

Together  we can



# Rules of the Road

Arizona WIC Program Leadership

# Fellow Drivers



- M & M Activity
  - What is your passion (at home)? Green
  - What is your passion (at work)? Red
  - What is your favorite....Yellow

# Meeting Guiding Principles

- Communicate openly
  - Everyone is expected to participate
  - 1 person speaks at a time; be concise - no monologues
- Keep an open mind to new ideas
  - All ideas are respected; there is no 'bad' idea
- Try not to repeat the same point even if you didn't get the response you hoped for the first time you said it
- Participate in the meeting, not in the hall
  - No side-bar conversations
  - Silence is agreement
- If you oppose, you must propose; share a vision of what is possible



# Red, Yellow, Green

- Red = Do not agree
- Yellow = Have some concerns
- Green = Agree, kudos!



# AZ WIC Leadership Partners

- We are the owners of the AZ WIC Program



# Together We Can



- Together we provide the support and tools needed for staff to be successful
- Willing to collaborate and do what is best for Arizonans
- Desiring of a full partnership with effective two-way communications

# Characteristics of a Successful Partnership

- Clear goals & purpose
- Aware of partners' roles & responsibilities
- Clear strategic overview of performance through robust monitoring & evaluation
- High levels of trust & goodwill
- Develop and implement a shared action plan

# Characteristics of a Successful Partnership

- Prioritize diversity & inclusivity
- Efforts to develop leaders exist
- Everyone is a full participant in all aspects of work
  - There is sensitivity & awareness regarding different views
  - Everyone is comfortable sharing their opinions & participating
- Meetings are not dominated by speakers from any one group
- All segments of the group are represented in the decision-making

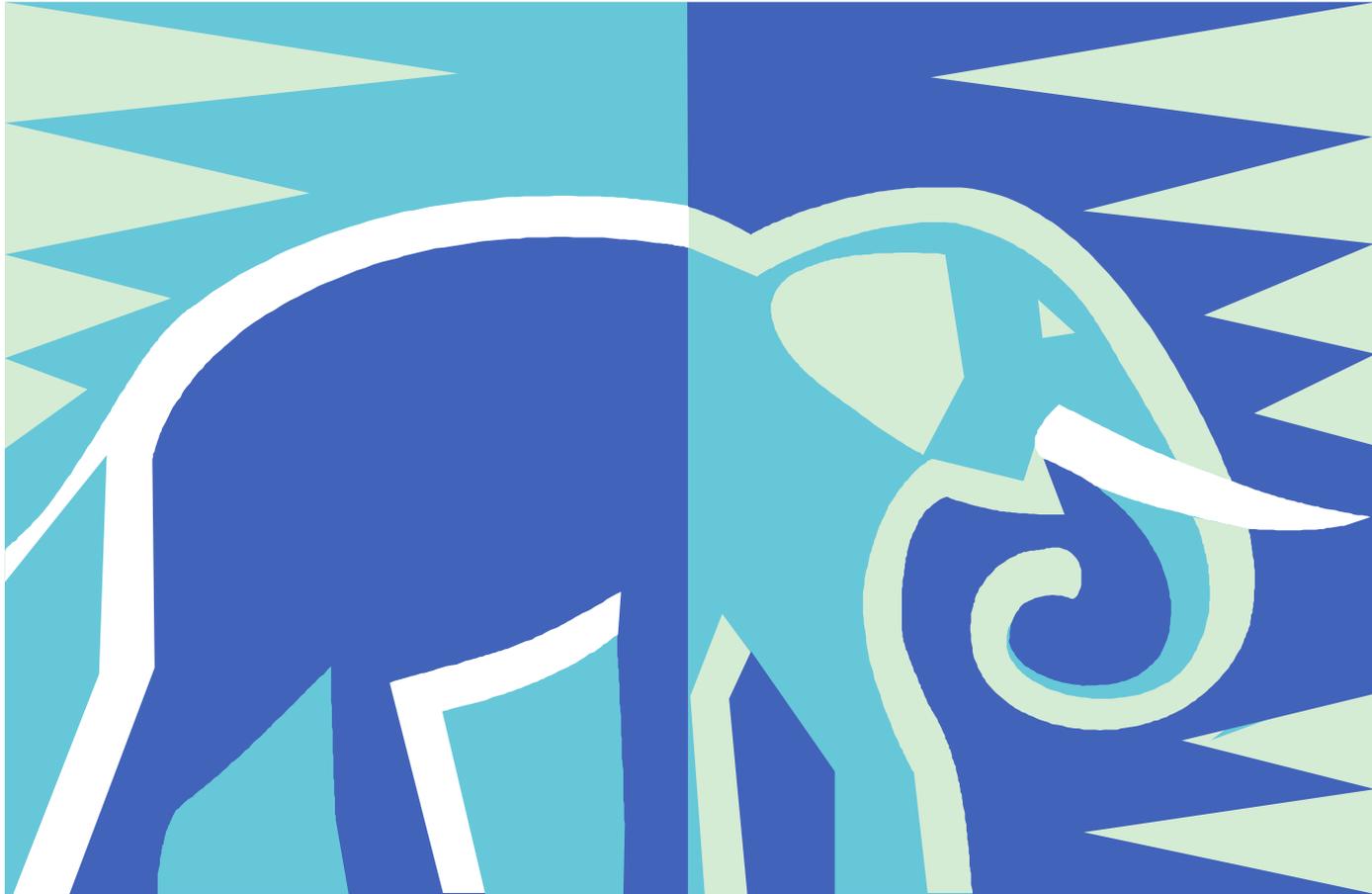


# How is the AZ WIC Partnership?

- Good communication
  - Sense of open communication; can call any time
  - Visits from consultants - very valuable & helpful
- Commitment, dedication, & passion
- Great staff; great support
- Experience, knowledge
- Good track record of moving forward



# Elephant in the Room!



# Challenges to the AZ WIC Partnership

- Need for more collaboration:
  - Directors would like to have input ahead of time
    - More discussion during the planning & decision-making process
      - Understand the ‘why’ - Federal? State?
    - Negotiation & compromise, when possible
  - *“Too much, too fast”* has created tension
    - Balance daily WIC services & demands of caseload
    - Staff learn new skills/tools at different paces



# Challenges to the AZ WIC Partnership

- More commitment to partner together to move forward
  - Local leadership finds local solutions
  - Everyone must ‘own’ what they bring/don’t bring to the partnership
  - Own the WIC Program as a nutrition program



# Strategies to a Strong Partnership in AZ WIC

- More face-to-face meetings
  - Provide opportunity for input/discussion
    - Let everyone weigh-in
  - Gives heads-up for future changes
- Open communication
  - Listen with openness
  - No private meetings; no separate conversations
  - Assume the best, don't just react; no blame
  - Be willing to negotiate and compromise
- Consider the time needed for change in clinics
- Manager training & development opportunities
  - New Program Director or refresher training
  - Buddy and/or collaborative system



# Strategies to a Strong Partnership in AZ WIC

- Understand the challenges faced by SA with non-negotiable mandates, demands, and timelines from Federal and State authorities
  - Respect the funding environment & process
  - Believe the State is your advocate - has you and the program's best interest in mind
  - Trust the process – sometimes time is not controllable
- Accurate assessment of skills, needs, and competencies
  - Own the realities and find solutions
  - Shared leadership to the meet the needs



# Suggestions for Improvement

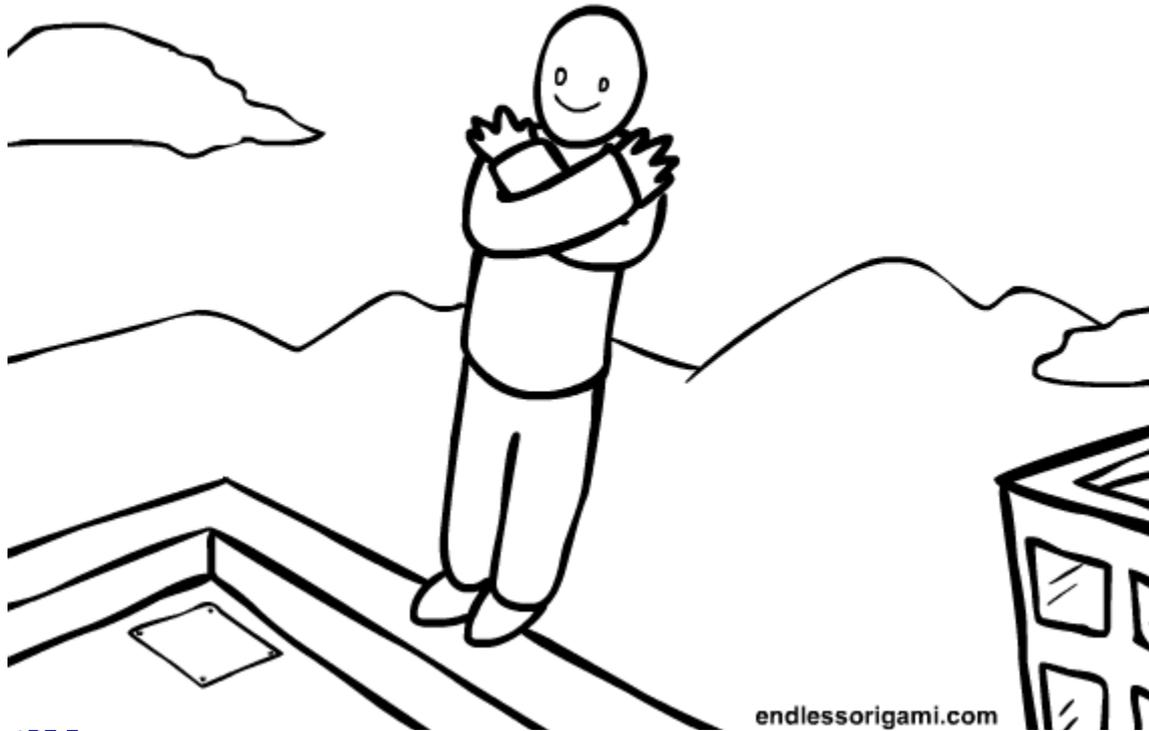
- Review of Requests





# Sometimes Seems...Extreme

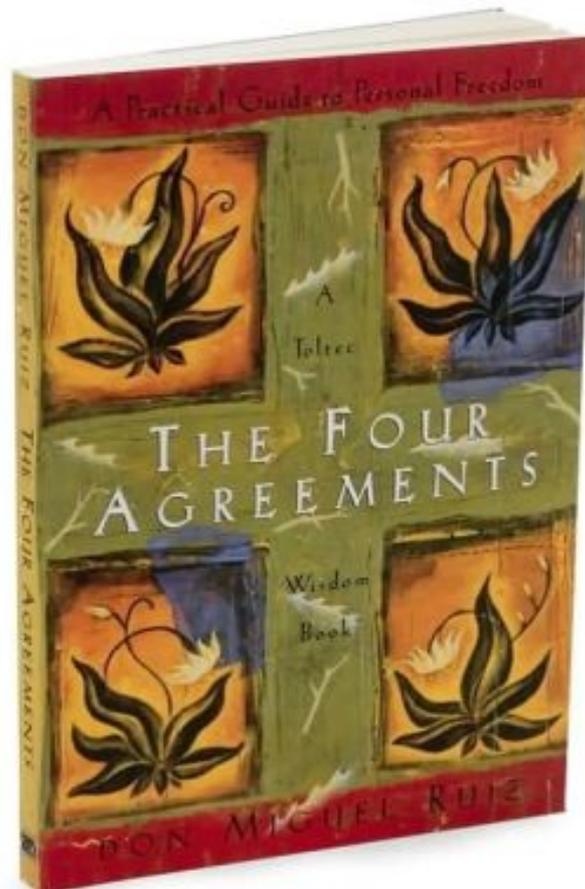
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# The Rules of the Road

- The Four Agreements



# Agreement #1: Speak with Integrity

- What this means:
  - Be impeccable with your word.
    - Do what you say
    - Say what you mean
    - Honesty
      - Admitting mistakes, etc
- How does this relate to you?



# Agreement #2: Don't Take Things Personally

- What this means:
  - “Nothing others do is because of you.”
  - Even when words are said about you, including your own



- How does this relate to you?

# Agreement #3: Don't Make Assumptions

- What this means:
  - “We make assumptions about everything, believe them to be true and then act upon them.”
    - We often assume the worst
  - Seek clarification
  - Acknowledge when you don't know something

- How does this apply to you?



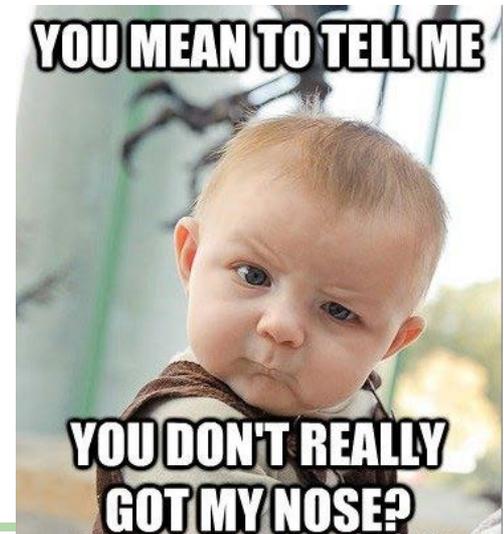
# Agreement #4: Do Your Best

- What this means:
  - It changes from moment to moment, i.e., sick vs. healthy.
  - Shows our colleagues they can rely on us.
  - Appear fully engaged in our tasks and passionate about our work.
  - Doing your best also brings out the best in others.
  
- How does this apply to you?



# Agreement #5: Be Skeptical but Learn to Listen

- What this means:
  - Finding the truth
    - Being respectfully open to other options
    - Search for intent “at the bottom of the lies, misunderstandings and convolutions of everyday life”
    - Skeptical to your own ideas as well as others
- How does this apply to you?



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# Agreements into Action

- Individual
  - State Role
  - Local Role
- 
- What “best” are we expecting of each other?

# Agreements into Action

- What are your expectations?
  - Policy decisions
    - Local
    - State
  - Program Planning (Nutrition Ed, Food Package, Outreach, Training, etc)
    - Local
    - State
  - Implementing Change (Nutrition Ed, Outreach, Food Package, Training, etc.)
    - Local
    - State



# Reminder: Suggestions for Improvement

- Review of Requests

