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Reigniting Pride in Mission through Dialogue and Deep Listening

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Questions we'll explore

- How do we create space for workforce to raise up creative ideas and offer change suggestions?
- How can we integrate an appreciative approach?
- What are opportunities to launch a dialogic process inside your own ministry to engage the workforce?

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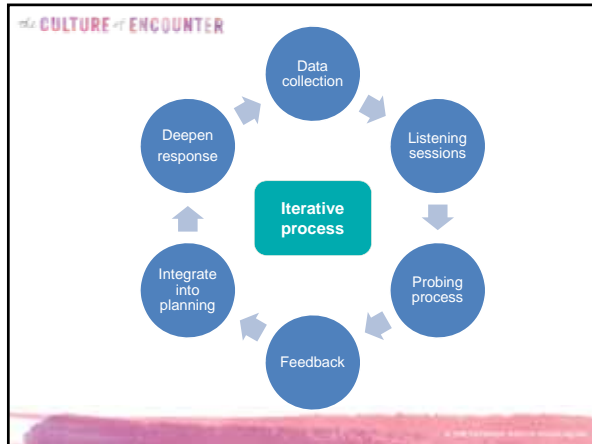
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Setting the context

Comprehensive review

- Quantitative (M&V Review indicators)
- Qualitative (self reflection & interviews)
- Experiential (listening sessions & probing process)
- Integrated (planning, implementation & feedback)

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Case Study from PeaceHealth

Pre-Site Visit activities	<ul style="list-style-type: none"> • Data collected (quantitative & qualitative) • Self-Reflection (anonymous survey)
Mission & Values Review On-Site Visit	<ul style="list-style-type: none"> • Opening Showcase • Mission Roundtables
Post Site Visit activities	<ul style="list-style-type: none"> • Action planning & expectation to continue the dialogue process • Bi-Annual check-in on progress

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Amanda & Nick's Wedding Reception

April 2016



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Meaningful Inquiry

Questions really do matter and need to:

- Create sense of welcome
- Set a open & safe tone
- Align with what you seek to affirm

Sample

Lead in
Care for each life and every human person is fundamental to carrying on the Mission and our Core Value of respecting individual human dignity and worth.

Ask
How do we demonstrate that care and respect for each person?

Follow with
What are things we need to retain, deepen and/or change?

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Activity

Reflect on your organization's mission and values. Take 7 min to draft 1-2 questions that would help you assess:

A. How we are making God's compassion and mercy tangible as we carry on the healing mission of Jesus Christ?


and

A. Generate the most engagement inside your ministry?

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Sharing

Let's hear a couple of examples



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Creating space that reignites engagement




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Guiding Principles


Use creative inquiry methods

Entrust prepared caregivers to guide the dialogue and capture learnings

Use an appreciative approach and deep listening for clarity and understanding



Source: World Cafe Community Foundation <http://www.theworldcafe.com>



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"I was nervous at first to accept the invite to serve as a Mission Roundtable host, but once I had training and understood my role, I felt very proud to have been invited to facilitate such an important process. Being able to encourage open and honest communication, in a safe environment, with our caregiver's was very inspiring."

Having the sisters present and watching them engage in conversation with caregivers, listen so sincerely and ask great thought provoking questions, was a true honor. Listening to caregiver stories of how we fulfill our Mission and Ministry on a daily basis was personally renewing. I walked away with a keen awareness that we indeed are carrying on the healing mission of Jesus Christ."

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"How do we demonstrate care and respect for each person?"

"What are things we need to retain, deepen and/or change?"

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Let's practice

At your tables, spend the next 15 minutes exploring:

Where in your ministries have you observed gatherings of caregivers that produced high engagement and pride in carrying out the mission? What were the conditions that supported that to occur?



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Sharing

How was that?

Source: World Café Community Foundation <http://www.theworldcafe.com>

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Moving forward

- Continuing the dialogue
- Using feedback to guide organizational planning

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Strategic Planning & Operational Integration

