

THE VALUES ADVENTURE

**IT ALL WORKS TOGETHER FOR THE GOOD OF
THOSE WE SERVE!**

WHAT IS ORGANIZATIONAL CULTURE?



LET'S TALK ABOUT YOUR ORGANIZATION'S CULTURE

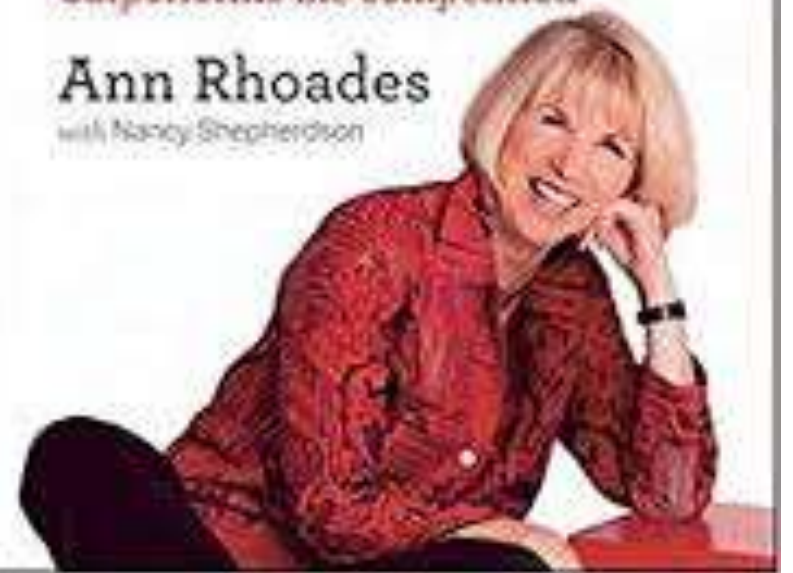
- If there was one cultural phenomenon that could use a facelift in your organization, what would it be?
 - Low morale?
 - High turnover?
 - Gossip?
 - Sub-leadership?

Foreword by **STEPHEN R. COVEY**
author of *The 7 Habits of Highly Effective People*

Built on VALUES

creating an enviable culture that
outperforms the competition

Ann Rhoades
with Nancy Shepherdson



REFERENCE

As RRCI became well recognized and respected in our communities, we had to be able to define who we are and why we are the best at what we do.

- Our values define our culture.
- Our culture guides our performance.
- Our performance serves our consumers in a meaningful way.

CULTURE EATS STRATEGY FOR BREAKFAST!

A Tale of Organizational Culture




**WHAT DO I
VALUE?**

DO WE HAVE ANYTHING IN COMMON?

WHAT IS OUR CURRENT CULTURE?

- Used the format from the book to develop an anonymous, online survey to uncover the current culture of the organization
- Created a team to review and create a synopsis of the survey's
- This is what they learned
- An offsite meeting was held to discuss the findings of the survey



WHAT IS MOST IMPORTANT TO OUR TEAM?

WHAT HAVE WE HEARD SO FAR?



WHAT ARE OUR CORE VALUES?

LET'S BOIL IT DOWN



**COMMUNICATION
RESPONSIBILITY
TEAMWORK
TRUST**

THE RESULTS WERE CLEAR

DEFINING OUR VALUES

- Divide into groups
 - Each group takes one value
 - Review all of the data
 - Propose a definition
 - Be prepared to discuss

**VALUES
&
BEHAVIOR**

LET'S SLEEP ON IT

COMMUNICATION

- The power to create and share information without barriers.
 - Listening
 - Openness and understanding
 - Kindness
 - Flexibility
 - Responsive
 - Sincere interest
 - Respectful
 - Tactful
 - Willingness to share details

RESPONSIBILITY

- Hold ourselves accountable, with integrity, to do our job.
 - Honesty (honorable)
 - Documentation and reporting
 - Accuracy
 - Ownership
 - Wisdom
 - Leadership
 - Clearly defined expectations

TEAMWORK

- The unification of individuals working in harmony to achieve our mission.
 - Willingness
 - Awareness of needs and deadlines
 - Initiative
 - Collaboration
 - Responsible to be open to asking and receiving
 - Respectfully


TRUST

- The confidence in the knowledge, ability, and integrity of our team.
 - Willing to take a risk
 - Open minded
 - Accepting of differences
 - Building a foundation
 - Consistency
 - Reliance/reliability
 - Assurance

VALUES BASED HIRING PROCESSES

- Many people can be taught to be Independent Living Coordinators
 - Processes
 - Paperwork
 - People
- Focus interviewing on whether or not this person holds the same identified organizational values
 - Processes will be embraced
 - Paperwork will be in compliance
 - People will be served with dignity and commitment

INDEPENDENT LIVING ISN'T WHAT WE DO... IT'S WHO WE ARE




**SEEKING CANDIDATE WITH
EXCELLENT COMMUNICATION
SKILLS, TEAMWORK
EXPERIENCE, RESPONSIBLE, &
TRUSTWORTHY**

JOB DESCRIPTIONS REFLECT VALUES

SAMPLE INTERVIEW QUESTION

- **Key Attribute: Effective Listening and Communication Skills**
- Communicating with consumers, team members, and your supervisor is an important aspect of being an effective Independent Living Coordinator. Listening to understand and speaking to be understood help with the communication process. Being responsive to verbal and electronic communication is a key attribute of an IL Coordinator.
- ***Behavioral Questions***
- Tell me about a time when your ability to listen really paid off in regard to communicating a detailed process. Perhaps a situation when others missed a key idea or issue. What was the result?



HOW WILL LIVING THESE VALUES AFFECT...

- **OUR CULTURE?**
- **OUR RELATIONSHIPS AS A TEAM?**
- **OUR SERVICES TO OUR CONSUMERS?**
- **PERCEPTION IN THE COMMUNITY?**
- **THE GOALS THAT WE SET FOR OURSELVES?**
- **OUR OVERALL PERFORMANCE AS A TEAM AND AS INDIVIDUALS?**