



Highly Effective Human Service Organizations Program Module Descriptions

Kickoff Meeting

Employees often begin their employment with great commitment and enthusiasm, only to find organizational challenges that limit their professional development and desire to remain with the agency. Participants will be encouraged to discuss the various challenges they are currently experiencing within their organizations. An overview of the program will be reviewed along with the benefits. Participants will be challenged to formulate goals they want to work towards throughout the program.

Part I: The Foundation

1. The System

The journey in shaping an effective, responsive, supportive and sustainable organizational culture begins with understanding the dynamics of systems thinking and how all areas are linked. A key leadership approach will also be reviewed along with exploring the role of mission, vision, and values in shaping expectations and driving consistently high levels of employee commitment, effort and performance.

Part II: Expected Employee Behaviors

2. Active Participation and Engagement

Active and involved employees help to drive high performance cultures. For this to occur, however, organizational leaders first need to formulate their vision and outline a comprehensive strategy to reinforce this critical expected behavior, so it occurs consistently throughout the organization.

3. Exceptional Customer Service

Consistently high levels of exceptional customer service (internally and externally) occur when employees at all levels subscribe to the same values and strive to regularly carry them out. This module will examine and explore how organizations can set standards that will ensure employees are supporting each other in a way that drives high levels of organizational commitment and performance.

4. Demonstrating Leadership

Many organizations often overlook leadership development for staff not in management positions, which is a significant missed opportunity. Leadership development in employees at all levels throughout the organization ensure core behaviors consistently occur while upholding organizational values. This critical module will explore the various components of effective leadership development on a system-wide level and the numerous benefits to the organization.



Part III: Optimal Organizational Processes

5. Support

Research has consistently found that employees often cite support, or lack thereof, as a critical factor behind low levels of commitment, engagement and eventual decisions to leave the organization. This vital module will explore a variety of factors designed to create sustainably high levels of support for employees at all levels.

6. Professional Development

Professional development activities are often lacking in many organizations, leaving employees feeling undervalued and without the skills needed to excel in their roles. This model will examine and explore a wide range of professional development approaches highly effective organizations employee to stimulate employees and support their growth and development.

7. Leadership Development

This is one of the most pivotal modules in the program in that it will explore the critical role of how highly effective organizations offer a comprehensive leadership development approach that consists of mentoring, leadership development along with performance coaching.

8. Robust Employee Wellness

Employee burnout in the human services has never been higher. Organizational leaders need to offer a rich and robust wellness approach that will not only help employees deal with a variety or stressors they frequently encounter but help them in proactively developing protective skills to enhance their ability to consistently possess the psychological fortitude to have a long and successful career in the field.

9. A Quality Driven Approach

Continuous quality improvement lies at the heart of consistently high levels of client care. So, too, does a data informed approach. Taken together, this allows for human service organizations to achieve optimal levels of performance. This module will challenge organizational leaders to empower individuals throughout the agency to elevate their approach to these crucial areas.

10. Optimal Organizational Performance

Behind every good organization is a strong core. Highly effective human service organizations are led by active, present, and strong human resource departments. This module will explore several opportunities to optimize organizational performance and sustainability.



Part IV: Desired End State

11. Resilience

Highly effective human service professionals possess a unique skill set that allows them to proactively address challenging situations with resourcefulness, vigor, and zeal. This occurs when professionals are equipped with the skills, support and tools by organizational leaders to successfully embrace the challenges they will encounter.

12. Connection, Passion and Purpose

Employees often cite they want to see more of their organizational leaders on a consistent basis. Organizational leaders are in a unique position to instill confidence in staff as well as motivate and inspire them to go to great lengths to effectively meet client needs. This module will examine key opportunities for organizational leaders to drive employee connection, passion and purpose.

13. A Highly Engaged Organization

A key outcome from this program is to create sustainably high levels of employee commitment, engagement, performance and retention. This module examines how the totality of the topics covered throughout the program will contribute to a strong foundation for an exceptional employee experience in your organization.

Part V: Moving Forward

14. Putting it Together

This final module will examine and explore opportunities to continue the positive momentum generated from participating in the program. A recap of the main points made throughout the program and implementation opportunities to consider will be reviewed to help ensure your organization adopts approaches that lead to sustainably high levels of employee commitment, engagement, performance and retention while also driving high levels of organizational performance and client care.