Families Empowering Staff

Through Their Personal Power

by

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Personal Power

.....is given to one by others because they believe the person is a capable, competent and sensitive person.

I really appreciate your advice.

When guidance is needed, others tend to look toward those who hold

Personal Power

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Lead The Way

What’s First

R before I or T

Relationships before Issues or Tasks

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Remember What Caesar Said

STAY CLOSE TO YOUR ENEMIES

Remember: the more unpleasant, aversive, challenging or undermining the individual, the more essential it is that we form an alliance or bond!

Do you have enough water in your well to follow this maxim?

Water In Your Well

When your well is full - there is much to give!

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The Leader

Demonstrates examples of good conduct, that should be demonstrated by any person in the same position or role.

That’s Not My Job

This is a story about four people named Everybody, Somebody, Anybody and Nobody. There was an important job to be done and Everybody was sure that Somebody would do it. Anybody could have done it, but Nobody did it. Somebody got angry about that, because it was Everybody’s job.
That’s Not My Job (cont’d)

Everybody thought Anybody could do it, but Nobody realized that Everybody wouldn’t do it. It ended up that Everybody blamed Somebody when Nobody did what Anybody could have.

PIP Printing, Los Angeles, CA

Examples of Good Conduct

-- Steve Lewis
The Best You Can Be

Whatever you are, be a Good One.

Abraham Lincoln

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Celebration Strategies

Celebration:
To stimulate through acknowledgement or recognition; to encourage the heart and delight in another’s achievement.

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“Oh, I see. This would make them defensive. They would just try to protect themselves instead of showing us what is really going on.”

I think I’d enjoy being seen this way. I would like for people to notice the efforts I am making.
Winning Attitude

Cebrate

• Thank STAFF for doing well
• Show appreciation in concrete and public ways
**Oreo Cookie**

When coaching defensive or passive-aggressive staff, coach them by sharing:
- A positive comment
- Issue of concern
- A positive comment

This strategy is disarming

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**Your Best**

Good, better, best never let it rest; until your good is better, and your better is your best.

*Saint Jerome, Father of the Latin Church*
Be An Example

Being an example is not the main thing in influencing others. It is the only thing.

Albert Schweitzer

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Be

“Be the change that you wish to see in the world.”

Mahatma Gandhi

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Melon “Patters”

Pat your pets, heads of babies and melons.

Below the Collar

When touching adults non-contingently, keep your hands below the collar and above the waist.
**Speak To Others**

The tone of voice that we use in speaking to others is an indication of how we perceive the individual.

“And how are we today, pumpkin? You sure look cute in that shirt!”

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**Include In The Conversation**

Don’t talk about the individual in front of them!

*Communicate to the individual*
*Ask the individual’s permission to share the information*
*Take leave*

Amy, when we get to the cabin Eric will assist you in calling your Mom.
**Just Between Us**

Communicate personal issues, personally!
It's nobody's business other than the person with whom you are speaking!

**Did you:**
- shave?
- brush your teeth?
- take your meds?
- make your bed?
- take a shower?
- put your clothes in the hamper?
- comb your hair?

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**What Does the Leader Do?**

**Helps**
**Guides**
**Supports**
**Coaches**
**Informs**
**Shares**
**Rewards**
**Listens**

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Speak Positively
When we speak ill of our employer or our working environment what are we REALLY communicating?

What a victim! Why doesn’t he just leave if he’s so miserable?

My boss doesn’t appreciate anything I do – all I ever hear are complaints!

Bouncing Ball
“The person who complains about how the ball bounces is usually the one who has dropped it.”

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Respond Promptly

Follow the “sundown policy!” Return all phone calls, emails, voice mails, etc. before the sun goes down.

*Being responsive says “I respect and value you and what you have to say.”*

Be Punctual

Being punctual communicates that we value the time and effort of others.

I’ve got better things to do than wait!

I wonder what excuse she’ll use this time!

Diane is always late!
On Time

If you’re not 10 minutes early, you’re already 5 minutes late.

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Challenge The Process

Knowing how to rock the boat without sinking it, is the challenge!

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“Where there is no vision, people perish.”

Proverbs - 20, 9, 18
King James
Support Solutions

Provide others “permission” to error. Recognizing that “to error” is human supports risk taking and creativity.

I just knew you’d do that proposal wrong!!

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