

# Leading the Charge: Facilitating Change as a Recreation Professional



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## Session Focus

- Empower and inspire others to realize their full potential
- Create a positive, stimulating work and living environment
- Ensure commitment and follow-through.

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## The Negativity Impact



- \_\_\_\_\_ -  
Drags you and other enthused people down
- Results in resistance to change – “Won’t work,” “Tried it before...,” “Won’t be approved” responses
- Left unchecked can lead to feelings of disempowerment and a “cancerous” current of \_\_\_\_\_.

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## Negative Resistance Conflicts with Our Reality

- ...expectations of governing bodies
- ...expectations of our clients
- ...family knowledge and expectations  
clients
- ...approaches/interventions
- ...recreation professional standards.

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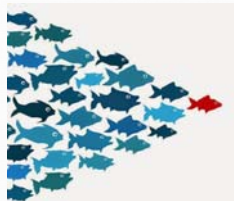
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## Leading the Charge: Facilitating Change as a Recreation Professional

The answer to this challenge lies with...

- Recreation Leaders
- Recreation Staff
- Other Staff
- Residents
- Families.



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What are you prepared  
to do about you?

Self leadership suggests  
purposeful attempts to  
influence  
one's own thinking and

\_\_\_\_\_.

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# Leading the Charge: Facilitating Change as a Recreation Professional

## Personal Positive Leadership & Inspiring Positivity in Others

- The two are obviously closely aligned
- The positivity you demonstrate within yourself influences those around you
- Inspiring positivity in others is also about you, as a leader – you influence others directly, and indirectly.

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## Building Relationships

Orientation towards strengths rather than weaknesses; optimism rather than pessimism; supportive rather than critical communication.

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## Focus on Strengths

- Fact: Focusing on what people are doing well has more impact on their behaviour than focusing on their limitations.
- People learn more from positive demonstrations, than from being told “not” what to do.

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# Leading the Charge: Facilitating Change as a Recreation Professional

## Orientation Towards Strengths

- Focus on peoples' strengths and abilities, and affirming the human potential
- Enable \_\_\_\_\_ rather than addressing obstacles and impediments
- Builds on negative events to develop positive outcomes
- Provides strengths-based energy to individuals and organizations.

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## Reflect on This

- If government inspectors are in your home, will they find deficiencies?
- If you focus on the negative, will you find \_\_\_\_\_ in others?

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## How Good Are You at "Catching People Doing Things Right"?

### 7 Key Approaches

- 1) Immediate and daily
- 2) \_\_\_\_\_ & concrete
- 3) Be sincere
- 4) Everybody – stars, moons & Plutos – keep score
- 5) Don't wait for the dramatic – little things count
- 6) Tie it to your \_\_\_\_\_
- 7) Major impact – write it on letterhead, get a corporate endorsement, mail it to their house.

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## Implementing Positive Strategies

- Positivity will not “just happen”
- People will not suddenly “see the light” and get it
- Extraordinarily Positive behaviour and performance comes about as a result of Extraordinary Leadership insight and

\_\_\_\_\_

\_\_\_\_\_

in the work lives of others.

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## Encouraging Motivation in Others

- Inspiration comes first
- If people are inspired, they are more likely to be motivated to change
- People are inspired and motivated by one thing – every time!!!!

\_\_\_\_\_ -

\_\_\_\_\_

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## Who’s Interest When You Say...

Mary, this activity room is a mess, and the inspector is in the building. Please pick this area up now! \_\_\_\_\_

Mary, how do you think it will make you look if the inspector finds the activity room in disarray? \_\_\_\_\_

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# Leading the Charge: Facilitating Change as a Recreation Professional

## Empowering Others

- As a leader you need to empower others you work with to believe in themselves
- You need staff who are thinking and \_\_\_\_\_, flexible and responsible.

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## Empowering Others through Collaborative Problem Solving

- Is it your job to solve all the problems?
- What happens when you take on all the problems/issues that come your way?
- Your job is to \_\_\_\_\_ to solve problems
- How do you encourage people to think and problem solve their own issues?

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## Empowering Others

- Encourage self-discovery of issue and solutions by asking open ended questions
- By asking questions, you are demonstrating your respect of their knowledge and experience, thereby encouraging effective collaboration
- You are creating “doors and windows,” for empowered and motivated staff.

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# Leading the Charge: Facilitating Change as a Recreation Professional

## Problem-Solving Steps HCA-SAM

- H** - \_\_\_\_\_ — Initially focus on relationships
- C** - \_\_\_\_\_ — Ask WWWWWH questions (reach agreement)
- A** - \_\_\_\_\_ / \_\_\_\_\_ — Who's issue is it?  
3 options
- S** - \_\_\_\_\_ — Ideas? What can \_\_\_ do?
- A** - \_\_\_\_\_ — Who needs to do what, by when?  
What if you run into problems?
- M** - \_\_\_\_\_ — When will we meet to see how it went?

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## The “More” Challenging Behaviours

- Holding others accountable – the morale high ground

• Ask, “ \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ ”

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## The Leader’s Most Important Question

- Ask this question when you are dealing with a challenging issue, or repeated challenging behaviours
- When the person says “the residents,” you have determined something you both agree on
- You can then say “I agree,” followed by “So what impact is (the behaviour) having on resident care?”
- If the person is truly resident- centred, they will recognize that their behaviour must change.

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