

**Eden Neighborhood Guide
Template for Change:
A Road Map to Neighborhood Work Teams**

Modules 1-3 = Setting the Stage

- Module 1 = Sharing the organization's Mission, Vision, & Values
- Module 2 = Failure of current organizational design concept of community vs. institution
- Module 3 = Introduction of Self-Directed Work Teams

Modules 4-6 = Creating a Team Identity

- Module 4 = Becoming Well-Known: Identifying individual personalities on the team
- Module 5 = Developing a Team Mission & Vision
- Module 6 = Creating a Team Code of Ethics

Modules 7-9 = Building Team Skills

- Module 7 = Empowerment & Group Decision-Making
- Module 8 = Communication: Learning Circles and Huddles
- Module 9 = Conflict Resolution

Modules 10-13 = Acting Like a Team

- Module 10 = Team Leadership Model & Team Roles & Responsibilities
- Module 11 = Running an Effective Meeting
- Module 12 = Time Management in a Neighborhood Team
- Module 13 = Setting Team Goals

Modules 13-16 = Quality Improvement

- Module 14 = Critical Thinking/Problem Solving/RCA
- Module 15 = Performance Improvement
- Module 16 = GROWTH Model for Change

Modules 17-19 = Becoming Customer-Focused

- Module 17 = Well Being/Social Capital
- Module 18 = Customer Service: Getting to Yes
- Module 19 = Handling Complaints

Modules 20-22 = Growing as Leaders

- Module 20 = Seeing With New Eyes
- Module 21 = Create Your Own World
- Module 22 = Growing & Becoming a Leader

Modules 23-25 = Growing as a Team

- Module 23 = Growing Trust
- Module 24 = Caregiving: The Art & the Science – The Budgeting Process
- Module 25 = Team Assessment

Modules 26-29 = Team Self-Management

- Module 26 = Team Scheduling
- Module 27 = Interviewing/Hiring
- Module 28 = Disciplining/Terminating
- Module 29 = Team Peer Evaluation

Module 30 = Cooperative Team Management

- Module 30 = Planning Next Steps

With increased competition to find and keep the right team members, we need innovative solutions and approaches.

Empowered teams are the secret sauce.

A study of over 7,000 employees profiled in Forbes Magazine reveals that employees who felt less empowered ranked at the 24th percentile for engagement, while those who felt highly empowered were THREE TIMES MORE engaged at the 79th percentile.

The numbers don't lie. Empowered teams are actively engaged teams. And highly engaged teams are more productive, more creative, more accountable to each other, and more committed to quality. Empowered team members are happier, stay in their jobs, and have a powerful sense of ownership and investment in organizational outcomes.

Empowered teams will help your organization develop a culture of innovation, nimble enough to respond quickly to regulatory and reimbursement changes, workforce issues, and other challenges.

This proven 30-module team development platform provides a systematic approach to creating a culture of empowerment. During a 5-day, in-person training, leaders become "Guides" committed to utilizing this process to cultivate small, empowered teams.

Participants learn how to:

- Reduce employee turnover and absenteeism;
- Improve quality of care metrics;
- Deepen and sustain implementation of person-directed care;
- Develop effective participatory decision-making processes; and
- Uphold the voice and choice of the people they support.

Standard Rate \$2,100

Eden General Member \$1,890

Eden Growth Member \$1,785

Eden Certified Member \$1,680

Group Rate \$1,500 (4 or more)

Host Rate \$1,680

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