



1

THREE AREAS TO DEVELOP

AREA OF FOCUS | SPECIALTY
 Dietary, Environmental
 Services, Facilities
 Life Enrichment, Clinical

SITUATIONAL PROBLEM SOLVING
 Teambuilding, Critical Thinking,
 Decision Making, Strategic
 Questioning, Root Cause Analysis

IQ | EQ | SQ | AQ
 Knowledge & Learning,
 Emotional Awareness,
 Social Skills, Adaptability

2

5 STAGES OF DEVELOPMENT



**ACQUIRE
INFORMATION**



ADAPT | DEVELOP



EXPERT



REAP THE REWARDS



MENTOR



3

4 Q'S OF HUMAN INTELLIGENCE



IQ (INTELLIGENCE QUOTIENT)

- WHAT WE KNOW
- CONTINUAL LEARNING



EQ (EMOTIONAL QUOTIENT)

- EMOTIONAL AWARENESS
OF SELF & OTHERS



SQ (SOCIAL QUOTIENT)

- SOCIAL INTERACTIONS
- TEAM BUILDING



AQ (ADAPTABILITY QUOTIENT)

- ABILITY TO RESPOND TO
CHANGE | UNCERTAINTY



4



5



IQ INTELLECTUAL QUOTIENT GAPS

SUPPORT COGNITIVE CLARITY AND GROWTH

- USE VISUAL AIDS
- CHECKLISTS
- JOB SHADOWING
- RECORD THE TRAINING
- TEACH BACK MOMENTS | LEARNING LOOPS
- AMOUNT OF INFORMATION



6



EQ EMOTIONAL QUOTIENT GAPS

FOSTER EMOTIONAL & SELF-AWARENESS

- ROLE PLAY
- MODEL EMOTIONAL CALMNESS IN SITUATIONS
- DEBRIEF: BUILD REFLECTION INTO ROUTINES
- SHARE YOUR EXPERIENCES
- GRATITUDE ROUNDS
- JOURNALING



7



SQ SOCIAL QUOTIENT GAPS

STRENGTHEN RELATIONAL COLLABORATION

- CREATE INTENTIONAL PAIRINGS
- SMALL GROUP HUDDLES
- SHARE STORIES
- FAMILY & EMPLOYEE INTERACTIONS | GATHERINGS
- CELEBRATE RELATIONAL WINS
- HIGHLIGHT MOMENTS OF BRIDGE-BUILDING, EMPATHY, OR TEAMWORK



8



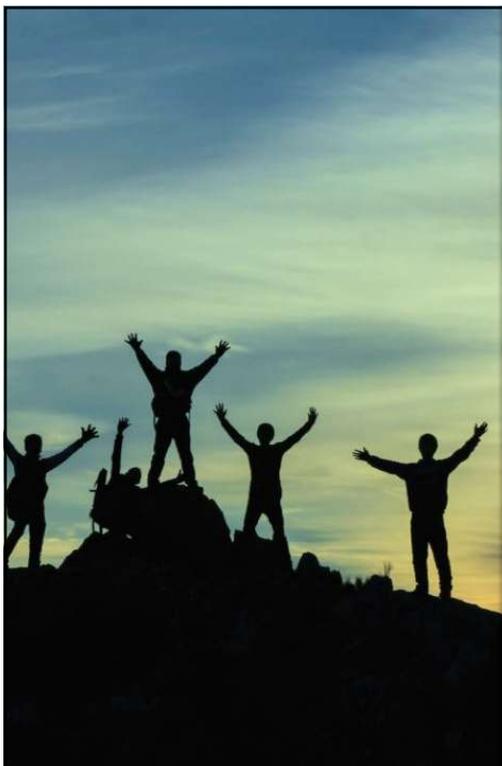
AQ ADAPTABILITY QUOTIENT GAPS

BUILD RESILIENCE AND FLEXIBILITY IN CHANGE

- CREATE AN AWARENESS OF SITUATIONS
- NO TWO DAYS ARE THE SAME
- CREATE A SHARED JOURNEY USING LANGUAGE SUCH AS
"WE ARE IN THIS TOGETHER"



9



“Embrace the pace you set.
Patience and courage
will be rewarded with the victory
of accomplishment.
This is your course!
Your greatness will blaze the trail!”

Missy Ohe



10

Thank you

