipping your toes in the water or change may be scared to take it on. Those of you in the middle of transformation surely have days when you think, "What the heck were we thinking?" We thought we'd remind you of the thrill of culture change in the hopes it will give you the push and support to take the next step, wherever you are in your journey, with this excerpt from [\*In Pursuit of the Sunbeam\*](#) (<http://www.culturechangenow.com/book-ipots.html>):

*"There is a fine line between scared and thrilled. Being scared is paralyzing. Being thrilled, well, it means you are on your way. The harness has been buckled on the roller coaster. There is new-car smell in your nose. The rapids splash your face. There's an engagement ring on your finger. You get the point.*

*As people, we know walking around. We do it often and don't even think about the ground beneath our feet. In fact, being land-bound creatures might not even come into our consciousness*

*until we are 10,000 feet up in the air looking out the door of an airplane and getting ready to jump....We long to be "free as a bird." But the chance to personally fly is scary. Then, somehow the line between scared and thrilled is crossed and we can jump from the plane. Things will never be the same. The feeling of "thrill" we get is nature's little boost to help us risk what we know for something that can be so much better.*

*When you realize that yes, things could be better and you start to dream about the possibilities, thrill sets in. It's so tantalizing to have something so new and hopeful and radical in your life. It is like falling in love. You can't stop thinking about it. You read up. You search for more information. Your feelings of burn-out fade and are replaced by the joy of feeling so very alive. This excitement builds the bridge to the next stage. It, like the cute factor with puppies and children, will help you get through when times are tough."*

Want to spread the thrill in your organization? The fifteen-minute DVD, *Chances Are*, is a great way to get people excited about culture change and the possibilities it holds for residents, staff and families. **See next page.**

### Hey! Whatcha readin'?

One of the many brilliant things about the Internet is its potential for spreading information and passion for a movement like culture change. There's Google, but wouldn't it be nice to browse sites related to culture change including: elder issues and socialization, community, regulations, coalitions, team building and other facilities and organizations committed to deep change of long-term care? We're starting construction on a special page of [actionpact.com](http://actionpact.com) to highlight these sorts of sites. Even though there are search engines, we still find the best sites through word of, well, Web. So, **got a good site you find educational, inspirational or entertaining related to elders and/or long-term care you'd like to share?** Send it to Steph Kilen at [steph@actionpact.com](mailto:steph@actionpact.com)

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**Topics in 8-hour  
Leadership  
Online Training**

**Mondays  
1:30 – 2:30 CST**

March 10, 17, 31  
April 7, 14, 21, 28,  
May 5

**What is a  
Manager?**

**What is a  
Leader?**

**Self-Awareness**

**Non-defensive  
Approaches**

**Servant  
Leadership**

**Motivating  
Others**

**Self-Directed  
Learning**

**Mentoring  
Others**

## **Action Pact Leadership Web-based Training**

Everybody learns differently as does every organization. In the ongoing pursuit of spreading education on culture change, Action Pact is responding to this fact with a new education tool. We have workbooks, DVDs, consultation and workshops - now we have web-based training!

The first offering of our Web-based Training is leadership training for new and emerging leaders in culture changing facilities. The eight one-hour sessions (see topics) focus on growing leadership thinking and skills.

Wonderful for both formal and informal leaders, they will be great for a group of staff to study and work together. Project the website and use a speakerphone to interact, dialogue and listen to other groups across the country at the same time!

Each Web-based Training session has a well-crafted power point presentation included in the training workbook. Registration and fee for all eight one-hour sessions is per site. As a result you may invite as many folks in your organization as you want to participate with a single website connection. We are also encouraging participants to purchase a web camera (though it is not necessary) so that they can also be on the screen to make it even more personal.

This is a great opportunity for training, learning and working with Action Pact consultants, as well as other organizations involved in culture change. (And no one has to leave his or her conference room!) The fee for all eight leadership sessions is \$800 plus workbooks. Contact Action Pact to register 414-258-3649.

### **CHANCES ARE Video**

***Chances are you've been hearing the call for culture change... but how to answer?***

Designed as a primer on the who, what, why and how of culture change, **the program is ideal for screening to staff, families, residents and board of directors** as your organization begins its transformation or as individuals join in the movement. Featuring footage and interviews with staff, residents, board members and leaders of culture change organizations, this DVD explains the movement and the steps folks have taken to return power and home to the lives of elders in long-term care. You'll see how organizational redesign, physical redesign and personal transformation come together to create an environment driven by person-centered care. Filled with practical ideas and "ah-ha!" moments, this film will give viewers a better understanding of what your nursing home could and should be! **Available at our webstore:** <http://www.culturechangenow.com/vid-ca.html> or call 414-258-3649 to order.

