

# PRESENCE TO CONTRIBUTION

## ACTIVITY

On the left is a sequence of behaviors that are often observed as a staff member moves from first being introduced to person centered thinking to being fully engaged and actively contributing to a person centered organizational culture. On the right we list what good support would look like along the way.

### Becoming person centered:

### What good support looks like:

- Completed PCT training
- Have been exposed to the training with no personal next steps taken
- May or may not be committed
- Compliance not commitment
- Have been introduced to basic PCT concept
- Shared values

- Practice People First Language
- Trying to figure out how it relates to their job/s
- Observing or seeking out opportunities to observe; trying to learn in a way that is safe
- Seeking opportunities to practice with colleagues
- Asking questions; acknowledge what we still want to learn
- Practicing the tools in a supportive environment

- PCT tools being used at meetings
- Introducing a PCT tool in a meeting
- Sharing learning when asked
- Experience value of a tool
- Talking about it at meetings
- Figured out how applies to job, using it and describe benefit
- Seeking out opportunities to practice, additional trainings, attend Communities of Practice

- Regular participant at Communities of Practice
- Sharing learning with partners
- Sharing ideas and learning, modelling PCT tools
- Facilitating more complex PCT tools
- Using the tools to plan and resolve differences with partners
- Introducing PCT to new partners, families and individuals; encouraging persons served to become facilitators and/or trainers of PCT

- Taking ownership and practice of PCT on their own
- Contributing to wider effort; serving on committees, changes to PCT curriculum, tools, making good great!
- Building a strategic network
- Identifying new areas of improvement and applications of the work
- Facilitating at Communities of Practice or training,
- Contributing stories to agency newsletter or examples of their work
- Facilitating more complex meetings
- Coaching others how and where to use the PCT approaches
- Initiating conversations about level 2 changes
- Using as a personal standard of practice
- Generating interest and enthusiasm from others
- Helping the agency/communities figure things out - facilitate the "hard discussions" - look at organizational issues in addition to the individual

### BEING PRESENT



### HAVING PRESENCE



### ACTIVELY PARTICIPATING



### CONNECTING



### CONTRIBUTING



- PCT principles introduced at New Hire Orientation
- Regular coaching in the form of PCT Supervision & modelling of PCT tools from supervisor
- Intro to PCT in introductory period
- Performance goal targeting PCT skill development
- Provide information about agency's expectations, vision, mission, values, purpose, Code of Ethics

- Develop a one page profile with manager (with instructional support to managers)
- Observe tools being facilitated in staff meeting or in field
- Access to coaching to learn how to apply PCT tools in different situations
- Provide opportunities to practice (Communities of Practice, Staff In Service, Tool Time, games, etc)
- Add'l training options (Oh No Not Another Meeting)

- Opportunities to facilitate PCT tools and reflect on learning with others
- Provide training; (Suggested trainings: Positive & Productive Meetings, PCT Supervision)
- Person Centered Team Training
- Access to shared learning ( PCT Task Force, Communities of Practice, On Line list serve for resources)
- Recognized for their participation; staff want to feel that it matters

- Opportunities for further training and development; (Moving from PCT Description to PCT Plan (IPP), Facilitation Skills, PCT Teams, PCT Approach to Risk- adults, PCT Community Connecting)
- PCT Review, PCT Coaching, Positive and Productive Performance Development, One Page Profile Training, attend SO CA Gathering )
- Develop capacity to coach others

- Opportunities to take a lead at (i.e.: COP, present at SO CA Gathering, become a trainer)
- Helping them balance existing work load to what they choose to do
- Good coaching
- Recognition for contribution

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