Home Visitors
&
Leadership Development

A Road to Service Excellence through Home Visitors' Leadership

Presenter:

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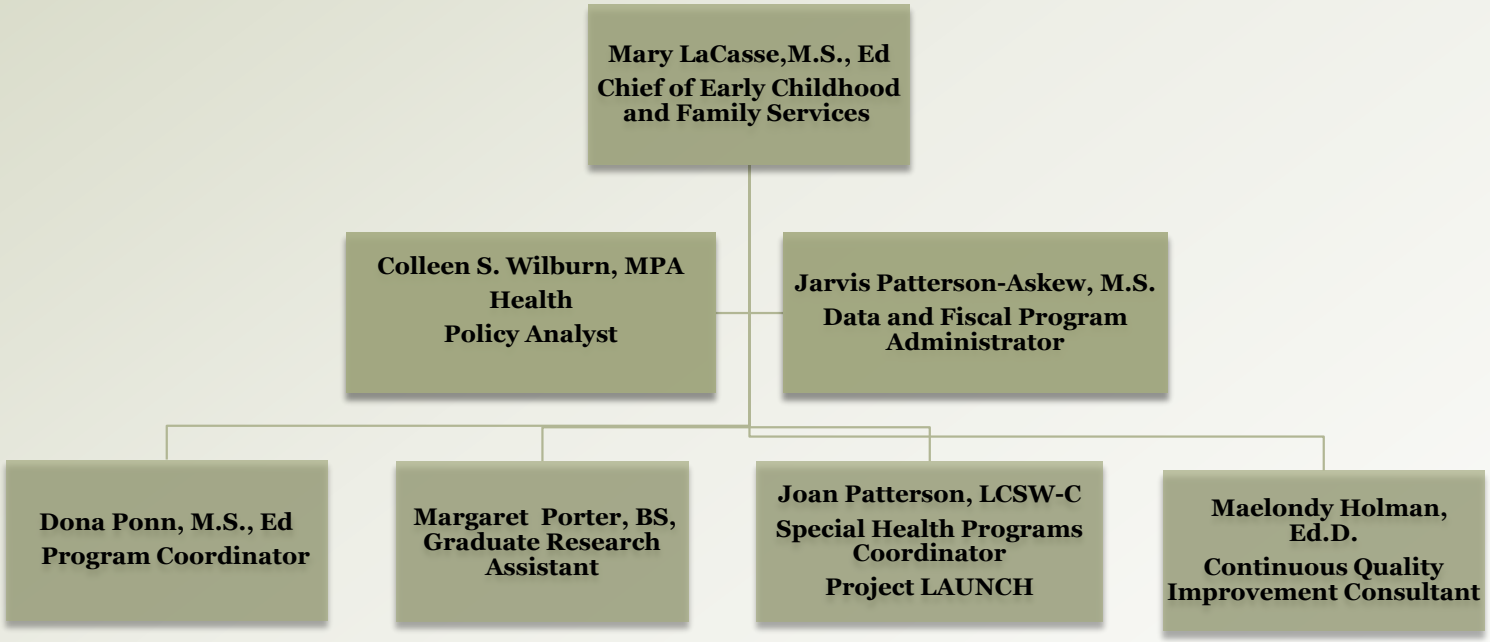
Purpose & Objectives

- **First -- a little happiness**
- Understand the importance of leadership development training
- Examine Home Visitors' roles
- Share knowledge and best practices

MIECHV Team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Leadership Development

- Building Relationships
- Communication
- Foundation of Leadership
- Leading By Example
- Trust

Leadership Development

- Cultural Competency
- Emotional Intelligence
- Soft Skills
- Professionalism

Leadership Development

- Key Topics:
  - AIDET: Acknowledge, Introduce, Duration, Explanation, Thank You
  - Quint Studer's Nine Principles of Service Excellence

Leadership Development

- Jean Watson

C Communication: Character, Care and Conversations

A Attitude: Accountability, Action, Accuracy and Approach

R Respect: Reliability, Relationships and Responsibility

E Effectiveness: Effort, Educate and Evaluate

Leadership Development

- Client Satisfaction
- Incentives
- Building a team of home visiting leaders

Leadership Development
&
Sustaining Funding

- Service
- Quality
- People

Hand Booklet
Standards of Service Excellence, Client Services & Interactions

- Discussion

Areas For Growth

- What are some individual and team areas for growth that you notice in your day-to-day work?

Scenarios

- Role-playing scenarios
  - Narrator
  - Good/Caring Experience
  - Bad Experience
  - Compassionate Experience

Wizard of Home Visitors

Best Practices

- Who can offer an example of best practices that you use in your day-to-day home visiting experiences?

- Who has an example of an exceptional home visiting experience?

Conclusion

- Ease on down the home visiting road!

Q & A

Certificates of Completion

Contact Information

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"A servant leader of today, leading for tomorrow"

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