

CONSUMER ENGAGEMENT: FOSTERING LEADERSHIP DEVELOPMENT

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GOALS FOR THIS WORKSHOP

- Define what it means to be a leader
- Identify leadership skills
- Discuss ways that HCH sites can provide for the development of these skills
- Discuss considerations for ways to meaningfully create these structures

WHAT DOES IT MEAN TO BE A LEADER?

- Motivating and engaging others
- Desire to learn, engage and grow
- Open-minded and tolerant of diverse opinions
- Able to represent a broad perspective and diverse group
- Willing to be give and receive feedback
- Honest
- Know your strengths and areas for improvement
- Ability to work as part of a team
- Able to draw limits and boundaries
- Know when and how to delegate
- Good communicator, mediator and listener
- Approachable and not overpowering
- Aware of bias and prejudices and able to let go
- Able to find common ground and focus on the purpose
- Accountable
- Flexible
- Consistent

LEADERSHIP SKILLS

Interpersonal Skills

- Communication + Empathy
- Motivation + Encouragement
- Self – Awareness

Creativity + Analytical Skills

- Critical Thinking + Problem Solving
- Decision Making + Planning
- Project Management + Delegation

Functional Knowledge

- Mission, Vision, Goals
- Resource Management
- Strengths + Needs Assessment

WAYS HCH PROJECTS CAN HELP CONSUMERS DEVELOP SKILLS

- Training
 - Communication, Conflict Resolution, Trauma Informed Care, Cultural Humility
- Mentoring/Peer Support
- Opportunities to practice skills
 - Organizing events, managing projects, leading groups
- Taking advantage of NHCHC resources and trainings

NECESSARY RESOURCES FROM ORGANIZATION

- Dedication of resources
- Commitment to sharing knowledge and expertise
- Willingness to have difficult conversations

CONVERSATIONS MUST CHALLENGE UNDERLYING ASSUMPTIONS

- Power dynamics
- Struggles of human interactions
- Flaws of democracy
- Social norms
 - Timelines, communication styles, constructs of what knowledge is valuable, stigma and stereotypes

WHAT CAN YOUR HCH PROJECT DO TO FACILITATE LEADERSHIP DEVELOPMENT?

THANK YOU!

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