

Chat: Compassionate Leaders in Action

00:24:53	Jill Vitale-Aussem:	Hi everyone! thanks for being here
00:43:30	Marguerite McLaughlin:	Bringing compassion to our language . . .
00:43:40	Marguerite McLaughlin:	getting to the why behind our work . . .
00:44:14	Marguerite McLaughlin:	Sometimes people just need to be heard . . .
00:44:33	Marguerite McLaughlin:	Frame everything through compassion . . .
00:45:15	Marguerite McLaughlin:	How do you support compassionate in your community and what have you done?
00:45:21	Jack Cumming:	Leaders are time multipliers, not time consumers.
00:45:23	Marguerite McLaughlin:	Be present
00:45:42	Marguerite McLaughlin:	try not to be a "business CEO"
00:45:54	Marguerite McLaughlin:	Staff are the secret sauce
00:46:21	Marty Schenk:	Totally agree with you Deke
00:46:27	Sarah McEvoy:	Can you talk about how you train your leaders to be compassionate?
00:46:42	Marguerite McLaughlin:	be methodical and deliberate in making time
00:46:44	Joan Devine:	yes - we're going to address that
00:46:59	Marguerite McLaughlin:	Take time too, for yourself . . .meditate
00:47:08	Jack Cumming:	Your residents love you, Marguerite, and they feel compassion for you when you are confronted with technology and metrics. We're all in this together... residents and staff... caring for each other in unity of the human spirit.
00:47:58	Marguerite McLaughlin:	To create a compassionate culture-create care partnership
00:48:33	Marguerite McLaughlin:	Scholarship programs where residents donate money to the fund
00:49:10	Marguerite McLaughlin:	Respite retreats-families and res. contribute to a retreat at a mountain retreat to be able to take care of themselves
00:49:47	Marty Schenk:	Love the idea of respite retreats
00:49:55	Marguerite McLaughlin:	How do you train leaders to be compassionate
00:50:05	Marguerite McLaughlin:	Compassion can be taught!
00:50:42	Marguerite McLaughlin:	Active listening and watching body language-a component of compassion
00:51:03	Marguerite McLaughlin:	Self Awareness- a component of compassion
00:51:48	Marguerite McLaughlin:	Teach it
00:51:56	Marguerite McLaughlin:	Walk a mile in people's shoes
00:53:07	Marguerite McLaughlin:	Spirit training- week long training . . .five days 8 hours-bring three items that define us and explain pivotal moments in our lives
00:54:05	Marguerite McLaughlin:	Knowing people better makes you more compassionate toward them

00:55:54	Jack Cumming:	What are examples of effective programs that you admire from outside the communities that you each lead that are paradigms for what the industry as a whole might adopt to make aging better and how could you persuade the trade associations to make the better life that you admire happen everywhere and become the norm and not just a proprietary competitive advantage?
00:57:24	Marguerite McLaughlin:	Equity and inclusion is vital
01:00:28	Sarah McEvoy:	Great question!
01:01:06	Marguerite McLaughlin:	Co-housing model: community interdependence
01:01:07	Diane Parson: A	n exercise of compassion we implemented at our LTC Center we called Tuesday Tea at Two. A co-worker from every department received a written invitation to attend the Tea. The intention was for all co-workers to get to know one another after selecting a choice of tea and being served hot tea, discuss anything other than work, and we saw amazing long-term connections occur building relationships thus compassion.
01:02:05	Jack Cumming:	I really like the idea of making cohousing the overriding concept for the industry. We're all in this together. We're all getting older. There are plusses to aging but it doesn't always end well.
01:02:48	Jack Cumming:	Great idea to incentivize what's best... give it publicity and up votes.
01:03:25	Jack Cumming:	The pandemic showed how resilient the industry is and how it rose heroically to what was needed to counter the crisis.
01:03:45	Marguerite McLaughlin:	Happily Ever Older. Available through the PN book store
https://www.pioneernetwork.net/product/happily-ever-older-revolutionary-approaches-to-long-term-care/		
01:04:59	Marguerite McLaughlin:	Help change people's minds about our settings – find and promote the good
01:06:12	Marguerite McLaughlin:	How do you know-what have you seen that demonstrates this compassion?
01:06:42	Marguerite McLaughlin:	You can tell it, feel it. it's authentic
01:07:16	Marguerite McLaughlin:	Turnover, complaints, excessive survey complaints are flags
01:07:37	Marguerite McLaughlin:	compassion=high performance
01:08:39	Marguerite McLaughlin:	Satisfaction survey-is there someone who you want to give a shout out?
01:08:57	Marguerite McLaughlin:	Reading the number of shout outs says a great deal

01:09:36	Marguerite McLaughlin:	Number one job of care partners is engagement. Seeing people sitting, holding hands etc
01:09:58	Marguerite McLaughlin:	When you have it, you know it, you can feel and ss it
01:10:02	Jack Cumming:	Happily Older is great. Quote... "There will be a generation of adult children who live with the trauma of knowing their mother or father spent the final moments of life with no one to hold a hand or speak quiet words of love." That's chilling.
		People have a keen sense of when you are leading and managing for others, or when it's the alternative, i.e. "We're managing to our own satisfaction and want to be sure that you know about how great we are."
		Compassion is about other beyond our selves. It's selfless love of others.
01:10:15	Marguerite McLaughlin:	Are we assuming best intentions?
01:10:53	Marguerite McLaughlin:	Is there forgiveness
01:12:05	Marguerite McLaughlin:	If I had to create a compelling case for investing in compassion, what would you say . . .?
01:12:13	Sarah McEvoy:	Your making a great case for 'why' but there is less on 'how' It seems to me 'why' is easy 'how' is more difficult.
01:12:19	Jack Cumming:	Fear of transparency and litigation can invoke the HIPAA shield which interferes with our love of neighbor and love of God through love of neighbor.
01:12:52	Marguerite McLaughlin:	Occupancy-people want to be loved and they want to work in a place where there is love
01:12:57	Jack Cumming:	Yes, Jill, occupancy is ultimate metric of how you're doing.
01:13:41	Marguerite McLaughlin:	Best 30 days of my life living here-I felt life
01:14:22	Marguerite McLaughlin:	Create a place that is person centered-better for your business'
01:14:33	Marguerite McLaughlin:	*love
01:15:01	Marguerite McLaughlin:	Value proposition that revolves around love makes you different
01:15:22	Jack Cumming:	You're on the mark, Donna. If you can't balance both human values and perceptible value on a sound basis, you don't belong in the C-Suite.
01:16:26	Jack Cumming:	Blessings on you, Deke, for giving yourself to that ministry.
01:17:05	Marguerite McLaughlin:	Occupancy is tough; a struggle for those who care

		for underserved communities - compassion is the difference
01:17:15	Marguerite McLaughlin:	Can't afford to waste a good pandemic
01:17:58	Marguerite McLaughlin:	Challenging the how-how can I get started; how do I grow . . .all change is linguistic
01:18:07	Jack Cumming:	Marguerite, PACE is great for the underserved and it doesn't receive the public policy support the program deserves.
01:18:09	Marguerite McLaughlin:	As leaders-have the right questions
01:18:16	Marguerite McLaughlin:	Use learning circles
01:18:18	Cynthia Baker:	Asking questions is huge--
01:18:34	Marguerite McLaughlin:	Create the questions that draw out people's thoughts
01:18:41	Marguerite McLaughlin:	how do you define compassion
01:19:02	Marguerite McLaughlin:	If you can't change the people, change the people
01:19:08	Marguerite McLaughlin:	Start with those you are hiring
01:19:27	Pam Brandon:	Thank you all - this has been a great session!
01:19:29	Marguerite McLaughlin:	Ask new people-who are you, why are your drawn to this work,
01:19:38	Cynthia Baker:	Absolutely adverse hiring out of desperation will ruin a culture of caring.
01:19:54	Jack Cumming:	Donna, and the flip side is to counsel others that they would happier in a different role elsewhere and helping them keep their pride intact as they move on to their next opportunity.
01:20:30	Marguerite McLaughlin:	This culture takes time, investment
01:20:32	Diane Parson:	Our culture of compassion began when I as the leader asked all team members what would we need to do/change for you to choose to live here if you could not be at home? Receiving those answers and creating change started the journey.
01:20:52	Marguerite McLaughlin:	You can't Google yourself into this kind of culture
01:21:17	Jack Cumming:	Deke, on culture change, where is Gandhi and MLK Jr. when we need them?
01:21:24	Sarah McEvoy	Thank you all for your revolutionary care of elders! Keep it going. Blessings
01:21:43	Cynthia Baker:	I think direct care workers are looking for leaders like you all on this panel. Shortages in staffing are major concerns and attracting compassionate direct care staff.
01:22:15	Danna Pentes:	Thank you all!
01:22:49	Jack Cumming:	WE all love you, Jill,
01:22:56	Cynthia Baker:	Fantastic -thank you!

01:23:26	Marguerite McLaughlin:	https://www.surveymonkey.com/r/PNCompassionateLeaders
01:24:08	Marguerite McLaughlin:	My email address: Joan.devine@pioneeretwork.net
01:24:35	Marguerite McLaughlin:	Event website link: www.pioneeretwork.net/events/
01:27:11	Marguerite McLaughlin:	Discount code: Future Growing Person-Centeredness webinars Pioneerfriends2021
01:27:35	Cynthia Baker:	agreed!