

## Leadership Alliance Project 2010-2011

Elaine Judd

I chose building a resource library at CCL for my leadership project. I wanted materials and information available for all our communities when it was needed. I reviewed resources that were already available within the office and sent out an email to get an idea from the administrators what information they would find useful, we set up an account on Dropbox with information available. We are continuing to build on this by setting up links to sites that would be useful, purchasing train the trainer material and empowering the directors to instruct their peers, and continue to reassess our training materials and resources.

The benefits have been more material and information available to train and support staff at our communities; also it has encouraged us to review what orientation and training materials we are using at this time and acknowledge we need to update these.

I am grateful for all the communication in person, on the phone, or electronically with all the team members including residents, line staff at the communities, administrators, coworkers at CCL, my supervisors at CCL, and colleagues in the ALF industry that have been supportive in this project.

Some of the challenges over the last year have been gaining the trust and respect of some of the administrators that have worked in the ALF and SNF industry for many more years than I have, having difficult conversations, and my limited experience with some of the software needed to work on this project.

I continue to work on building our team and gaining the respect and trust of the administrators, one of the main ways I continue to do this is to make the message of why I do my job be heard. "I believe all elderly adults deserve to be treated with kindness, dignity, and respect!" I am also taking a communications class to help me in dealing with difficult conversations that I plan to continue and I am looking into online training for the software I will continue to use.

One of the surprises I encountered while working on this project is the challenges of effectively communicating and instructing some of the educational resources we purchased to use in our communities. I have worked with a supervisor in presenting one of the team building programs and it has been a learning experience observing him in preparing for and presenting the material.

Two of the leadership behaviors I think were critical for me to learn for the success of this project was as follows: 1) Searches outside organization for innovative ways to improve. 2) Speaks with conviction about meaning of work.

I have definitely learned to implement these more effectively by building a wonderful and knowledgeable network of colleagues to share innovative ways to improve with and to be sure I share my message of “I believe all elderly adults deserve to be treated with kindness, dignity, and respect!”

I am very excited to continue to grow as a person and a leader with CCL and plan to continue to refer to my LPI, management behavior profile, and network of colleagues to continue my leadership development!