

Advancing Trust in Your Building



Overview

Goal

Equip LTC leaders (state affiliate staff, regional staff, facility leaders, vaccine champions) to bring components of the Trust Building curriculum into their building and help other leaders, staff, and front-line care givers in your facility learn about the concepts of trust building to improve quality, safety, and vaccine uptake in long term care. In the long-term, this course should help make your team stronger as a unit or a building and able to address new challenges or everyday situations from a renewed perspective.

Overview

Advancing Trust in Your Building is a virtual, self-paced course that will equip the leader to facilitate in-person discussions, shared learning opportunities, and exercises to introduce the Trust Building curriculum more explicitly into their building. The course will provide leaders with facilitated discussion guides, team exercises, and agendas. The materials can be used in a variety of different settings, time allotments, and for different types of staff or with a multidisciplinary group of staff. It can also be used with a group of executive leaders who then go and use it with staff in their own buildings. As with Lesson 1, the first Advancing Trust in Your Building lesson will be an overview of the core premises of trust building focused on the three key drivers of trust. Lesson two will give us time to take a deeper dive into empathy, lesson three – logic, and lesson four – authenticity.

We hope that by using this content with your teams, you further the discussion of trust and trust building, and ultimately, deepen trust among staff within your organization.

Structure

A fundamental principle of improvement and spread of ideas is recognizing that all change is local. Individuals within a facility or team have their own persona, strengths, and challenges, which means that while the content taught in the Trust Building course applies universally, the methods in which it is shared most effectively may differ. Each agenda will be broken down into sections – you can decide how to execute each of those sections in your facility. All agendas will contain segments that total to approximately 60 minutes. Some leaders may choose to break up the segments and do them over the course of a week on different days or even a month. Others may have an hour available in one sitting. We want you to be able to use the content as it works best for your staff. For each of the four lessons in the primary course, Advancing Trust in Your Building you will receive an agenda that will state how long each agenda segment will take; the rationale for the inclusion of that segment; and a suggested order. Each agenda segment will be somewhere between 5-30 minutes. It is then up to you to proceed with the approach that works best for your organization.

When there are exercises included in the segment, we have also included suggested time limits. Of course, you can spend more or less time in discussion or debriefs based on what works best for your team. We want people to participate to their fullest (which may look different for different people) and we intentionally kept the timing to approximately one hour (if you choose to do all agenda segments sequentially) so as to not have people feel that they are being taken away from their day-to-day job for too long.

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Foundation for Learning:

Underlying this program is the recognition that the trainer and trainee are adult learners in the field of long-term care who are grappling with a workforce crisis, significant regulatory, clinical and operational pressures, not to mention personal trauma experienced through the pandemic. Therefore, the content in this program will be problem and solution oriented. The application will be focused on very practical uses, allowing the leader to take small exercises and engage with staff immediately; it will emphasize a relaxed, yet knowledgeable style that puts engagement at the forefront to create an environment for full participation.

In each Advancing Trust in Your Building Session the leader will find:

- A refresher on the Lesson's Key Takeaways;
- Agenda suggestions that allow the leader to find the right mix for their facility; and
- Content, video, discussion guides, and/or exercises .

Curriculum Lessons:

- Lesson 1: Introduction to the Three Drivers of Trust
- Lesson 2: The First Driver of Trust
- Lesson 3: The Second Driver of Trust
- Lesson 4: The Third Driver of Trust