

Wholehearted Journey to Ethics & Compliance: Applying the Resilience Work of Brene Brown to Our Professionals, Teams and Organizations

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With a heart of compassion, we bring hope and freedom from addiction
and foster mental health wellness for all clients we serve.

INTENTION



"It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; . . . who at best knows in the end the triumph of high achievement, **and who at worst, if he fails, at least fails while daring greatly.**"

—Theodore Roosevelt



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PURPOSE



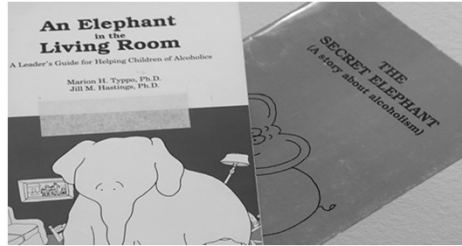
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ETHICS & COMPLIANCE



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ELEPHANT in Healthcare INDUSTRY



THE INCESTUOUS WORKPLACE-WILLIAM WHITE

Individuals become casualties in distressed organizations-self destruct in the face of excessive demands for adaptation

Organizations have power to do harm to-themselves, their leaders, those who work in them and to the public

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STRATEGIC GOALS

Census? Calls and Admissions? ADR? Outcomes?



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WORKFORCE

Staff Turnover? Surveys? Morale? Reputation?



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WORKPLACE



Mission

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Vision

Our vision is to create a national network of campuses focused on the treatment of addiction and mental health issues. With a heart of compassion, we will bring industry leading clinical care built on a strong spiritual foundation. Our desire is to lead a new direction in addiction treatment where the highest priority is placed on outcomes and sustained recovery as we bring hope, healing, and freedom to our patients...one life at a time.

Values

H.E.A.R.T.B.E.A.T.

Hope and Healing
Excellence through commitment and continuous improvement
Accountability for results
Respect for self and others
Teamwork
Balance in all areas of life
Exceed patient expectations
Attention to detail
Trust in the goodness of others

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PERSONAL & PROFESSIONAL DEVELOPMENT

“You can’t take people professionally where you’re not willing to go personally”

- Brene Brown



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ACEs / TRAUMA

ADVERSE CHILDHOOD EXPERIENCES

Physical, emotional, sexual abuse

Physical or emotional neglect

Household mental illness

Household substance use

Incarcerated household member

Domestic abuse

Parental separation or divorce

-CDC/KAISER



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BURNOUT/COMPASSION FATIGUE

Signs You're Burnt Out

- Dread going to work
- "Sunday night blues"
- Stress-related health problems like headaches, insomnia, muscle tension
- Always tired
- Work long hours and your work never seems to be finished
- Apathy
- Resentment
- Irritability
- Difficulty concentrating
- Making more mistakes than usual
- Procrastinate
- Decreased productivity, missing deadlines
- Boredom
- Disillusionment
- Giving up or not setting professional goals
- Conflicts with colleagues or supervisors
- Use of unhealthy coping (alcohol/drugs, food)

◆◆◆
Happily Imperfect Blog | Psych Central

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ASPIRATIONAL VALUES

Honesty and Integrity

Respect and Accountability

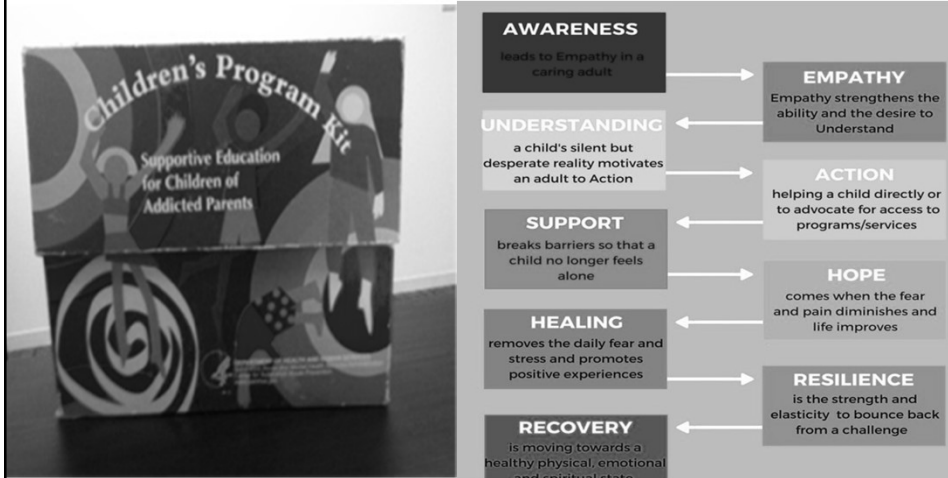
Gratitude and Respect

Setting Limits



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MOVEMENT - NACoA



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MOVEMENT - BH/Healthcare INDUSTRY

Engage Staff, Empower Teams, Enhance Cultures

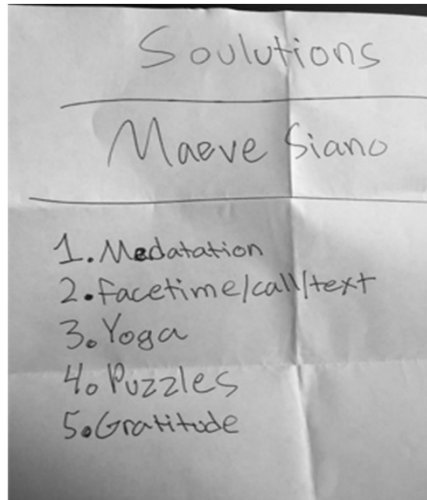


Definition of FORCE:
Strength or energy as an attribute
of physical action or movement

JOIN THE MOVEMENT!

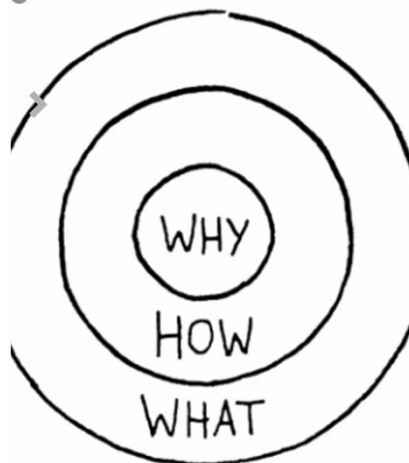
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WILLING - ABLE- READY



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HONEST - OPEN - WILLING



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TALK - TRUST - FEEL

Setting Boundaries

Clarifying Intentions

Finding True Comfort

Cultivating Spirit and
Connection



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EMPATHY & SELF-COMPASSION

Attributes of Empathy (Wiseman)

- Perspective Taking
- Stay out of Judgment
- Recognize Emotion
- Communicate Emotion
- Mindfulness

Self-Compassion (Neff)

- Self-Kindness
- Common Humanity
- Mindfulness

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WHOLEHEARTED



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Job Title:	Years in behavioral health industry: ____
How many hours do you work per week?	<input type="checkbox"/> 40 <input type="checkbox"/> Between 40-50 <input type="checkbox"/> Between 50-60 <input type="checkbox"/> Over 60
How many hours of sleep do you get every night during the average work week?	<input type="checkbox"/> More than 8 hours <input type="checkbox"/> Between 7-8 hours <input type="checkbox"/> Between 5-6 hours <input type="checkbox"/> Less than 5 hours
How often do you exercise?	<input type="checkbox"/> Once a week <input type="checkbox"/> 2-4 times per week <input type="checkbox"/> 5-7 times per week <input type="checkbox"/> I don't exercise
How often do you participate in a spirituality, meditation or mindfulness practice?	<input type="checkbox"/> Once a week <input type="checkbox"/> 2-4 times per week <input type="checkbox"/> 5-7 times per week <input type="checkbox"/> I don't
How often do you participate in some kind of volunteer/community activity to help others?	<input type="checkbox"/> Once a week <input type="checkbox"/> Once a month <input type="checkbox"/> Once a year <input type="checkbox"/> I don't
On a scale of 1-100, 1 being very healthy and 100 being very unhealthy, how would you rate your eating habits?	1----- 100
On a scale of 1-100, 1 being very easy and 100 being very difficult, how challenging is your job?	1----- 100
On a scale of 1-100, 1 being very relaxing and 100 being very stressful, how stressful is your job?	1----- 100
On a scale of 1-100, 1 being very active and 100 being not at all, how active are you with your family and friends?	1----- 100
On a scale of 1-100, 1 being very open and 100 being not at all, how open are you learning better "self-care"?	1----- 100
What is the biggest barrier to your recovery?	
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PARENTING-SELF and OTHERS



You are loved and lovable
 Worthy of love and belonging
 Boundaries
 Rest and Play
 Accountability and Respect
 Joy and Gratitude
 Learn to be vulnerable
 Teach you to feel
 Laugh, sing, dance, create
 Always belong here
 Truly, deeply seeing you

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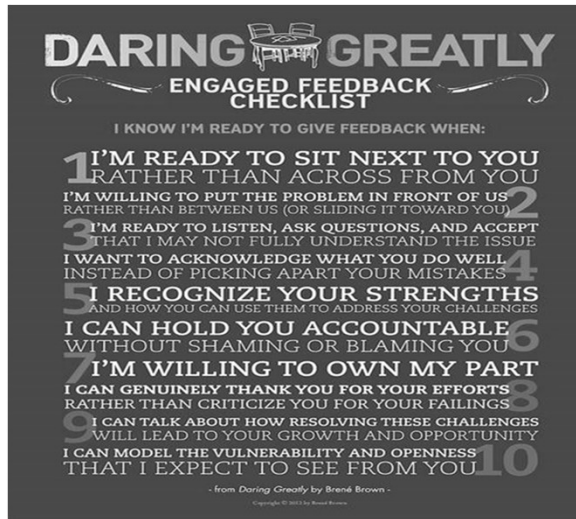
PEOPLE - AUTHENTICITY



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TEAMWORK and SUPERVISION

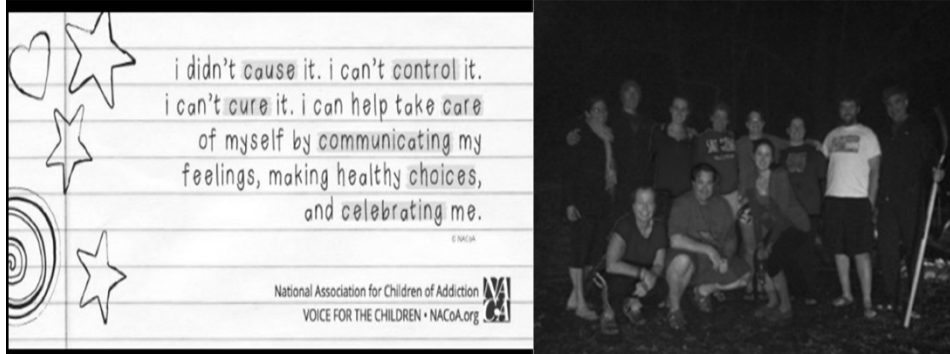
- Listen
- Ask Questions
- Understand
- Acknowledge
- Recognize Strengths
- Hold Accountable
- Own My Part
- Thank You for Efforts
- Resolve Challenges
- Model Openness



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PEOPLE - VULNERABILITY

UNCERTAINTY, RISK AND EMOTIONAL EXPOSURE



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LEADERSHIP and CULTURE

DARING GREATLY
LEADERSHIP MANIFESTO

To the CEOs and teachers. To the principals and the managers.
To the politicians, community leaders, and decision-makers.

WE WANT TO SHOW UP, WE WANT TO LEARN, AND...
WE WANT TO INSPIRE.

WE ARE HARDWIRED FOR CONNECTION, CURIOSITY, AND ENGAGEMENT.
WE CRAVE PURPOSE, AND WE HAVE A DEEP DESIRE TO CREATE AND CONTRIBUTE.
WE WANT TO TAKE RISKS,
EMBRACE OUR VULNERABILITIES, AND BE COURAGEOUS.

WHEN LEARNING AND WORKING ARE DEHUMANIZED –
WHEN YOU NO LONGER SEE US AND NO LONGER ENCOURAGE OUR DARING, OR
WHEN YOU ONLY SEE WHAT WE PRODUCE OR HOW WE PERFORM –
WE DISENGAGE AND TURN AWAY FROM THE VERY THINGS THAT THE WORLD NEEDS FROM US:
OUR TALENT, OUR IDEAS, AND OUR PASSION.

WHAT WE ASK IS THAT YOU ENGAGE WITH US,
SHOW UP BESIDE US, AND LEARN FROM US.

FEEDBACK IS A FUNCTION OF RESPECT:
WHEN YOU DON'T HAVE HONEST CONVERSATIONS WITH US
ABOUT OUR STRENGTHS AND OUR OPPORTUNITIES FOR GROWTH,
WE QUESTION OUR CONTRIBUTIONS AND YOUR COMMITMENT.

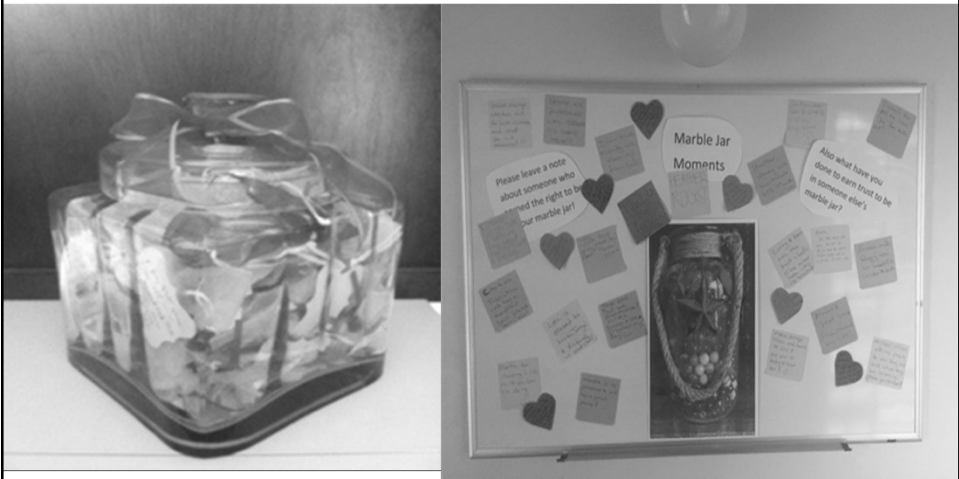
ABOVE ALL ELSE, WE ASK THAT YOU SHOW UP,
LET YOURSELF BE SEEN, AND BE COURAGEOUS.
DARE GREATLY WITH US.

From Daring Greatly by Brené Brown

- Inspire
- Purpose, Create & Contribute
- Take Risks
- Embrace Vulnerabilities
- Be Courageous
- Encourage Our Daring
- See Our Talent, Ideas & Passion
- Engage with & Learn from US
- Respect
- Honest Conversations

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PEOPLE - TRUST



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COURAGE - COMPASSION - CONNECTION

1. Asking for what you need
2. Speaking your truth
3. Owning your story
4. Setting boundaries
5. Reaching out for support



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RECKONING - RUMBLE - REVOLUTION

Reckon with Emotions-
HEART

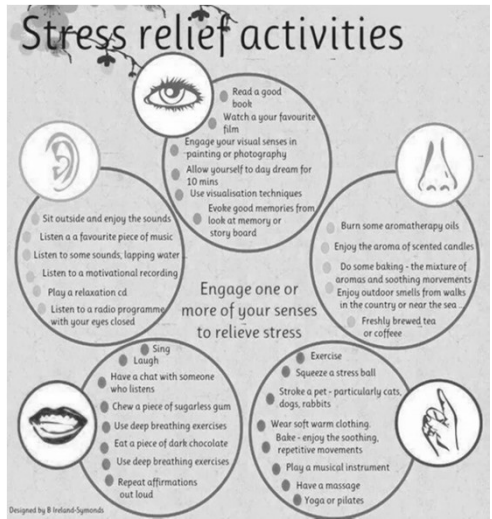
Rumble with Thoughts-
HEAD

Revolution is Behavior-
HANDS



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PROFESSIONALS - RITUALS



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MARBLE JARS



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TEAMWORK

Together is Better A Little Book of Inspiration

The opportunity is not to discover the perfect company for ourselves.

The opportunity is to build the perfect company for each other.

- Simon Sinek



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TEAMS - RESILIENCE

People are Hard to Hate
Close Up...Move In

Speak Truth to
Bullshit...Be Civil

Hold Hands...With
Strangers

Strong Back...Soft
Front...Wild Heart

BRAVING

BOUNDARIES: You respect my boundaries, and when you're not clear about what's okay and not okay, you ask. You're willing to say no.

RELIABILITY: You do what you say you'll do. At work, this means staying aware of your competencies and limitations so you don't overpromise and are able to deliver on commitments and balance competing priorities.

ACCOUNTABILITY: You own your mistakes, apologize, and make amends.

VAULT: You don't share information or experiences that are not yours to share. I need to know that my confidences are kept, and that you're not sharing with me any information about other people that should be confidential.

INTEGRITY: You choose courage over comfort. You choose what is right over what is fun, fast, or easy. And you choose to practice your values rather than simply professing them.

NONJUDGMENT: I can ask for what I need, and you can ask for what you need. We can talk about how we feel without judgment.

GENEROSITY: You extend the most generous interpretation possible to the intentions, words, and actions of others.

COURAGE *books*

BRANDS UNITED COMMUNITY CONNECTION

COOPERATION BEGINS WITH BRAVING STRONG

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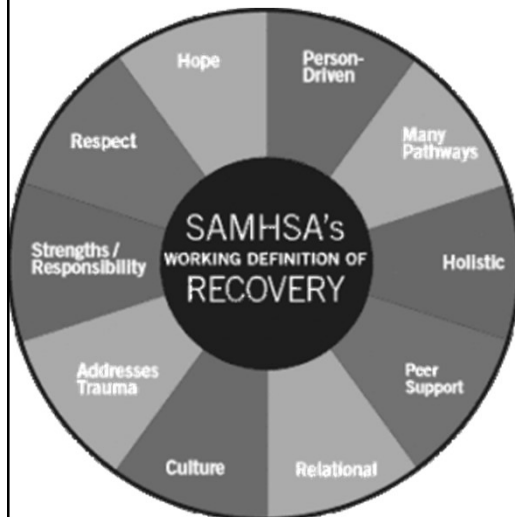
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HARVARD BUSINESS REVIEW

Compared with people at low-trust companies, people at high-trust companies report: 74% less stress, 106% more energy at work, 50% higher productivity, 13% fewer sick days, 76% more engagement, 29% more satisfaction with their lives, 40% less burnout.

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ORGANIZATIONS - RECOVERY



PRACTICE - 4x a day
-Wake Up
-Leave Home/Get to work
-Leave work/Get Home
-Bedtime

WORKPLACE - DAILY

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ORGANIZATIONAL CULTURE

- The set of behaviors, values, artifacts, reward systems, and rituals that make up your organization
- You can “feel” culture when you visit a company because it is often evident in people’s behavior, enthusiasm, and the space itself

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ACCOUNTABILITY



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ENVIABLE WORK CULTURE

1. People are waiting in line to join the team
2. Turnover is low
3. Top leaders are not insecure about other leaders succeeding
4. Gossip isn't tolerated
5. Lateral leadership is outstanding
6. Team members are energized by the mission
7. It's not just a job
8. The team believes they are more important than the task
9. People are smiling
10. Fear is missing
11. Communication is strong
12. Change is welcome

Tim Stevens in Fast Company

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PLAN - A Balanced Life (ABL)

What is your Action Plan?

For YOURSELF:

For your TEAM:

For your ORGANIZATION:



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MANIFESTO

MANIFESTO *of the* BRAVE *and* BROKENHEARTED

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MOVEMENT - Wounded Healer to Worthy Helper™



<http://www.bing.com/videos/search?q=brene+brown+rising+strong&view=detail&mid=C3A60F6A615B86A2C9DFC3A60F6A615B86A2C9DF&FORM=VIRE>

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