

**Speak Up!**  
EMPOWERING ACTIVITY PROFESSIONALS AS YOUR TIME IS NOW

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**The State of the Activity Profession – Jan. 2021**

During the COVID-19 pandemic APs have proven themselves to be:

- Flexible & dependable
- Creative
- Possessing exceptional work ethic
- Willing to take on extra tasks
- Every resident's family, friend, pastor, counselor, entertainer, cheerleader, advocate – the resident's EVERYTHING
- We are ESSENTIAL!

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**The State of the Activity Profession**

So why are so many Activity Professionals feeling:

- Overwhelmed
- Burned out
- Underappreciated
- Frustrated
- Angry
- Anxious



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And then we get...

- Quiet
- Apathetic
- Unmotivated
- Fed Up
- Unwilling to Help

We give up.

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The biggest concern for any organization should be when their most passionate people become quiet.

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Never push a loyal person to the point where they no longer give a damn.

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### The State of the Activity Profession

The profession is losing trained, qualified, passionate individuals who are the QUALITY OF LIFE CHAMPIONS!

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### A leader is a Person of Influence



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### Engaged Professionals:

Are fully involved in and passionate about their work.

- I want to do this
- I am dedicated to this work
- I love my job
- I care about the future of this company
- I am willing to go above and beyond

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### How To Be a Great Boss

Build a trusting relationship with each person on your team.

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### How To Be A Great Team Player

Build a trusting relationship with each person on your team.

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### Why is trust important?

If team members don't trust each other:

- Mistakes and weakness are hidden
- Individuals place blame and believe they are victims of circumstance
- Gossip and back-stabbing are commonplace
- Much time and energy is wasted on managing own behaviors!

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### Why is trust important?

If team members don't trust each other:

- Controversial topics are ignored
- No one is held accountable
- Turnover is high
- Results are limited, if any.

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### Absence of trust can lead to extremely negative relationships.

Absence of trust

- Fear of conflict
- Lack of commitment
- Avoidance of accountability
- Inattention to results

IF THE TEAM LOSES, EVERYONE LOSES

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### Trusting Teams

- Members can truly SPEAK UP!
- Have lively, interesting conversations and meetings
- Don't fear hurting an individual team member's feelings
- Accept responsibility for actions, and admit mistakes

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### Trusting Teams

- Use each other's expertise and experience
- Solve problems quickly
- Are focused on working towards goals
- Are able to adapt to change more quickly and achieve results faster!

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### Building Trust

- Care personally
- Challenge directly
- Inspire with passion



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### Care Personally

It's not "just business".

To have a good relationship, you have to care about:

(1) Each person's ability to perform their job

AND

(2) Each person as a human being

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### Care Personally

- We are all humans with lives and goals and dreams that go beyond the work we do together.
- Find time to get to know each other on a human level: what's important, and what motivates , as well as what doesn't.
- Celebrate graduations, weddings and new babies and offer support through challenging life transitions such as divorce and death.

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### Care Personally

- Treat everyone as an individual
- Use time together at work to get to know people – including meetings, projects and committees.
- Open yourself to connecting with people who are different to you: backgrounds, education, family, religion, race, culture, politics.
- Practice respect: never judge anyone for having a different opinion.

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### Challenging Directly

**SPEAK UP:** challenge a team member's poor behavior or performance and encourage all team members to challenge yours.

Helps build trust by:

- (1) Showing you caring enough to confront
- (2) Showing you are willing to admit when you're wrong and committed to fixing mistakes.

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### Challenging Directly

- Challenging often involves saying no or disagreeing with someone – so conflict is embraced rather than avoided.
- People will get mad at you – but if no one on your team is ever mad at you, you probably aren't pushing the team enough!
- You have to tell people their work isn't good enough – and why.

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### Challenging Directly

- Don't delay challenging – much more stressful to put it off, plus the poor behavior or performance continues.
- Challenging IS personal, even when you don't mean it to be. We are all humans with feelings.
- Be polite, respectful and calm.
- State facts, not opinions.

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### Challenging Directly

- Keep it quick – 2-3 mins max, then move on.
- Make sure you are in a private location and cannot be overheard by others.
- Recognize that you cannot manage another person's emotions – only your own.
- Have a strategy to handle emotional outbursts.

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### When Caring Personally and Challenging Directly come together

→ people will trust you more and believe you really do care about them

- (1) More likely to accept your praise AND criticism
- (2) More likely to tell you what they think you are doing well, and not doing well
- (3) Less likely to engage in same behavior again
- (4) Embrace their role on the team
- (5) Focus on getting results

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### Ruinous Empathy

- Occurs when you avoid Challenging Directly.
- Imagine a child who gets lots of love and praise but no discipline.
- We don't intend to ruin a person's chance of success or impact the whole team by allowing poor performance. BUT WE DO.
- Trust is broken when a leader tolerates bad behavior or poor performances.
- If you're not condemning it, you're condoning it.

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### Inspire with Passion

Bring your best self to work every day !

- Make a strong first impression – people know whether they like you within the first 7 seconds.
- Love your job!
- Know your job

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### Inspire With Passion

- Expect the best – and share those expectations often.
- Use positive body language and tone of voice
- LISTEN – and ask clarifying questions.
- Great people by name (and use their name in conversation)
- Be the resident advocate – but not the one who is trying to rock the boat.

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### Inspire with Passion

- Leaders are not entitled to have a bad day!
- Don't be tired. People respond best to an energetic, enthusiastic leader.
- Don't complain about your workload or schedule or problems.
- Negativity from a leader fuels fear, frustration and eventually apathy. "Why bother?"

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### Inspire with Passion

*"To an employee, the boss's whisper is like a lion's roar!"*  
- Jeffrey J. Fox

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### Loyalty

- To residents
- To team members
- To your supervisor
- To your organization



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### Speak Up!

- Be a resident advocate – for the greater good of all residents
- Be a company advocate – brag about the good things your company/organization does to serve the residents and meet their needs.
- Speak up about compliance issues: residents' rights, HIPAA, dignity, freedom of choice, self-determination, privacy, security...

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### Speak Up!

- Speak up about safety issues, both for residents and staff.
- Speak up about something you learned at a workshop or conference that could help other members of the team.
- Speak up about ethical issues.

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### Speak Up!

- Always offer solutions to problems.
- Recognize effort.
- Listen without judgement.
- Be factual – not opinionated.
- Be an encourager and validate feelings.

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### Speaking Up: a word of caution

- You can't change company/corporate policy.
- You can't change federal or state regulations – or your Governor's Executive Orders.
- You can't change how another person behaves– including your boss.

If you don't like the company policy or the company culture, you don't have to stay.

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**How to be a Person of Influence to the larger team**

- Be a positive role model
- Live out your company (and/or personal) values
- Be energetic
- Smile
- Engage in meaningful conversations
- Ask questions

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**How to be a Person of Influence to the larger team**

- Offer praise frequently
- Be sincere
- Talk about the vision and share the goals
- Communicate – as much as possible
- Admit mistakes and apologize as necessary
- Put away your phone

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**Don't:**

- Engage in gossip
- Play favorites
- Overshare
- Be tired
- Dumb things down
- Get too involved with personal problems

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**Stephen Ritz – Chief Eternal Optimist**

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### Trusting Relationships

- You and each team member are confident that each other's intentions are good – for the organization and for the culture of the team.
- You are comfortable being vulnerable with each other
- When you push a team member, they know you are doing it for the good of the team.
- Take time to build, and can quickly be destroyed.
- Every interaction with every team member is important.
- YOU are impacting lives on a daily basis – make sure the impact is positive!

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### My Favorite Leaders

Jeffrey J. Fox	<i>How To Be a Great Boss</i>
Patrick Lencioni	<i>The Five Dysfunctions of a Team</i>
Dave Ramsey	<i>EntreLeadership</i>
Jon Gordon	<i>The Energy Bus, The No Complaining Rule</i>
Kim Scott	<i>Radical Candor</i>

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