

# COMPASS

*Charting Your Course To Success.*

**A PROFESSIONAL DEVELOPMENT PROGRAM 2008-2009**

**VA Healthcare Network Upstate New York  
Network 2 Education**



*Getting you from where you are to where you want to be.*

# OCTOBER 2008

## Morning Session

### Strengthening Our Relationships

- ◆ Understand the characteristics and consequences of co-dependency
- ◆ Know the difference between responsibility for and responsibility to another
- ◆ Learn a credo for your relationships
- ◆ Understand what you do that weakens others when you intend to help
- ◆ Learn the valuing process as a skill to strengthen others

## Afternoon Session

### Traditional vs. High Performance Paradigms

- ◆ Explore the concept of paradigms
- ◆ Explore the practices and principals of the traditional paradigm
- ◆ Discover what it is like to work in a traditional work environment
- ◆ Explore the practices and principles of the High Performance paradigm
- ◆ Discover what it is like to work in a High Performance work environment



Location	Session Dates	Morning Sessions	Afternoon Sessions
Albany	October 6, 2008	9 am to 12 pm	1 pm to 4 pm
Buffalo	October 20, 2008	9 am to 12 pm	1 pm to 4 pm
Canandaigua	October 21, 2008	9 am to 12 pm	1 pm to 4 pm
Bath	October 27, 2008	9 am to 12 pm	1 pm to 4 pm
Syracuse	October 28, 2008	9 am to 12 pm	1 pm to 4 pm



# NOVEMBER 2008

## Morning Session

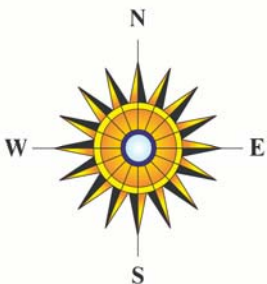
### Characteristics of High Performance

- ◆ Learn about the origin of High Performance work systems concepts
- ◆ Explore the characteristics of traditional and High Performance organizations
- ◆ Discover the leadership role shift required for High Performance
- ◆ Identify the characteristics of High Performance teams
- ◆ Discover the importance of stability before moving to High Performance

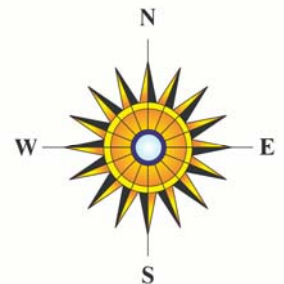
## Afternoon Session

### Building Trust

- ◆ Experience the consequences of win-lose and win-win strategies
- ◆ Learn how to achieve win-win relationships
- ◆ Understand what is meant by trust
- ◆ Identify the biggest organizational trust issues
- ◆ Set personal goals for improving trust



Location	Session Dates	Morning Sessions	Afternoon Session
Albany	November 12, 2008	9 am to 12 pm	1 pm to 4 pm
Batavia	November 17, 2008	9 am to 12 pm	1 pm to 4 pm
Canandaigua	November 18, 2008	9 am to 12 pm	1 pm to 4 pm
Bath	November 19, 2008	9 am to 12 pm	1 pm to 4 pm
Syracuse	November 20, 2008	9 am to 12 pm	1 pm to 4 pm



*“The greatest thing in this world is not so much where we stand as in what direction we are moving.” Goethe*



# DECEMBER 2008

## Morning Session

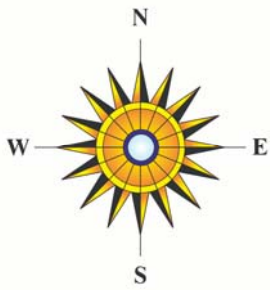
### High Performance Tools and Plans

- ◆ Explore the High Performance Development Model
- ◆ Explore the Transformation Model
- ◆ Explore the Transition Planning Model
- ◆ Identify forces driving and restraining change in your current organization
- ◆ Identify the top priorities for moving to High Performance

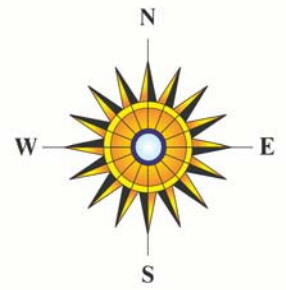
## Afternoon Session

### Fundamentals of High Performance Teams

- ◆ Learn the definition of High Performance team and how it differs from traditional work groups
- ◆ Discover the three elements of High Performance teams
- ◆ Explore the four types of teams
- ◆ Learn about the stages of team development



Location	Session Dates	Morning Sessions	Afternoon Sessic
Albany	December 1, 2008	9 am to 12 pm	1 pm to 4 pm
Buffalo	December 8, 2008	9 am to 12 pm	1 pm to 4 pm
Canandaigua	December 9, 2008	9 am to 12 pm	1 pm to 4 pm
Bath	December 10, 2008	9 am to 12 pm	1 pm to 4 pm
Syracuse	December 11, 2008	9 am to 12 pm	1 pm to 4 pm



# JANUARY 2009

## Morning Session

### The Team Charter

- ◆ Identify your team's key customers and stakeholders
- ◆ Determine the performance results expected of your team
- ◆ Decide your team's purpose
- ◆ Identify the ideal characteristics of your team
- ◆ Develop a set of team operating norms

## Afternoon Session

### Effective Meetings

- ◆ Explore the characteristics of effective meetings
- ◆ Identify how efficient and effective your meetings are
- ◆ Guidelines to improve the effectiveness of your meetings
- ◆ How to establish and run a meeting from an agenda
- ◆ Learn a format for meeting minutes
- ◆ Understand three leadership roles required for successful meetings



Location	Session Dates	Morning Sessions	Afternoon Sessions
Albany	January 12, 2009	9 am to 12 pm	1 pm to 4 pm
Batavia	January 26, 2009	9 am to 12 pm	1 pm to 4 pm
Canandaigua	January 27, 2009	9 am to 12 pm	1 pm to 4 pm
Bath	January 28, 2009	9 am to 12 pm	1 pm to 4 pm
Syracuse	January 29, 2009	9 am to 12 pm	1 pm to 4 pm



*“When a man does not know what harbor he is making for, no wind is the right wind.” Seneca*

# FEBRUARY 2009

## Morning Session

### Customer Focus

- ◆ Examine your attitude toward your customer
- ◆ Assess how customer-oriented your team and organization are
- ◆ Discuss and analyze feedback from key customers
- ◆ Identify key customer requirements
- ◆ Develop improvement plans to respond to customer feedback
- ◆ Develop a system for measuring and tracking key customer requirements

## Afternoon Session

### Managing The Focus

- ◆ Learn basic process mapping definitions and skills
- ◆ Map the team's core process
- ◆ Identify and analyze process variances
- ◆ Identify and analyze key variances
- ◆ Develop action plans to improve the team's core process
- ◆ Develop action plans to control key variances



Location	Session Dates	Morning Sessions	Afternoon Sessions
Albany	February 23, 2009	9 am to 12 pm	1 pm to 4 pm
Batavia	February 9, 2009	9 am to 12 pm	1 pm to 4 pm
Canandaigua	February 10, 2009	9 am to 12 pm	1 pm to 4 pm
Bath	February 3, 2009	9 am to 12 pm	1 pm to 4 pm
Syracuse	February 4, 2009	9 am to 12 pm	1 pm to 4 pm



# MARCH 2009

## Morning Session

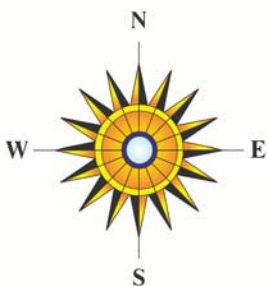
### Team Member Roles and Responsibilities

- ◆ Learn how to be a self-sufficient and self directing team
- ◆ Clarify shared team responsibilities
- ◆ Define and prioritize coordinating responsibilities
- ◆ Understand the aspects of empowerment
- ◆ Use the empowerment matrix as a developmental tool
- ◆ Develop a maturation matrix

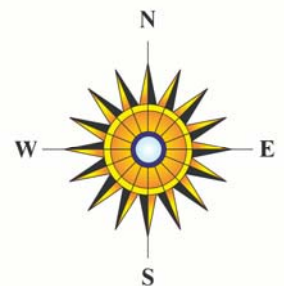
## Afternoon Session

### Setting Goals and Keeping Score

- ◆ Understand the importance of setting goals and tracking your performance
- ◆ Learn the building blocks of scorekeeping
- ◆ Identify your team's key result areas
- ◆ Establish metrics in each of your key result areas
- ◆ Assess your current performance
- ◆ Set goals in each of your key result areas
- ◆ Evaluate your feedback system



Location	Session Dates	Morning Sessions	Afternoon Sessi
Albany	March 5, 2009	9 am to 12 pm	1 pm to 4 pm
Buffalo	March 9, 2009	9 am to 12 pm	1 pm to 4 pm
Canandaigua	March 10, 2009	9 am to 12 pm	1 pm to 4 pm
Bath	March 11, 2009	9 am to 12 pm	1 pm to 4 pm
Syracuse	March 12, 2009	9 am to 12 pm	1 pm to 4 pm



*"In a moment of decision, the best thing you can do is the right thing to do. The worst thing you can do is nothing."*  
Theodore Roosevelt



# APRIL 2009

## Morning Session

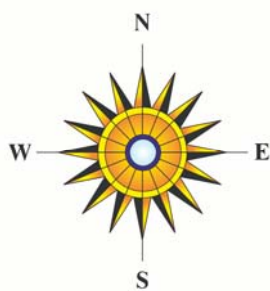
### The Integrity Model

- ◆ Learn the process of self-mastery
- ◆ Explore the flaw inherent in the common symbols of success
- ◆ Discover a new definition of success based upon your personal paradigm
- ◆ Learn about the power of your personal paradigm
- ◆ Explore four different paradigms from which people live
- ◆ Learn about the core beliefs of each paradigm

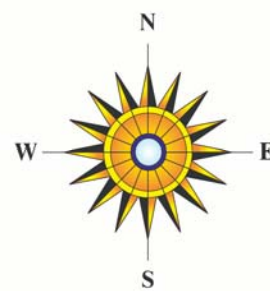
## Afternoon Session

### Conquer Your Key Moments

- ◆ Discover how you respond to challenging or upsetting events (key moments)
- ◆ Learn how to explore and understand the patterns in your responses to key moments
- ◆ Learn a process for exploring the consequences of your behavior
- ◆ Learn to choose positive behaviors & feelings during your key moments
- ◆ Learn to identify & challenge the distortions in your interpretations
- ◆ Learn a method for changing weakening beliefs to empowering beliefs



Location	Session Dates	Morning Sessions	Afternoon Sessic
Albany	April 30, 2009	9 am to 12 pm	1 pm to 4 pm
Batavia	April 6, 2009	9 am to 12 pm	1 pm to 4 pm
Canandaigua	April 7, 2009	9 am to 12 pm	1 pm to 4 pm
Bath	April 8, 2009	9 am to 12 pm	1 pm to 4 pm
Syracuse	April 9, 2009	9 am to 12 pm	1 pm to 4 pm



# MAY 2009

## Morning Session

### Embrace Reality

- ◆ Understand the nature reality
- ◆ Learn the importance of aligning your life to reality
- ◆ Accept some of the "difficult" realities of your life
- ◆ Explore and "let go" of resentments, complaints, & blame
- ◆ Learn to live in the "here and now"

## Afternoon Session

### Exercise Responsibility

- ◆ Learn the meaning and nature of personal responsibility
- ◆ Understand how you avoid taking responsibility for yourself
- ◆ Assess your willingness to accept personal responsibility
- ◆ See the choices available in your life
- ◆ "Claim ownership" for the results of your life
- ◆ Understand the power and freedom that comes from accepting responsibility



Location	Session Dates	Morning Sessions	Afternoon Sessions
Albany	May 14, 2009	9 am to 12 pm	1 pm to 4 pm
Buffalo	May 4, 2009	9 am to 12 pm	1 pm to 4 pm
Canandaigua	May 5, 2009	9 am to 12 pm	1 pm to 4 pm
Bath	May 6, 2009	9 am to 12 pm	1 pm to 4 pm
Syracuse	May 7, 2009	9 am to 12 pm	1 pm to 4 pm



*"In the long run, men hit only what they aim at."  
Henry David Thoreau*

## Morning Session

### Clarify Your Vision

- ◆ Understand the meaning and power of vision
- ◆ Clarify your personal vision
- ◆ Evaluate the thoughts that keep you from living your vision
- ◆ Set goals to achieve your vision

## Afternoon Session

### Define Your Purpose

- ◆ Understand the difference between three kinds of vision
- ◆ Write your personal purpose statement
- ◆ Clarify your guiding principles
- ◆ Develop affirmations to support you in living your purpose and guiding principles
- ◆ Use the technique of visualization to make your vision a reality



Location	Session Dates	Morning Sessions	Afternoon Sessions
Albany	June 11, 2009	9 am to 12 pm	1 pm to 4 pm
Batavia	June 1, 2009	9 am to 12 pm	1 pm to 4 pm
Canandaigua	June 2, 2009	9 am to 12 pm	1 pm to 4 pm
Bath	June 3, 2009	9 am to 12 pm	1 pm to 4 pm
Syracuse	June 4, 2009	9 am to 12 pm	1 pm to 4 pm



# SUMMER 2009

## Morning Session

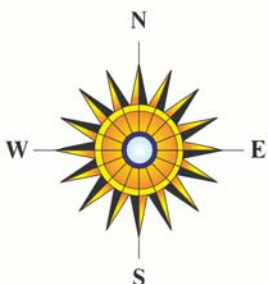
### Act With Integrity

- ◆ Understand the meaning of personal integrity
- ◆ Recognize when you are acting from personal integrity
- ◆ Know the symptoms and consequences of self-betrayal
- ◆ Learn to let what "matters most" govern what "matters least"
- ◆ Deepen your commitment to what is most important
- ◆ Learn to make your behavior more congruent with what is most important to you

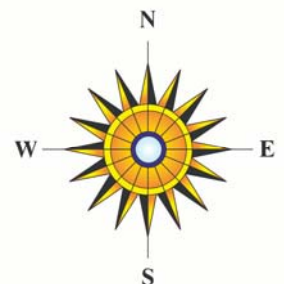
## Afternoon Session

### Value Who You Are

- ◆ Understand the meaning and importance of self-esteem
- ◆ Become the primary source of your self-esteem
- ◆ Accept your imperfections
- ◆ Learn to make time for self-renewal
- ◆ Acknowledge and build upon your strengths
- ◆ Maintain an attitude of gratitude



Location	Session Dates	Morning Sessions	Afternoon Sessions
Albany	August 13, 2009	9 am to 12 pm	1 pm to 4 pm
Buffalo	August 3, 2009	9 am to 12 pm	1 pm to 4 pm
Canandaigua	August 4, 2009	9 am to 12 pm	1 pm to 4 pm
Bath	August 5, 2009	9 am to 12 pm	1 pm to 4 pm
Syracuse	August 6, 2009	9 am to 12 pm	1 pm to 4 pm



*"The greatest danger for most of us is not that our aim is too high and we miss it, but that it is too low and we reach it." Michelangelo*



## Morning Session

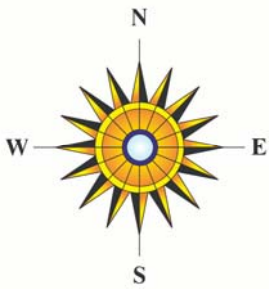
### Principles of Leadership

- ◆ Learn the importance of leadership in achieving long-term organizational success
- ◆ Explore the five myths of leadership
- ◆ Study the difference between leadership and management
- ◆ Discover the difference between controlling and empowering leadership styles

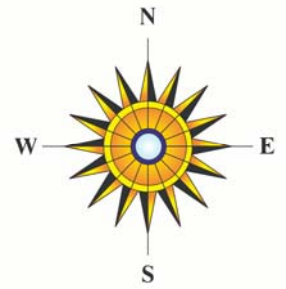
## Afternoon Session

### Practices of Empowering Leaders

- ◆ Learn how empowering leaders have a driving passion to realize their vision
- ◆ Explore empowering leaders build and sustain trust with their followers
- ◆ Learn how empowering leaders unleash the commitment and motivation of their followers
- ◆ Explore how empowering leaders act from positive beliefs about people and situations



Location	Session Dates	Morning Sessions	Afternoon Sessic
Albany	September 10, 2009	9 am to 12 pm	1 pm to 4 pm
Batavia	September 14, 2009	9 am to 12 pm	1 pm to 4 pm
Canandaigua	September 15, 2009	9 am to 12 pm	1 pm to 4 pm
Bath	September 16, 2009	9 am to 12 pm	1 pm to 4 pm
Syracuse	September 17, 2009	9 am to 12 pm	1 pm to 4 pm



## THE COMPASS PROGRAM

The COMPASS program is designed so that individuals from every level in the VA can attend one session or all of the sessions. Educational experts tell us that when you spread your learning out over several sessions it reinforces the understanding. Ultimately it is the implementation of the ideas that are learned that makes the difference. It is not enough to say that you learned that idea before. You must ask how you are applying the concept or idea. Furthermore, are you guiding others in their understanding of the ideas by participating in the experience and helping to communicate and implement the ideas? With our regular experiences there is a building of ideas and the opportunity to apply the ideas over time. Choose to attend sessions at any rate that you are able to. The more regularly that you attend sessions, the better the application of concepts and ideas will be. This is called a non-sequential measured development program.



*“One ship sails East, and another West, By the self-same winds that blow, tis the set of the sails and not the gales, that tells the way we go.”*  
 Ella Wheeler Wilcox

# THE COMPASS PROGRAM

PRESENTED BY:

## VA Healthcare Network Upstate New York Network 2 Education



**COMPASS** is a professional development program carefully developed for the VA Healthcare Network of Upstate New York with the intention that participants can attend from any and all levels within the organization.

- The program is a non-sequential measured development program. You may attend all sessions or choose among the many topics.
- The program is designed to provide two 3-hour sessions. You may attend either the morning, afternoon or both sessions.
- You may attend at any site the program is being delivered
- No complicated registration is *required*, although always appreciated for planning purposes. (Just come to a class session for quick on-site admission as long as your supervisor approves of your attendance).
- All attendance will be documented in your training record.
- For every ten 3-hour class that you attend you will receive a certificate of achievement.
- For those participants unable to complete the Leadership for Results and/or WorkSkills Series, attendance at these topics will count towards fulfillment of the Program.
- There are 72 different classes that you will be able to attend over the next 3 years
- Network Education is committed to fostering a highly motivated, engaged and compassionate workforce.

***For further information contact your local education office or:***

- |  |                                      |
|--|--------------------------------------|
| ★ Albany—Maureen Martin x 66951                            | ★ Canandaigua—Debbie Brahm – x 37752 |
| ★ Bath—Geraldyn Sheehan x 44801                            | ★ Syracuse—Tracey Morris x 52813     |
| ★ Buffalo— Nadine Cook x 26090<br>or Cathy Hamilton x 8550 | ★ Batavia—John DelBel x71280         |

**To register go to: <https://vha02app2/compass/>**

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CENTER FOR ORGANIZATIONAL ENERGY, LLC