

Wednesday, 2:30 – 4:00, F3

Willing and Able: The Commitment to Excellence

Mike Mayer, PhD

919-304-0018 mikem@cra.cc

Derrick Dufresne

314-606-8400 cra@aol.com

Objectives:

1. Identify effective methods for the practical application of concepts related to improving the delivery of services for persons with developmental disabilities
2. Discuss the ethical issues related to persons with developmental disabilities
3. Identify and emphasize attitudes that enhance the opportunities for persons with DD to achieve their optimal potential
4. Develop strategies to promote community inclusion in meeting the needs of persons with developmental disabilities.

Notes:

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Senior Partners



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Just because you
COULDN'T
doesn't mean you
CAN'T
KILL THE CAN'T!

Why?

- Why do we hire marginal people and expect that they will not have a negative impact on the people they are supposed to be helping, our existing workforce, our organizational outcomes, our supervisory workload, our regulatory problems, our bottom line, and the overall culture of the organization?

- Anon.

Top Reasons for Turnover

1. Poor supervisors
2. Poor/no job training
3. Poor working relationships with peers
4. Peers not doing their jobs
5. Feeling disrespected
6. Changes in work expectations
7. Can't manage time and expectations
8. Working more on paperwork than people
9. Doing stupid things customers don't like
10. Conflicts with other jobs/family obligations

The Willing and Able Matrix: 10/40 Window

	Able	Unable
Willing	Willing and Able 10%	Willing and Unable 40%
Unwilling	Unwilling and Able 40%	Unwilling and Unable 10%

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Some Comments

- **Willing and Able** become the teachers.
- **Willing and Unable** become the learners.
- **Unwilling and Able**- Most potentially dangerous – They are the most damaging to morale. Must monitor closely...
- **Unwilling and Unable** is unacceptable. They will continue to consume inordinate amounts of supervisory time. Move them on...

Reasonable Effort With

	Able	Unable
Willing	Willing and Able Leading	Willing and Unable Learning
Unwilling	Unwilling and Able Leaching	Unwilling and Unable Leaving

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High Retention Agency Employees Report:

1. Climate of high social support, trust, concern
2. Open communication
3. Creative problem-solving
4. No fear
5. Commitment to support and complement decisions
6. Achievement in individual and organizational goals in adequate balance
7. Inter-dependence and team effort

Who to hire/contract with?

1. People who like people & are connected
2. People connected to their community
3. People with a deep respect for humanity
4. People who have a warm and gentle spirit
5. People who like to learn and love life despite the problems.
6. People who have a positive outlook regarding problems...they can and will be solved.

Some Model Agencies...

- Use people who have disabilities as good screeners of potential staff who do not meet the above criteria.
- Do **not** hire experience or education.
- Use “Mentors”
- Focus on the right kind of training
- Assure right management/supervisor skills and attitude
- Reward excellence not “acceptable”

Stealth Mental Health Principles **for Working Effectively with Staff**

1. It must be fun to learn and to take risk.
2. Relevancy is the issue
3. Don't give conflicting sets of directions
4. Know the “language”
5. Be certain directions fit the context & the context fits the directions.
6. If its obvious it is not stealth.
7. Attitude is everything.

6 Factors for Success

- Respect
- Understanding/Empathy
- Enthusiasm
- Flexibility/Adaptability
- Creativity
- Organization

The New Competencies

When *we* get real, we'll teach real things,
and *they'll* live real lives.

When *we* teach how to make choices
about things that matter to them, *they'll*
make better choices.

When *we* enable an understanding of
responsibility through application in the
real world, *they* will be more Response
Able.

The New Competencies

When *we* teach how to have relationships
with others who aren't paid to be with
them, *they'll* live more happily with
others.

When *we* respect their humanity, *they'll*
become part of our community