



Center for Applied  
Research in Dementia  
Creating effective memory interventions.®



**Monarch Pathways**  
Inspiring Lives, Transforming Cultures. 

# Radically Improve Staff Engagement

With Gary Johnson and Alex Maliwacki

Discover  
Principles  
Radically  
Improve  
Staff  
Engagement

Discover  
Principles  
Radically  
Improve  
Staff  
Engagement



Communicate  
No Fear  
Grow

Focus on physical skills, what the person can do

Match your speed to theirs, slow down

Use visual hints, cues or templates

Give the person something to hold

Offer choice whenever possible

Demonstrate more, talk less

Go from the simple to more complex

Break a task down into steps

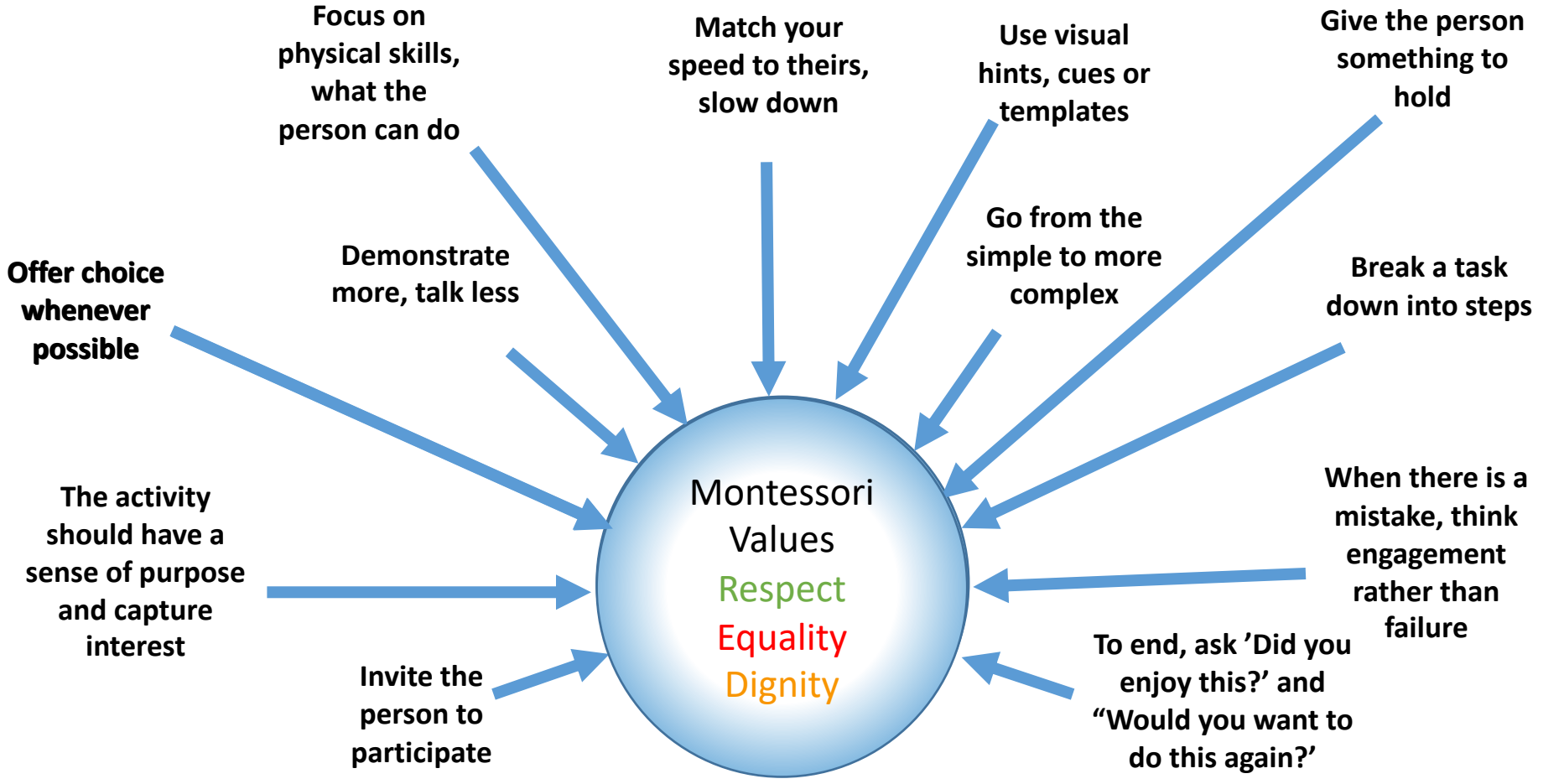
The activity should have a sense of purpose and capture interest

Invite the person to participate

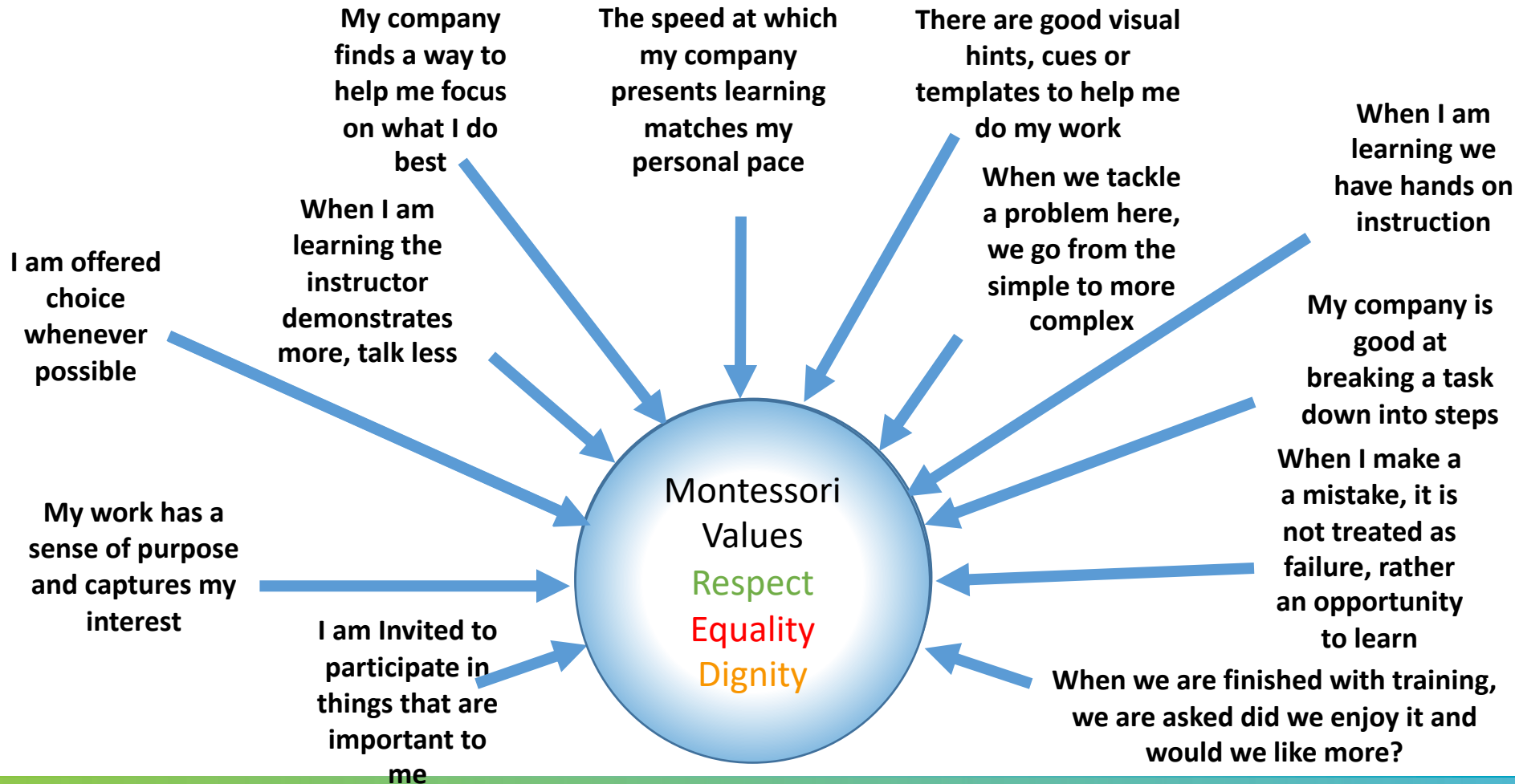
Montessori Values  
Respect  
Equality  
Dignity

To end, ask 'Did you enjoy this?' and 'Would you want to do this again?'

When there is a mistake, think engagement rather than failure







	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
I am invited to participate in things that are important to me	5.26% 1	5.26% 1	15.79% 3	36.84% 7	36.84% 7	19	3.95
My work has a sense of purpose and captures my interest	0.00% 0	0.00% 0	5.26% 1	42.11% 8	52.63% 10	19	4.47
I am offered choice whenever possible	0.00% 0	0.00% 0	15.79% 3	36.84% 7	47.37% 9	19	4.32
When I am learning a new process, the instructor demonstrates more and talks less	5.26% 1	5.26% 1	15.79% 3	36.84% 7	36.84% 7	19	3.95
My company finds a way to help me focus on the things that I do best	5.26% 1	0.00% 0	15.79% 3	52.63% 10	26.32% 5	19	3.95
The speed at which my company presents learning, matches my own personal pace	0.00% 0	10.53% 2	26.32% 5	42.11% 8	21.05% 4	19	3.74
There are good visuals, hints, cues, or templates to help me preform the tests that I need to do at work	0.00% 0	5.26% 1	10.53% 2	36.84% 7	47.37% 9	19	4.26
When we tackle a problem here, we go from simple to more complex	5.26% 1	10.53% 2	21.05% 4	26.32% 5	36.84% 7	19	3.79
When I am learning here, we have hands on instruction	0.00% 0	0.00% 0	10.53% 2	36.84% 7	52.63% 10	19	4.42
My company is good at breaking a task down into steps	0.00% 0	5.26% 1	15.79% 3	31.58% 6	47.37% 9	19	4.21
When I make a mistake, it is not treated as a failure rather an opportunity to learn	5.26% 1	0.00% 0	26.32% 5	26.32% 5	42.11% 8	19	4.00
When we finish a training, we are asked was this enjoyable and would you like to do this again	0.00% 0	21.05% 4	26.32% 5	31.58% 6	21.05% 4	19	3.53



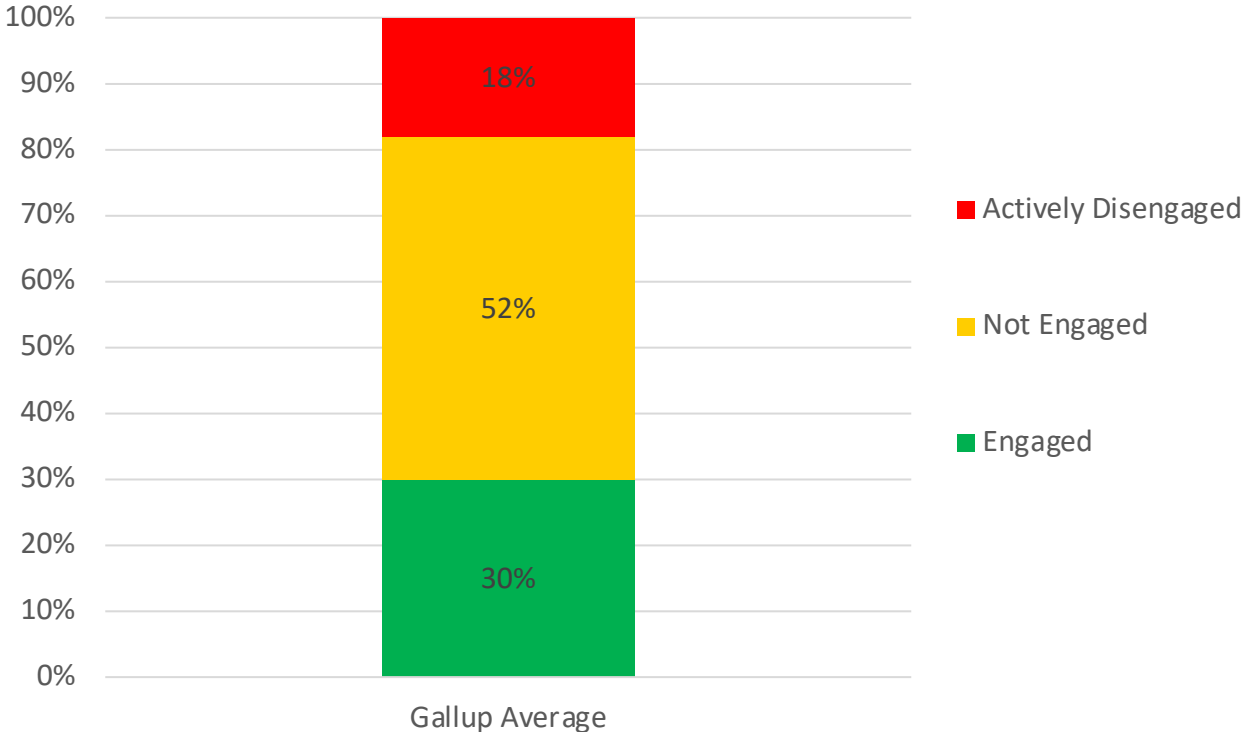








# Gallup Q12 Results United States





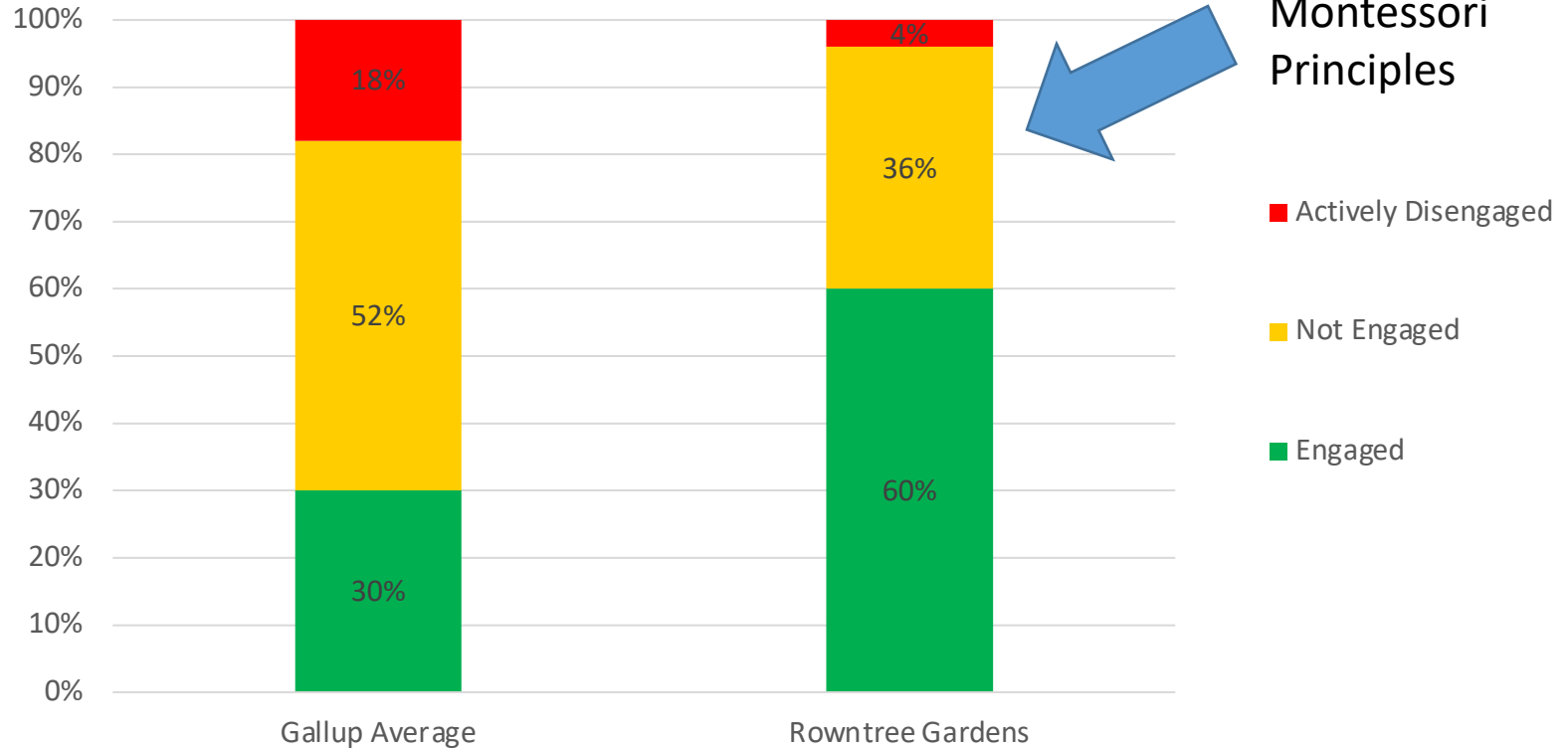
**22% of employees strongly agree the leadership of their organization has a clear direction for the organization.**

**15% of employees strongly agree the leadership of their organization makes them enthusiastic about the future.**

**13% of employees strongly agree the leadership of their organization communicates effectively with the rest of the organization.**



## Gallup Q12 Results



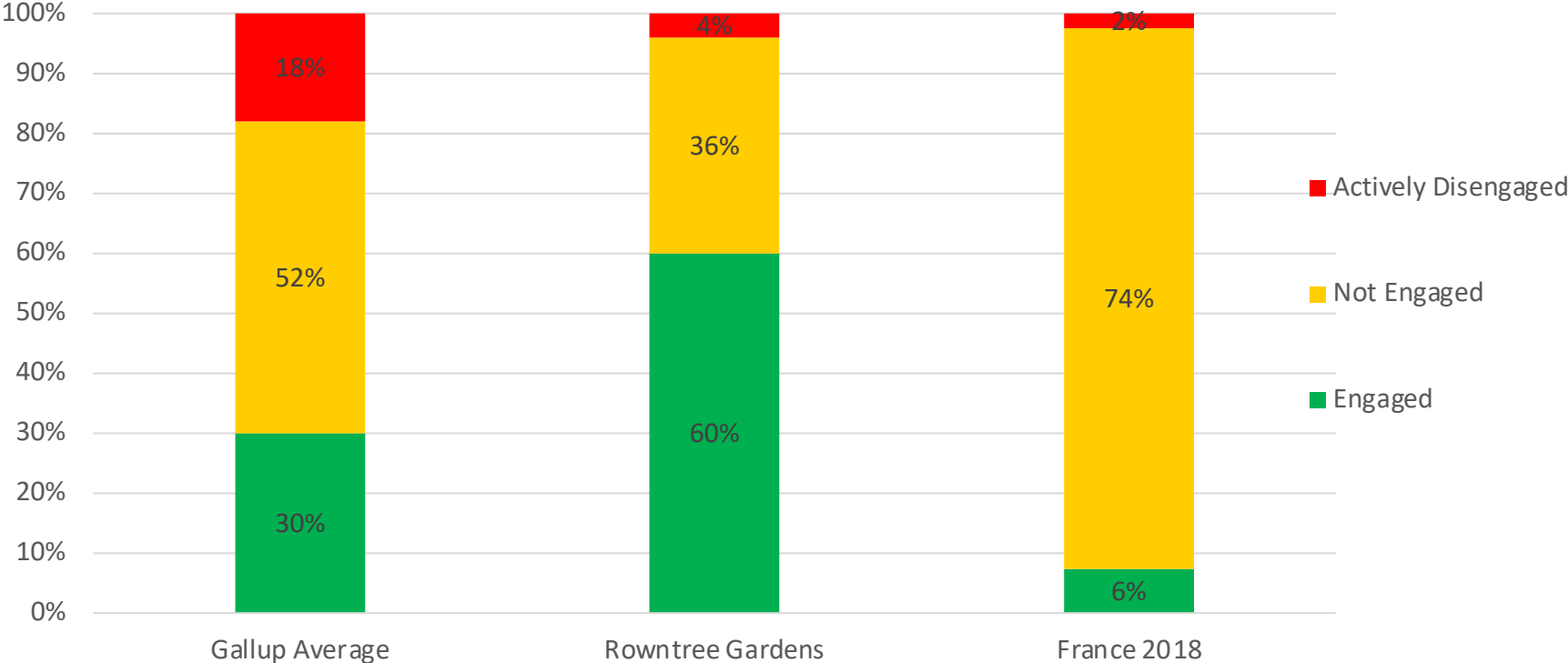
Applying  
Montessori  
Principles

Actively Disengaged

Not Engaged

Engaged

# Gallup Q12 Results













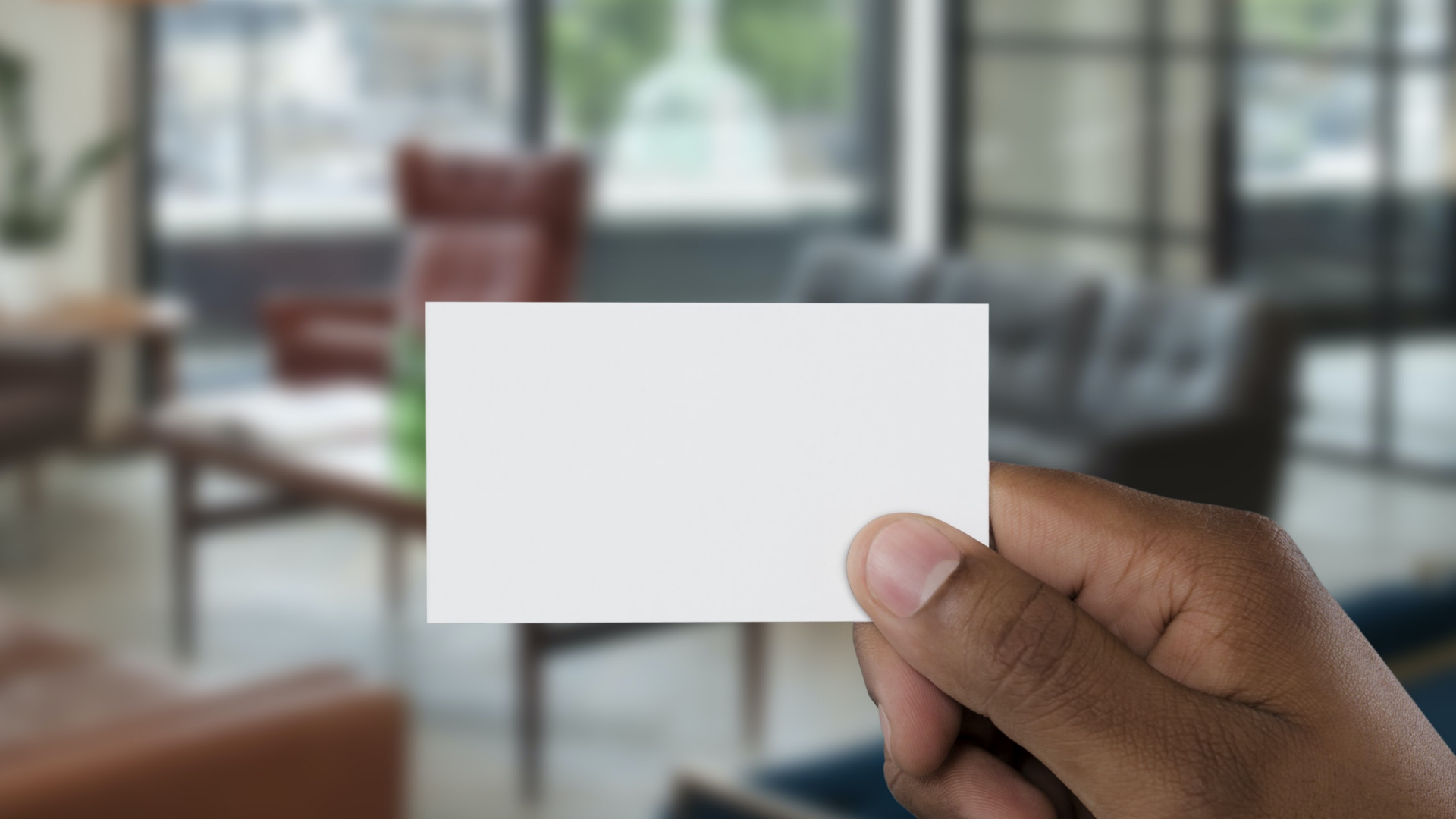


*dream*













Appreciative Inquiry  
Is

The Art of Asking Powerful Questions

## Appreciative Inquiry

✓ Focus on physical skills, what the person can do

Match your speed to theirs, slow down

Use visual hints, cues or templates

Give the person something to hold

Offer choice whenever possible

✓ Demonstrate more, talk less

Go from the simple to more complex

✓ Break a task down into steps

✓ The activity should have a sense of purpose and capture interest

Invite the person to participate

Montessori Values

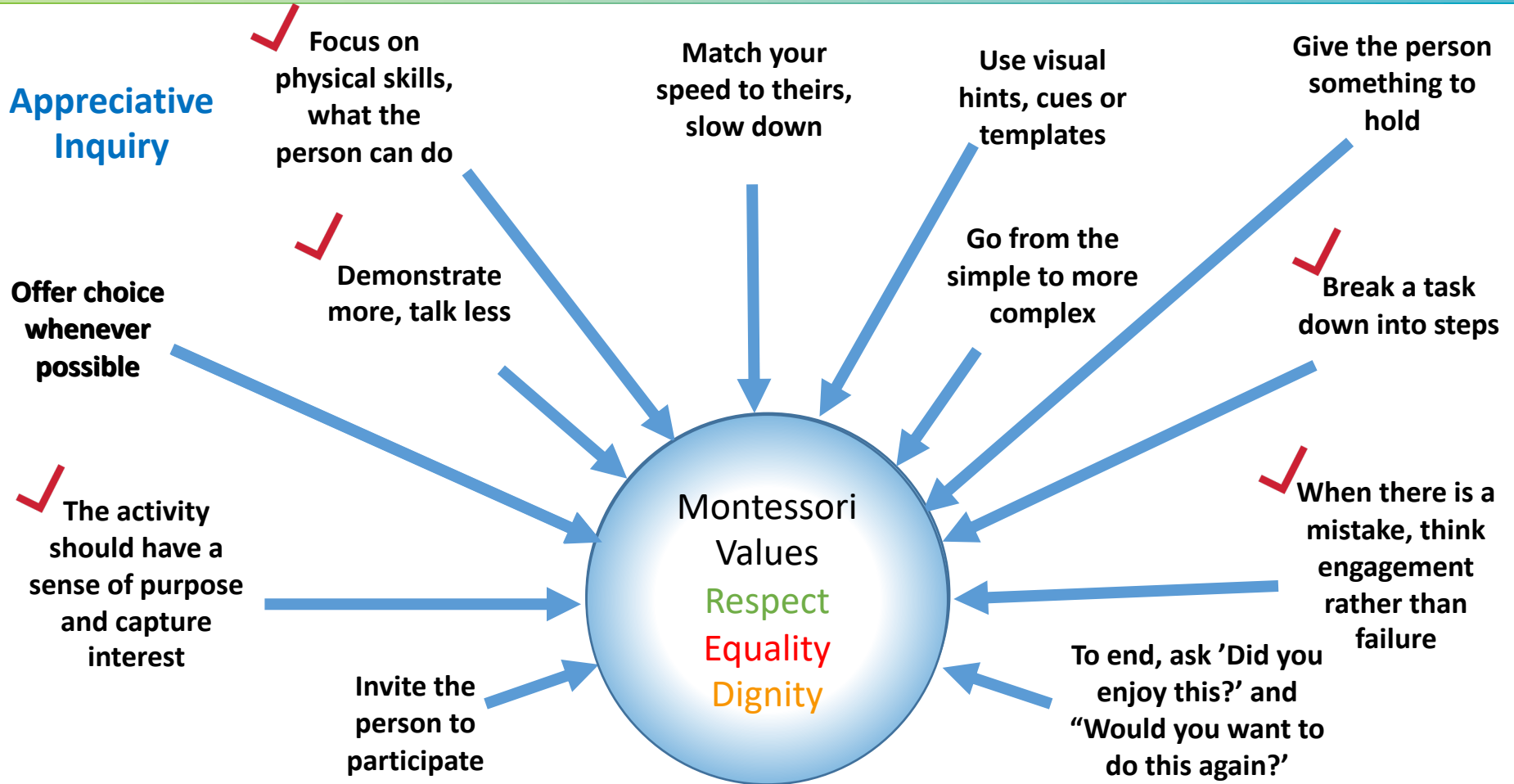
Respect

Equality

Dignity

To end, ask 'Did you enjoy this?' and 'Would you want to do this again?'

✓ When there is a mistake, think engagement rather than failure

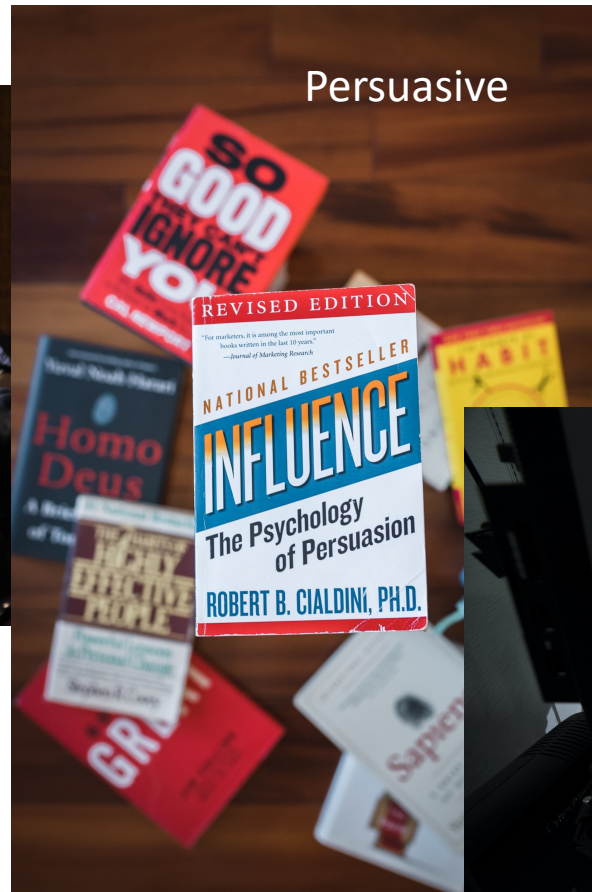




Excellent Speaker



Persuasive

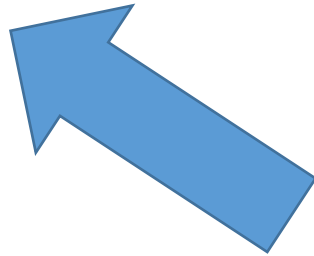


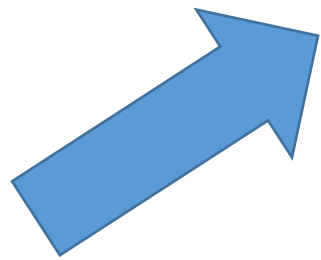
The Cool Thing is All  
You Need is A Powerful  
Question!!!



In Control









Why don't we have  
teamwork here?





Why can't we have  
teamwork here?



What does great  
teamwork look like  
to you?



It is based on the simple idea  
that human beings move in the  
direction of what we ask about.







What Can  
Happen  
When You  
Look at  
Problems  
and  
Conflicts?



They can  
magnify!



Town Halls

Champions

Roles

# Care Plan for Staff Rounds

Horizontal not Vertical  
Personality Lingo

Match.com



~~Match.com~~

Better Together



Being the Best Versions of Ourselves

**PERSONALITY**  
**LINGO** Personality Lingo® 

Get Curious Instead of Furious!

Mover

Thinker

Connector

Planner

## CREDENTIALING TIMELINE AND

# KEY MILESTONES

Over 18 months, staff work with Monarch Pathways to achieve Bronze, Silver, and Gold milestones:

### BRONZE

#### Communication

- Huddles
- Weekly Meetings
- Monthly Meetings

### SILVER

#### Responsive Behaviors

- Ask/Why/Try 1:1
- Ask/Why/Try Small Group
- Ask/Why/Try Large Group

### GOLD

#### Growth and Development

- Transformational Model Designed
- Professional and Personal Coaching

## Montessori Inspired Lifestyle® Credentialing Milestones

Bronze	Silver	Gold
<i>Montessori Inspired Team Communication For Employees</i>	<i>Montessori Inspired Approach to Responsive Behaviors For Employees</i>	<i>Montessori Inspired Personal and Professional Growth For Employees</i>
To achieve Bronze status, 6 months or more after the initial training: <ul style="list-style-type: none"> <li>• At least 75% of the trained teams/departments in the organization are practicing huddles, weekly meetings, monthly meetings and:</li> <li>• Meet the Bronze basic level criteria and are moving toward advanced</li> </ul>	To achieve Silver status, 9 months or more after the initial training: <ul style="list-style-type: none"> <li>• Meet the advanced criteria for Bronze status and:</li> <li>• At least 75% of the trained teams/departments in the organization are practicing Ask/Why/Try technique (1:1; Small Groups and Team) and:</li> <li>• Meet the Silver basic level criteria and are moving toward advanced</li> </ul>	To achieve Gold status, 12 months or more after the initial training: <ul style="list-style-type: none"> <li>• Meet the advanced criteria for Bronze status and:</li> <li>• Meet the advanced criteria for Silver status and:</li> <li>• At least 75% of the trained teams/departments have implemented a coaching model and:</li> <li>• Meet the Gold basic level and are moving toward advanced.</li> </ul>
<b>At Least 2 Communication Champions Per 50 Staff</b>	<b>At Least 2 Responsive Behavior Champions Per 50 Staff</b>	<b>At Least 2 Growth and Development Champions Per 50 Staff</b>
<b>Huddles</b>	<b>Ask/Why/Try (1:1)</b>	<b>Transformational Plan Developed</b>
<b>Weekly Meetings</b>	<b>Ask/Why/Try (small group)</b>	<b>Coaching Model in Place for 6 months</b>
<b>Monthly Meetings</b>	<b>Ask/Why/Try (Team)</b>	<b>Gold Site Visit</b>