

## Leadership Academy Project Summary Worksheet

This year, I improved the service plan system by creating a separate “Culinary Consultation Program” to identify and address residents’ question and concerns related to the food and there dining room experience.

The consultation program succeeded in relieving pressure from the existing resident service plan, gave a dedicated venue for residents to express their feelings and specific needs regarding Culinary Services, and demonstrated the commitment of the organization to residents.

The RSM Administrator, Culinary Director and Culinary Services Manager were all necessary components in completing the project. The input and cooperation of other department managers and staff, and most importantly, the residents themselves also gave valuable input during this process.

In order to communicate the project to the residents I created a letter introducing the program, gave repeated announcements at the existing Resident Food Forum, and approached residents individually and directly on a regular basis.

The most difficult challenges to instituting this program were the staffing changes experienced by my department, resident nonparticipation, and lack of organizational support. This needed continual re-introduction of the program to residents and soliciting other managers to advertise my program. A surprisingly large number of residents required reminding on a regular basis and I made sure to be available for residents whenever needed.

Of the various leadership behaviors listed in the LPI, “paints a ‘big picture’ of group aspirations” and “appeals to others to share dream of the future” were most relevant in the successful completion of the program. Taking risks, and seeking the advice and guidance of colleagues and supervisors, were most helpful in achieving these.

In the future, I plan to increase my awareness of elder care through continuing education, expose myself to new leadership challenges, and seek feedback and encouragement from established leaders.

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