

the CULTURE of ENCOUNTER

Nourishing the Core

Formation Programs for Front-Line Associates


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Where are we Going?


- Target: Front-Line Associates
- Program Development
- Bridges and Barriers



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Current State

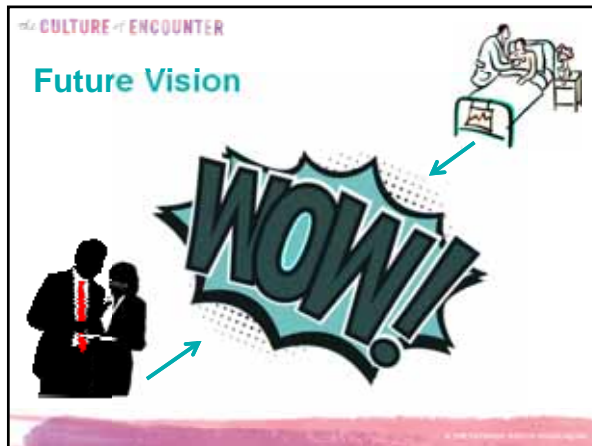


Executive Leadership

Mid-Level Leadership

Frontline Associates

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Program Development

- Building the Program



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Program Development

- Selecting Associates
 - Leaders' Recommendations
 - Nomination Form
 - Selection Criteria
 - 18-22 Selected

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Program Development

- Facilitation and Delivery
 - Mother House
 - Relationship Building
 - Guest Leaders as Speakers



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Program Development

- Cultural Infusion and Return on Investment
 - “Making a Ministry”
 - Testimonials
 - Leadership Feedback

“I think we all get so caught up in deadlines that we face and the extra anxiety that being in the healthcare industry brings that we get lost...[formation] helped me put things back into perspective.”

“The wealth of knowledge and insight that I have obtained has far exceeded my expectation. The sessions have given me a new sense of purpose and strength in my daily work.”

“It has allowed me to take a step back and look at my co-workers as whole persons and by not judging them on the mistakes they make.”

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Key Insights

- Barrier: Formation – Middle Managers
 - Selection Process
 - Reinforce Culture

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Key Insights

- Bridge: Using Current Resources
 - Draw on Current “Language”
 - Pull on Formation Expertise

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Key Insights


- Barrier: Productivity Concerns
 - Support of Leadership
 - Thorough Understanding of Commitment



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Key Insights

- Bridge: Support and Awareness by Leadership
 - Creates Reinforcement
 - Deeper Roots with Participation



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Questions & Discussion