

Welcome!

We are so glad you are here!

We will get started shortly.
In the meantime, we invite you to intentionally enter this space.



Silence your cell phone



Stretch



Close the door



Take a few deep breaths



Close browser windows



Emotionally release your to-do list



Check your audio and video



Take a bio break

Workshop Series: Tools for Community Transformation – Workshop #3

Thursday, November 9, 2023 || 2:00pm – 2:45pm ET

Workshop Series: Tools for Community Transformation - Workshop #3

THURSDAY, NOVEMBER 9, 2023
2:00PM – 2:45PM ET

THE HEALTHY START TA & SUPPORT CENTER IS OPERATED BY THE NATIONAL INSTITUTE FOR CHILDREN'S HEALTH QUALITY (NICHQ). THIS PROJECT IS SUPPORTED BY THE HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA) OF THE U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS) UNDER GRANT NUMBER 1 UF5MC327500100 TITLED SUPPORTING HEALTHY START PERFORMANCE PROJECT.

NICHQ HEALTHY
National Institute for **start**
Children's Health Quality TA & SUPPORT CENTER



Agenda

Housekeeping

Tess Pierson

HEALTHY START TA & SUPPORT
CENTER (TASC)

Anna Clayton

NATIONAL ASSOCIATION OF CITY
& COUNTY HEALTH OFFICIALS
(NACCHO)

Adaptive Leadership Courageous Conversations

Wrap Up

Tess Pierson

HEALTHY START TASC





THIS SESSION IS BEING RECORDED.



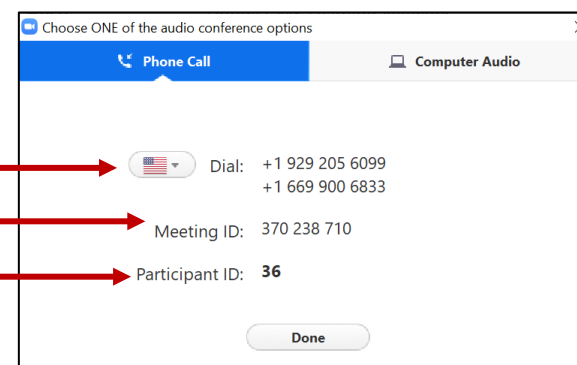
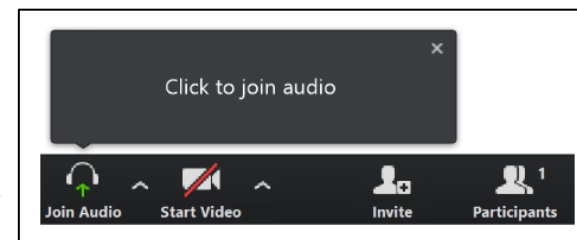
ALL PARTICIPANTS ARE MUTED UPON ENTRY. WE ASK THAT YOU REMAIN MUTED TO LIMIT BACKGROUND NOISE.



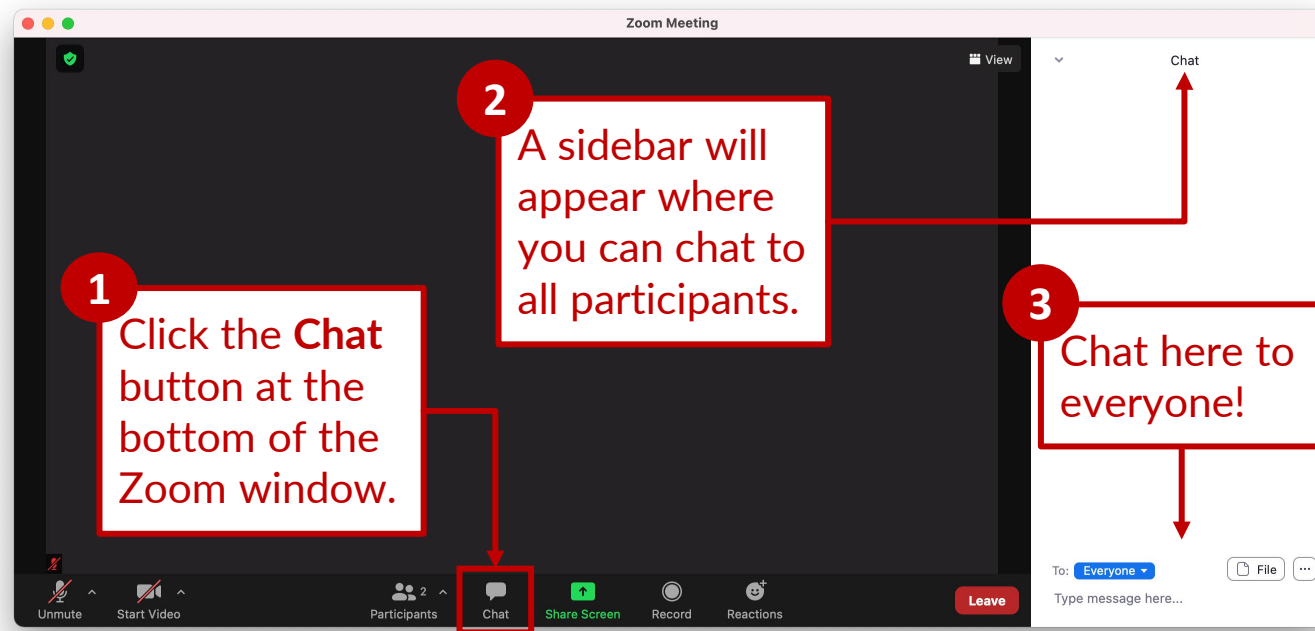
PARTICIPANTS ARE ENCOURAGED TO SHARE COMMENTS AND ASK QUESTIONS USING THE CHAT BOX.

Audio

- AFTER YOU JOIN THE ZOOM SESSION, AN AUDIO CONFERENCE BOX MAY APPEAR
 - IF YOU DO NOT SEE THE BOX, CLICK **'Join Audio'**
- FROM THE AUDIO CONFERENCE BOX, SELECT **'Phone Call'** OR **'Computer Audio'**
 - IF ACCESSING THE SESSION AUDIO VIA PHONE:
 - DIAL ONE OF THE GIVEN NUMBERS NEXT TO **'Dial'**
 - YOU WILL BE PROMPTED TO ENTER THE **Meeting ID**
 - THEN YOU WILL BE PROMPTED TO ENTER THE **Participant ID**



Chat





Adaptive Leadership Courageous Conversations

Anna Clayton

NATIONAL INSTITUTE FOR CITY & COUNTY HEALTH OFFICIALS
(NACCHO)

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Adaptive Leadership

Courageous Conversations

What is preventing you from having the conversations you need to have to improve collaboration in your Healthy Start Community Action Network?



Agenda

- Adaptive Leadership Recap
- Courageous Conversations (Didactic Presentation)
- Courageous Conversation Planning (Partner Exercise)
- Reflections (Large Group Discussion)



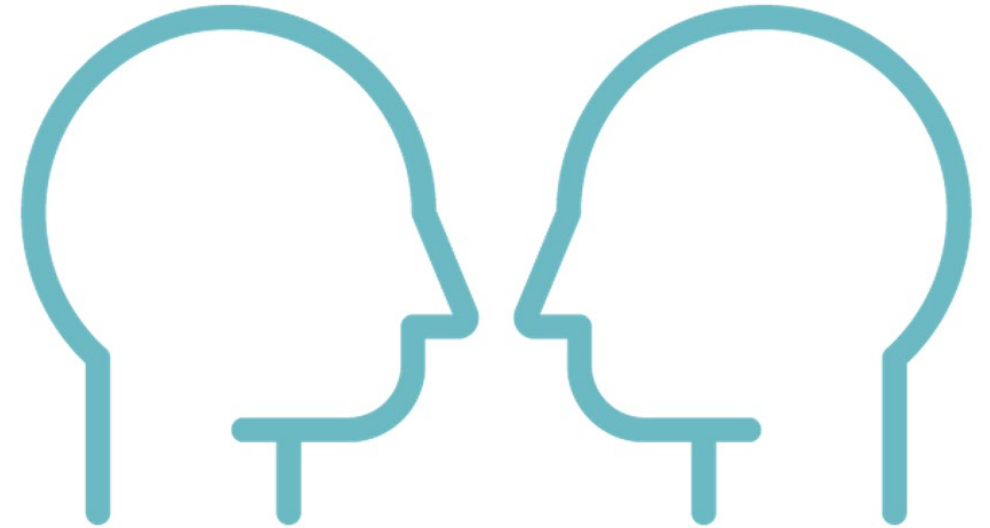
Adaptive Leadership Training Objectives

Participants will leave the workshop with the ability to:

- Design a courageous conversation to hold with a stakeholder.
- Engage in a meaningful dialogue with a colleagues to make progress on an adaptive challenge using courageous conversations.

Expectations for Your Participation

- Be present and participate
- Be authentic and vulnerable
- Listen to understand
- Keep confidentiality





Adaptive Challenges Recap

Adaptive vs. Technical Challenges

Type	Understanding of problem	Understanding of solution	Who can fix it?
Technical	Clear	Clear	Authority Experts
Technical and Adaptive	Clear	Unclear; Requires learning	Authority Experts Stakeholders
Adaptive	Unclear; Requires learning	Unclear; Requires learning	Stakeholders Limited expertise

Adaptive Challenges

- The problem is undefined and requires loss and learning to understand
- The solution is unknown or has not been implemented before
- Solving the challenge requires a group of stakeholders with diverse perspectives working together to make progress

Courageous Conversations

Make Progress on Your Adaptive Challenge

Courageous Conversations

- Thoughtful framing
- Deliberate conversation
- Perspective of curiosity
- Interrupts non-productive patterns (including work avoidance)
- Raises or lowers heat
- Focuses attention on adaptive challenge



Four Agreements of Courageous Conversations

1. Stay engaged
2. Experience discomfort
3. Speak your truth
4. Expect and accept non-closure



Courageous Conversation Structure

1. Who am I?	2. What is the problem?
Role:	Problem:
3. What do we need to know?	4. How can we move forward?
Questions:	Adaptive Ask:

Who Am I?

- What is my role?
- What is my relationship to the person I am having the conversation with?
- How will I define my role in this conversation?





What is The Problem?

- What is the problem?
- What are the adaptive and technical components of the conflict?
- How do I surface the conflict in this conversation?

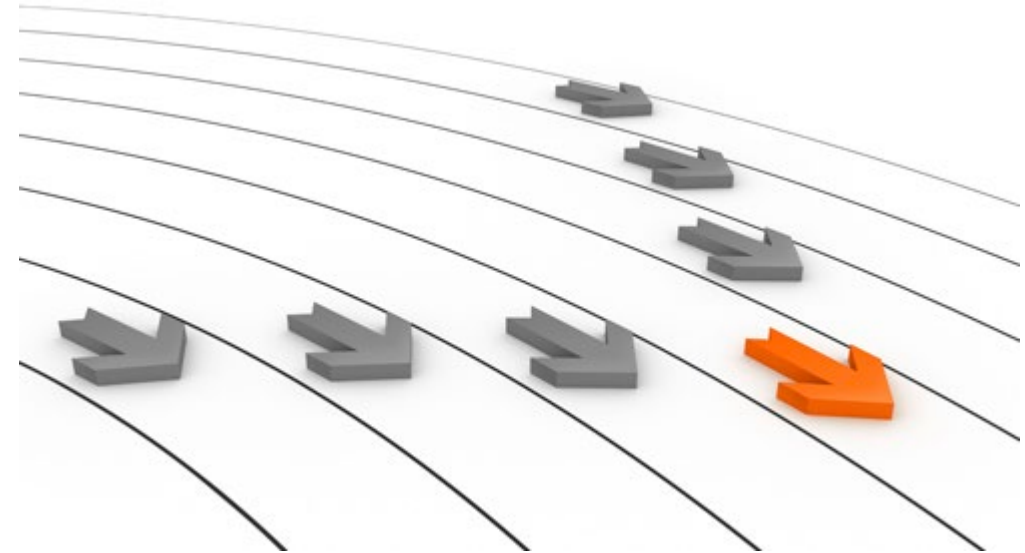
What do We Need to Know?

- How can I better understand the person I am having this conversation with?
- What are some questions that need to be answered to further my understanding their perspectives?
- What can I ask to learn about what they value and what is important to them?



How Can We Move Forward?

- What is the ask that will get to the adaptive nature of the conflict or challenge?
- How can we make progress on the adaptive elements of the challenge?
- What are some actions that we can take together?





What is *Different* About an Adaptive Ask?

- **Learn to hold attention and make progress**

- Challenge expectations rather than meet them
- Face difficult issues rather than avoid them
- Disturb equilibrium rather than preserve calm

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Partnership Breakout

Designing Courageous Conversations

Partner Activity

- Review the case study
- Each partner - select a stakeholder to have a courageous conversation with
- Build out the 4 quadrants of your courageous conversation
- Share with partners and provide feedback

1. Who am I?	2. What is the problem?
Role:	Problem:
3. What do we need to know?	4. How can we move forward?
Questions:	Adaptive Ask:

Large Group Discussion



Large Group Discussion

- What resonates with you about the courageous conversations model?
- What was challenging about planning this courageous conversation?

6 Keys to Courageous Conversations

1. Deal with your fears
2. Manage your ego
3. Know WHY you want to have conversation
4. Be prepared to experience discomfort
5. Be real about your expectations
6. Set emotional tone for conversation

What is the next step you will take to plan and initiate a courageous conversation with one of your Healthy Start Community Action Network stakeholders?



Thank you!



Wrap-Up

Tess Pierson

HEALTHY START TA & SUPPORT CENTER (TASC)

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The logo for Healthy Start features a stylized graphic of a plant or flower with four red petals and a green stem, positioned to the right of the text.

Satisfaction Survey

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Next Session:

THURSDAY, DECEMBER 7,
2-2:45 PM ET

*TOPIC: COMMUNITY HEALTH
IMPROVEMENT MATRIX*

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