

LEADERSHIP DEVELOPMENT & WORKFORCE CAPACITY BUILDING

Program Scope

To develop leadership and workforce capacity, *Listening Well* will train mental health administrators, providers, family members, and clients to be certified *Listening Well Experience* facilitators. The program enables hiring of certified *Listening Well Experience* facilitators by local Mental Health Departments and other organizations to facilitate *Listening Well Experiences*, workshops, groups, and/or events that will forward the Recovery Vision and the mental health and wellbeing of all people.

This leadership/workforce development process consists of three (3) programs with a certification¹ and continuous learning component. It begins with the promising practice, *Listening Well Experience*², followed by *Inspired Leadership*, and then *Facilitator Training*. Embedded in the *Facilitator Training* are the theoretical underpinnings of Appreciative Inquiry³, a strengths-based approach to human and organization development. The certification process ensures excellence and standardized of facilitation and the continuous learning component ensures ongoing program fidelity and the opportunity to develop a support system and network of certified facilitators.

Because storytelling is a universal language, the *Listening Well Experience* can be delivered in any language, to any age group, and with any population⁴. ***Of particular interest is developing bi-lingual, bicultural facilitators to serve specific populations, hiring clients as providers/facilitators, and applying newly acquired skills and personal development to increase the employability of clients.***

Intended Outcomes

- Develop clients' knowledge, skills, and confidence to make their "personal best" life choices, including employment (peer counseling, work outside the system, etc.)
- Develop consumer cultural competency/relational skills with administrators, providers, family members, and other clients
- Shift funds spent in hospitals, IMDs, Board and Cares, and jails to fund programs provided by clients, staff, and community members that support healing and wellness
- Increase prevention and early intervention of those dealing with mental health issues by increasing awareness, understanding, and behavioral change within the community
- Support the reintegration of mental health clients into the community
- Develop capacity to support a system wide and communitywide integration of the recovery vision

¹ Certification must be received in order to conduct trainings with a minimum of 2 certified facilitators present.

² Retreat pre-and post-test data on Internalized Stigma and Empowerment scales both showed statistically significant changes; data analysis by ETR (Education, Training, Research), Scotts Valley, CA, July 2006.

³ Developed by Dr. David Cooperrider, Case Western Reserve University, 1970s, AI is a strengths-based approach to systems change, <http://appreciativeinquiry.case.edu/>.

⁴ To-date participants include; bilingual/bicultural, Transition Age Youth, Adults, Seniors, "Seriously Mentally Ill", trauma victims, substance abusers, and previously homeless, hospitalized, and/or incarcerated, along with a myriad of other issues.

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LISTENING WELL EXPERIENCE FACILITATOR CERTIFICATION CURRICULA

1. Listening Well Experience

Overview: This personal/professional development program consists of written exercises, group work, and artistic expression to uncover and develop a written, spoken, and filmed 6-8 minute mental health monologue—the recovery story “essence”—enabling participants to step further into their potential and share their recovery knowledge/story to support community reintegration.

Results

- Developed a 6-8 min Recovery Story
- Accessed a deeper sense of self (we are not our diagnosis or circumstances)
- Reclaimed lost aspects of self (esteem, empowerment, desire to serve, etc.)
- “Shed the shame” that surrounds mental health issues
- Provided tools that enable wellness (story and truth-telling, right use of language, etc.)
- Developed support network through shared experience
- Stepped into personal power and potential

Length: 2.5 days

Participants: Clients, Previous Clients, Service Providers, Administrators, and Stakeholders

2. Inspired Leadership

Overview: Using Appreciative Inquiry, participants access and unleash their fullest potential to live and work as *Inspired Leaders*. In this journey of discovery, participants use the power of story to reach backward and forward through time for clues about their destiny and clarify how each is called to be and serve as a leader. This program results in participants naming and claiming their gifts and talents and then applies them to create a shared vision. Grounded in strengths and shared vision, individuals and/or the group develop a strategic plan for creating wellness and unleashing potential.

3. Facilitator Training

Overview: This professional development program trains previous program graduates to gather and distribute recovery stories throughout their communities. Success stories told by locals of diverse ethnicity, cultures, and languages are a powerful tool to expand outreach and engagement, especially within the community’s diverse and under- and un-served populations.

4. Certification Process

Overview: To ensure excellence and standardized facilitation, internship and certification are required upon completion of the program *LW* Facilitator Training.

Steps

1. Participate as *Listening Well Experience (LWE)* support person
2. Co-facilitate *LWE* (s) with a master facilitator
3. Demonstrate success on all *LW* criteria
4. Obtain certification decision from master *LW* facilitator
5. Commit to participate in annual *LW* Learning Experience to maintain certification

5. LW Facilitator Continuous Learning Program *(annual)*

Overview: To ensure *Listening Well* facilitation and program excellence, fidelity and replicability. This program provides ongoing learning, development of facilitation and group process skills, and builds a support network of LW facilitators.