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Leadership Support Program **TESTIMONIALS**  
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# 2016 Leadership Support Program TESTIMONIALS

## Care Manager, Kalyra Communities

I think My Home Life course is unique in the way it focus on how we approach everything we do.

This course is Evidence-based, Relationship-centred and Appreciative. It also promotes leadership in care homes highlighting the importance of positive relationships, valuing different perspectives, and fostering creativity.

Overall, I am very happy to be a part of this program as this empowers me to endorse organisational culture, which is based upon building trusting relationships across the workforce and a sense of 'everyone in it together.

## Director of Workforce provides feedback on participants from Helping Hand

Really loved the experience using the image cards. Really engaged with it and one participant is already using it with her team. Both understood the program was about emotional intelligence...and enjoyed this focus. Especially enjoyed the focus on the use of intuition.

Understood the role that language plays in being a leader, creating change, supporting change. Powerful message and tools in the 7C's. Really good leadership program – it isn't a solution, it's a practice and needs to be applied. Participants are looking forward to the action learning groups.

## Care Manager, Kalyra Communities

I have found the program extremely helpful. I have undertaken a diploma of management and other short leadership courses, however this program has resonated with me. I have referred to my 'manual' numerous times and I have found the picture cards to be useful when wanting staff to discuss and issue or explain how they are feeling.

## Care Coordinator, Resthaven

The program has definitely helped me reflect and consider my working relationships with not only staff but also with residents and their families. All of the interactions we have affect us in different ways and engaging appropriately is vital and can create positive relationships for all concerned.

It is important for Managers to create the conditions for relationships to flourish. I have reflected a great deal on this point and this is something I have always believed and tried to create. MHL has given me further knowledge to attempt new strategies and continue this process.

## Care Coordinator, Resthaven

Wonderful networking opportunity to engage with the broader residential care; the learning process is very stimulating/provocative; Love the plain language and simple concepts; inherently 'sensible'! Novel style of presentation; very inclusive and active.

Seeks to include all individuals in a relationship with a care home or organisation with positive effect. Can translate to any workplace (not aged care specific) and could be used at Head Office.

## Residential Services Manager, ACH Group

I have really enjoyed the My Home Life program to date. The program structure was very 'safe' for participants and there was an opportunity to practice some of the tools. The tools around communication strategies were particularly useful. I can certainly see the MHL framework being held up as guiding processes for ACH Group in support of consistent approaches to engagement, innovation, measurement etc. Many thanks for the opportunity, my repertoire has been expanded!

## **Director of Innovation and Major Initiatives, St Hilarion**

By the end of the program I was in awe of what the program was about. The most powerful aspect of the program would be the transactional analysis and where it actually assists you on how to decipher how someone communicates with you and how you should respond accordingly. There was also the emotional touchpoints where that assists the person to explore the issue that's at hand.

I think the possibility are endless as a result of the program. I can see that the program will have an impact from the top level of the business and the boards, right down to the care workers. Rather than as an addition, the program could easily be incorporated into everyday practices and I will actively pursue ways in which I can encourage my staff to live by the concept.

## **Participant, 2016 My Home Life Australia Leadership Support Program**

MHL is a range of tools that optimise communication on an individual basis that essentially at the end of the day maximise the persons quality of life.

If an individual can implement this on a daily basis it will have a positive impact on all sectors of the business and consumers and customers will be able to see the changes.

I definitely would recommend to people that work in every industry that developing personal relationships or communication skills are part of our day to day practice and will enhance the care of our personal relationships and business relationships.

## **Boandik Lodge CEO reflects on participant's feedback.**

Hayley has been very positive about the My Home Life Program from the first week. She is now developing strategies to implement her learnings with the staff at the facility she works at. We will use her knowledge to assist in developing a new dementia strategy for the organization.

## **Registered Nurse, Boandik Lodge**

What worked well was being with other aged care staff with a passion for aged care. The program highlighted the importance of relationships with learning about emotional intelligence, what you exude by your actions and relationships that are forming without you realizing. The principles were simple and made sense.

## **Team Leader, Health Services, ACH Group**

The idea that we are able to incorporate ideas and techniques into the workplace straight away is great. It wasn't a whole realm of complex frameworks that you needed in order to get a grip. The 'simplicity of the complex' is what makes it so fantastic.

I loved the possibility to implement change in a more productive and timely way. With the new knowledge and the simplicity of the program we can start framing some of the changes in a really rapid way.

## **Registered Nurse, Boandik Lodge**

I have taken away the importance of language and how language can be interpreted by different people and just being mindful of how we speak and how we engage with people as well as the setting in which we engage.

The fact that all the participants [on the program] are at different levels of learning as well as different positions and ranking within a business didn't matter at all - we are all equal and its very refreshing to be in the

The nature of a program being zoned to an aged care sector has been refreshing as it's more of a personal approach to people with a passion for aged care.



### **Team Leader, Health Services, ACH Group**

#### **What was the most powerful aspect of this program for you?**

The simplicity of it....while there is clearly a large evidence base to support the theories and framework, it is easily translated into actions and ideas that can be readily implemented into the workplace immediately.

#### **What was most surprising?**

Again, the simplicity of the program and the ability to commence implementation of parts of the program immediately. The notion that simple changes with use of language (and an overall awareness of the power of language) can drive cultural change so profoundly. Also, the friendships and new networks developed....a bonus to the program.

#### **What were the three most useful aspects of this program?**

The power of language (“then” and “now” language boards”), the positive enquiry tool, the seven C’s of caring conversations (I could go on with this list!!)

#### **In what ways will your leadership change as a result of this program?**

I will use this as a driver to use thoughtful, considered language and model the power of language to staff to explore and change with an appreciative enquire approach. To celebrate more often and “discover” more deeply to get specific individual needs of staff acknowledged.

#### **Would you recommend this program to others? And why?**

Absolutely. There are components of the program that would benefit every employee within the organisation regardless of the role they fill. The concepts and frameworks cross skills, roles and usual demographic divides. There is the opportunity to value add to everyone.

#### **What are you going to put in place tomorrow?**

The Positive Inquiry tool (already have started using it!). Also modeling the use of the seven C’s and the power of language.

**My home life**  
Australia