



# MPL Core Experience

## MPL Everyday: Human Resources

### Facilitator Guide

**Time Required:** 40 minutes

#### Attendees:

- Human Resources Team Members

#### Before You Begin:

- Set a time to conduct this training for all department team members. Ideally, all team members within a department would participate together.
- Customize the invitation template and send an invite to attendees from department leader.
- Instructions for Facilitator:
  - Community/organization is used throughout to be inclusive of all partners, both senior living communities and non-residential partner organizations. Choose the language that fits best for you.
  - Resident/Member is used throughout to be inclusive of all partners, both senior living communities and non-residential partner organizations. Choose the language that best fits the individuals you support.
  - Non-residential organizations: alternate language is provided in parenthesis where appropriate.
  - Instructions in [brackets] are not meant to be read, but are a note to the facilitator.
  - Words in (parenthesis) prompt you to customize the content.
  - Paragraphs in italics are speaking points.

#### Materials Needed:

- White board or flip chart
- Markers for white board or flip chart
- Samples of blank company performance evaluations
- Handout packet for each participant
- Customized certificate of completion for each participant

#### Room Setup:

- Healthy snacks
- Sparkling juice to celebrate



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### Objective:

To apply Successful Aging and Masterpiece Living concepts to our roles within the community/organization and to identify what that looks like in action in our day-to-day functions.

### Everyday MPL: Human Resources Agenda

1. Welcome and Introductions
2. Why are we here?
3. Celebrate!
4. Definition of Role
5. Human Resources Engagement #1: Language
6. Human Resources Engagement #2: Culture
7. Human Resources Engagement #3: The Interview
8. Human Resources Engagement #4: Performance Appraisals
9. Human Resources Engagement #5: MPL Reviews
10. Commitment to Successful Aging

### Masterpiece Living

Mission:

To change the *experience* and *perception* of aging.

Vision:

A society in which aging means *growth, engagement, vitality* and *purpose*.



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#### Welcome & Introductions (2 minutes)

Welcome to MPL Everyday for Human Resources. This is the final session of the Masterpiece Living Core Experience certification. Thank you for being here. **(Facilitator: add your own introduction and welcome message.)**

Let's get started by discussing what we will learn today. **[Facilitator: read through agenda.]**

#### Why Are We Here? (1 minute)

This organization has made a commitment to enhance the lives of the people working and living here (**non-residential organization: people who come into contact with and are a part of our organization**) through a partnership with Masterpiece Living. You are all here today because you play an important role in this commitment, without you, we won't be able to be successful.

The purpose of this session is to both define the role of Human Resources in a successful aging environment and to put it into action. Each resident/member, team member and visitor represents a piece of the successful aging puzzle and we're here today to discover how we fit into that puzzle.

First, let's celebrate!

#### Celebration (2 minutes)

**[Facilitator: Pass out sparkling juice.]** Congratulations on all your hard work and thank you for what you do. You play a significant role in the culture here at (**organization name**). You have all done great work and we applaud you for your efforts.

Let's take a moment to celebrate some of the specific accomplishments this department has made in the past year. Feel free to walk up and write on the board. **[Facilitator: Encourage participants to share accomplishments.]**

Wow! Look at all we've done and accomplished. Kudos to this team. Our partnership with Masterpiece Living will support us in raising the bar and in creating an environment that is most likely to result in a successful aging journey for the individuals that have day-to-day contact with our community/organization. MPL provides tools and resources that support us in identifying specific goals to strive for and in tracking progress over time.



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#### Definition of Role (1 minute)

*Human Resources plays a significant role in supporting the successful aging of the team members at (**organization name**). Everyone here has a job, things we do on a daily basis, but our role is to support successful aging. Specifically, we will:*

- *Support the champion team (the core group of people leading the Masterpiece Living initiative) in creating an environment of successful aging that is focused on leadership, culture, outreach, resident/member engagement, team member engagement and purposeful programming.*
- *“Talk the talk” by using successful aging language and sharing our successful aging values.*
- *“Walk the talk” by modeling positive lifestyle choices.*
- *View policies and procedures through the lens of successful aging, especially in terms of team members and residents being engaged.*
- *Set the expectation that candidates/team members will play a role the successful aging culture through the hiring and performance review processes.*
- *Promote successful aging education at (**organization name**).*
- *Share the message of successful aging with candidates.*
- *Establish expectations that reflect successful aging values.*
- *Support residents/members/team members in The MPL Review process through encouragement and sharing the value of the entire process.*
- *When appropriate, encourage growth through coaching conversations.*
- *Encourage family involvement.*
- *Support the successful aging journeys of the individuals of the organization.*

**[Facilitator: Take 2 minutes to discuss the following questions:**

- **What does support of a successful aging journey look like?**

**Examples to prompt discussion:**

- **Addressing ageist comments. (I’m too old to do that...)**
- **Have personal successful aging goals**
- **Being aware of and sharing successful aging programs led by team members and residents.**
- **How might the successful aging journey of a team member positively impact the residents/members of our organization?]**



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#### **Human Resources Engagement #1: Language (5 minutes)**

*What image does the word staff bring to mind? Do you think of a cane? Of an infection? There are many powerful images associated with words that are common in the aging field.*

*Language is a reflection of the thoughts, attitudes and beliefs of the individuals within our organization. Let's take the opportunity to examine the language used within our department. First, let's turn to page 2 of the handout packets. This is an example of the language lexicon that MPL partner community, Clermont Park came up with. Do the words we use in this department describe the environment here?*

**[Facilitator:**

- **Have participants read through the Clermont Park Language Lexicon on page 2.**
- **As a group, create a list of words commonly used in your department, especially those that may sound institutional.**
- **Determine counter-words that reflect a successful aging environment.**
- **Write the examples on the white board.**
- **Instruct participants to copy the list onto page 3 of the handout packet.**

**Determine changes your team will make immediately and how you will both communicate that to other team members and residents/members and how you will hold each other accountable.]**

*Wrap up: This community/organization has made a commitment to successful aging through its partnership with Masterpiece Living. This exercise supports our department in determining language that will reflect an environment of successful aging. Our language will to continue to evolve with our organization's culture. Let's set a date to reevaluate language within our organization.*

**[Facilitator: Set an annual date and mark on your calendar.]**



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#### **Human Resources Engagement #2: Culture (6 minutes)**

*Enhancing cultures is at the heart of everything Masterpiece Living does—it's the foundation for a successful aging environment. But what is culture? It's hard to define. Just as the fish doesn't know it's wet, the longer we've been immersed in a particular culture, the more it becomes like the air we breathe – invisible and difficult to articulate. With this in mind, let's step back for a moment and consider what we mean when we talk about culture.*

*Beliefs are subtle influencers of culture. How? Our beliefs impact others as we interact and converse. So, what we believe matters. If we share a positive outlook on aging as we work with older adults, we will positively impact them by believing what's possible and encouraging them to believe in what's possible for themselves.*

*As we continue to enhance our culture, it will be important to view all we do through the lens of growth and potential. Do the policies, procedures and practices of our organization support the successful aging of older adults? Are we doing the things we do because they support the successful aging of older adults or because that's the way we've always done them?*

**[Facilitator: Have participants create a list of 3 current practices in your organization. Brainstorm how ideas for how you can change those practices to better support the growth and potential of the older adults and team members of your organization.]**

*Wrap up: The successful aging research tells us that growth is possible at any age. By viewing all that we do through the lens of successful aging we will warm the soil for team members and older adults to be to be part of an inclusive, welcoming culture where every person is valued and empowered to be all they can be.*



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#### **Human Resources Engagement #3: The Interview (6 minutes)**

*The interview is one of the first impressions a candidate will have of our organization. It's our opportunity to deliver a successful aging message, showcase the successful aging environment at (**organization name**) and to ask candidates what they will bring to the culture. Asking candidates what they will bring to the culture establishes job verses role within the communality. It's also our opportunity to ensure that candidates believe in and value the growth and potential of older adults.*

*Establishing expectations about team member engagement and the support of the successful aging of the older adults at our organization can start before an individual is hired.*

**[Facilitator: Have participants read the Master Practice on page 5 of the handout packet.]**

Holly Creek Retirement Community recognized the value of hiring team members that shared their views of successful aging and developed a system to learn about candidates before they even stepped into the community. Through an online interview system, the following questions were added to both establish the culture of Holly Creek and to evaluate the attitudes of interviewees.

1. Describe your views on aging and the role of elders in American society.
2. Describe what an ideal activity schedule looks like for a skilled nursing neighborhood and an assisted living neighborhood. What do the residents look like in these communities?
3. Describe what a paternalistic community looks and feels like and give examples of each.
4. How will you react to and manage ageism and ableism when/if confronted with it in this role and outside the community?

**[Facilitator: Spend 4 minutes working as a group to make a list of questions or practices your department can use in the interview process to message successful aging, establish expectations and communicate job verses role to candidates.]**

*Wrap up: A successful aging culture is constantly evolving and raising the bar to ensure all individuals have the opportunity to grow. It will be an important part of our role to establish team member expectations and message successful aging to candidates.*



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#### Human Resources Engagement #4: Performance Appraisals (6 minutes)

*In our discussions about the interview, one of the things we talked about was establishing team member expectations right from the start. Once expectations have been established, it will be important to follow through to determine if those expectations are being met. The best of the best Masterpiece Living partners are adding successful aging values to their performance appraisals. They look different from community to community and often reflect the successful aging goals that have been established for the organization. For example, one community has the goal of increasing team member engagement and a strategy they're using to accomplish this is having team members chose an interest they would like to share with residents. In their annual performance appraisals, one of the criteria they will be evaluated on is whether or not they led a program or shared an interest.*

**[Facilitator: Work as a team using page 6 to brainstorm the best questions for evaluating team members on their contribution to a successful aging culture. Determine a system your team can put in place to ensure this happens.]**

#### Human Resources Engagement #5: MPL Reviews (6 minutes)

**[Facilitator: Give participants time to read about the MPL Reviews and Master Practices on pages 7 and 8 of the handout packet. Discuss how your department might support the completion of the MPL Review Process.]**

*Wrap up: Your job at (**organization name**) is to work as a member of the human resources team. Your role is to continue to support the successful aging of the residents/members and team members. The MPL Reviews provide valuable data about our team and the older adults in our community. We can use that data to make decisions that will best support the individuals that live (**visit**) and work here.*



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#### **Thank You and Call to Action (3 minutes)**

*Thank you for attending the MPL Everyday session. Again, I would like to thank the team members of this department for all your hard work.*

*Today, you will determine your own call to action. What is one action you can take today to support the successful aging or residents/members? How can you contribute the successful aging culture here at (**organization name**)? Take a moment to fill out page 9 of your handout packet.*

**[Facilitator: Give participants 1-2 minutes to commit their action steps to paper. Have each participant share his/her commitment with the group before the end of the session.]**

*I look forward to this journey of successful aging that we as team members will take side-by-side with our residents/members, their families and guests and would like to congratulate you for completing the Masterpiece Living Core Experience. As team members of this organization we have a significant impact on those around us.*

*As you fill out the evaluation forms, I will hand out the certificates of completion. Please leave your evaluation forms (**determine a location**) before leaving.*

**[Facilitator: Hand out certificate of completion.]**

**[Facilitator: Collect evaluation forms. Participants keep their handouts.]**

*Thank you for your attendance. Go forth and realize your potential Every Day!*

**[Facilitator: Be prepared to bring the department language lexicon, action items, evaluation forms and any comments, questions or feedback to the leadership debrief session.]**