



MPL Core Experience

Facilitator Guide

MPL Leadership in Action

Time Required: 30 minutes

Who Should Attend: Leadership Team

Before You Begin:

- Review PowerPoint:
 - Notice animations throughout that appear upon advancing slides
 - Speaker's notes:
 - 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.
- Review video:
http://www.ted.com/talks/simon_sinek_why_good_leaders_make_you_feel_safe#t-563121
 - Optional video for training
- Customize slide presentation by adding your organization's logo

Materials Needed:

- Projector & Screen
- For each participant:
 - Master Practices – Team Member Engagement
 - MPL Leadership in Action Worksheet
 - Department-specific Facilitator Guides "MPL Everyday"
 - Best Leadership Actions Handout
 - MPL Core Experience Leadership Feedback

Room Setup:

Set up room so that all participants can see the screen and can participate in the session.



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Speaker's notes:

SLIDE 1: Welcome

*Welcome to the Masterpiece Living Core Experience Training. This session is all about turning the concepts we've learned into action. It's one thing to hear about Masterpiece Living, nod your head in agreement, and then go about our day-to-day as we always have; it's another to put MPL into action. This session is dedicated to now we will take action and lead this initiative at **(community/organization name)**.*

SLIDE 2: Recap

Let's recap what it means for our organization to be a Masterpiece Living Community. It's important that we continue to review to make sure everyone can confidently answer "Why Masterpiece?" to residents, team members, family members and members of the greater community.

[Facilitator: Review leadership declaration, elevator speech and changes in language.]

SLIDE 3: The Plate

Knowing this big concept and the priorities of our organization can be a bit overwhelming, I'd like to remind you about the plate analogy. Masterpiece Living is not about adding one more thing to your plate, it's about reorganizing, restructuring and re-thinking how we do what we currently do. Now, this doesn't mean everything changes, it just means that we are aware of what we do, our language, our interactions, or policies and procedures and make the necessary changes to create the best environment for residents/members and team members.

SLIDE 4: Team Member Impact

The potential of this new view can have a large impact. It's the dedication to not becoming stagnant or set in our ways, which runs the risk of our organization becoming obsolete, not relevant in the market.

The possibilities of enhancing our culture are numerous....giving team members greater purpose in their work can impact productivity and work satisfaction. In fact, one organization saw satisfaction scores of their housekeeping department markedly improve after introducing the concepts of Masterpiece Living. In addition, productivity can be increased and number of sick days reduced. One way to see this impact is to dedicate time and resources to team member wellness opportunities. What do we currently offer for team member wellness? Could we do more?



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Health insurance providers and other vendors may be helpful in supporting employee wellness initiatives. Beyond team member wellness, though, Masterpiece Living encourages team member engagement.

SLIDE 5: Team Member Engagement

Masterpiece Living defines full team member engagement by the items listed on the slide. Do we have these things in place? Do team members know the difference between their job and their role within the culture? Which of these areas do you think is our biggest strength? Which could use the most improvement? Having team members engaged is a large part of how our organizational culture thrives and grows.

SLIDE 6: Organizational Impact

There are hundreds of examples across the Masterpiece Living network of the lives of older adults being impacted by enhancing the successful aging environment. Whether it's through improved balance, decreased fall risk, enhancing the social or intellectual areas of life or just bringing more awareness to living a purposeful aging experience, our successful integration of Masterpiece Living has the opportunity to impact lives in many ways.

We should be able to confidently say that we are creating an environment where anyone who interacts with our organization is impacted by the successful aging culture. How far along do you think we are? How would you rate our community/organization on a scale of 1-10 in creating a culture of successful aging?

SLIDE 7: Even Greater Impact

Of course there are those beyond our community/organization walls. We have the ability to impact those who live in the greater community. To set an example of what's possible with the aging experience. To show them that aging is not about decline but about potential. Our participation with Masterpiece Living also contributes to a growing database of information that has the potential to impact policies and laws.

*How do you think we do at letting the greater community know what's happening here at **(community/organization name)**. How can we improve?*

[Ideas: Press releases, local media coverage, awards, submissions to speak at conferences, articles in industry journals].

SLIDE 8: IDEAS

The good news is that we don't have to re-invent the wheel or create new programs and resources. The Masterpiece Living network is full of ideas on how to take our culture to the next



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level. There are many things they haven't thought of yet, and of course we'll put our own spin onto the initiative, but there are some standard ideas and best practices. I named a few when we were talking about team member engagement and we will continue to hear more as we continue our partnership with Masterpiece Living. Let's dive into what this is going to look like at our community/organization.

[Facilitator: have each participant review the Team Member Engagement Master Practices and select a few ideas that might work at your organization. Discuss with the group.]

SLIDE 9: Leadership's Role

Our job as leaders is to look beyond status quo, to constantly be looking at what we do and how to enhance the lives of team members and residents/members. We also have to focus on our own successful aging journey, to define this for ourselves. We need to be fully engaged and also to encourage team members within our departments to take part in the culture. Now that we've discussed many Masterpiece Living concepts, reviewed team member engagement ideas from the Network let's brainstorm some specific ideas for our organization/community.

SLIDE 10: How will we make it happen?

[Facilitator: Invite participants to complete questions 1-3 on the worksheet. Discuss as a group the responses to items 1-3.]

SLIDE 11: Realities

*What are some of the realities or challenges to engaging team members more in our culture? Is there some concern about possibly "taking advantage" of time dedicated to contribute skills and passions? Or for team members to participate on purposeful programming? How can we manage these realities to make this work for everyone? **[Ask participants to complete and share responses to question 4]***

SLIDE 12: Overcoming Barriers

*Using the lens of Successful Aging, how can we overcome these challenges? **[Facilitator: have participants complete question 5 on the worksheet and share with group]***

SLIDE 13: What Now?

One definite next step is going to be for each of you to go back to your department and lead the "MPL Everyday" sessions. This is where we empower your departments to decide what enhancing the culture of successful aging looks like within your department. Please review your



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department's facilitator guide for more information and ideas. We will regroup following the completion of these sessions to share the ideas that you have come up with.

[Share how accountability will be put in place for executing these ideas. Will they be added to strategic plan for the year? Will you check in at leadership meetings?]

[Facilitator: consider creating a competition amongst departments. Most innovative idea, most impactful idea.]

SLIDE 14: Thank You!

Thank you all for joining the mission to enhance our culture and enhance the lives of the people who live and work here. You play an integral role in our organizations culture.

Make each day a Masterpiece!

Supplemental Resources:

Supplemental Resources

Culture:

Our Iceberg is Melting by John Kotter and Holder Rathgeber

Kotter, J., & Rathgeber, H. (2006). *Our Iceberg is Melting*. New York, NY: St. Martin's Press.

All In by Adrian Gostick and Chester Elton

Gostick, A., & Elton, C. (2012). *All In*. New York, NY: Free Press.

The Fish Philosophy

<http://www.youtube.com/watch?v=-ZKiJejNRtw>

Leadership:

Good to Great by Jim Collins

Collins, J. (2001). *Good to Great*. New York, NY: HarperCollins Publishers Inc. .

Itay Talgam: Lead like the great conductors

http://www.ted.com/talks/itay_talgam_lead_like_the_great_conductors.html

Simon Sinek: Why Good Leaders Make You Feel Safe

http://www.ted.com/talks/simon_sinek_why_good_leaders_make_you_feel_safe#t-563121