

CHAMPS/NWRPCA Fall 2010
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ISFS
 Institute for Socio-Financial Studies

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**Creating High Morale Through
 Values-Focused Leadership
 Morning Session**

What We Do...

- ISFS assists leaders in business, academia, and the public sector understand:
 - What people prioritize in their lives and why.
 - How they can reduce workplaces stresses and make better decisions.
 - How they can help themselves, their staff members, and their customers navigate today's difficult challenges and marketplaces more successfully.

What We Do...

- Since its inception in 1991, ISFS research has had a far-reaching impact.
- ISFS research and education has been in the areas of healthcare, housing, financial literacy, and financial gerontology.
- The results of ISFS research have been presented in the US, Canada, Europe, Japan, and China, and have been translated into several languages.

Research Behind LifeValues Leadership

1. Research across the decision making sciences.
2. Studies of human well-being, preference and choice, satisfaction and happiness.
3. Research about what matters most to individuals and their families.
4. How the social and cultural environments influence human behaviors.

Today's Sessions...

1. **Morning:** Understand your own leadership style, how you developed it and why.
2. **Morning:** Know your values and how you make decisions. Put LifeValues Principles into practice with staff members.

1. **Afternoon:** Understand the social and cultural environments that surround us.
2. **Afternoon:** Know your customers' and what *they care about most*. Inspire your employees and customers and *increase the bottom line at the same time!*

Shifting Responsibility

Workplace trends, health care, and retirement models:

1. Are all becoming less certain,
2. They require both leaders and consumers to make more difficult personal choices, and
3. Require more "personal responsibility" for favorable outcomes.

In Fact...

Most of us *like* feeling responsible when we:

1. Know what is expected of us.
2. Believe we actually can achieve what we are undertaking.
3. Have the *tools we need* to be successful.
4. Are fully invested in the outcome.

Tools Leaders Need

1. Understand LifeValues Principles.
2. Know what staff as well as customers really care about.
3. Have a keen awareness of societal trends.
4. A LifeValues Plan for achieving outstanding customer and staff relations.

Principle No. 1...

- **Your leadership style and decision-making are about all of your life.**

Principle No. 2...

- **Your family history influences your leadership style and staff relationships today.**

Principle No. 3...

- **Your LifeValues drive all of your important decisions, consciously or unconsciously.**

Principle No. 4...

- **You can consciously use your LifeValue system to make better choices and decisions.**

Principle No. 5...

- **Your LifeValues system will live as long as you do.**

Exercise...

Your Unique LifeValues History
Break

Your LifeValues System

All LifeValues are *Subjective* and consist of what we think and feel about these dimensions of our lives.

- Inner/Personal
- Physical/Tangible
- Social/Societal
- Financial/Economic

Inner Values ...

- Safety and Security
- Autonomy and Control
- Identity and Social Identity
- Feelings of Spiritual Connectedness

Social Values...

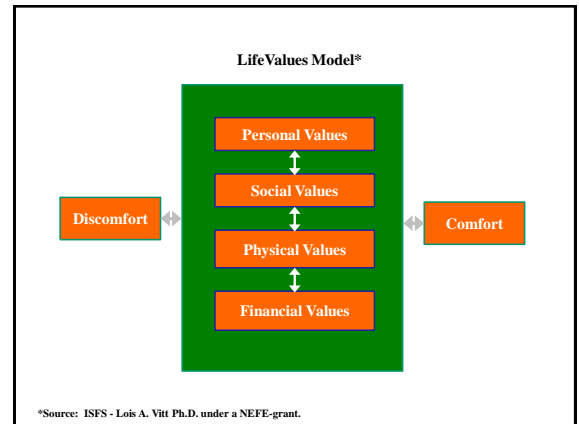
- Family and Friends
- Communities of Interest
 - Employer and Co-workers
 - Other Peer Groups
 - Neighbors
 - Cultural associations

Physical Values...

1. Internal
 - *Health*
2. External
 - *Material*
 - *Environmental*

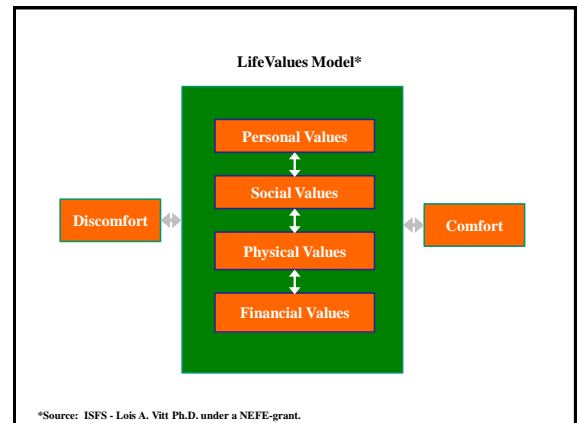
Financial Values...

- Sufficiency
- Sustainability
- Appropriateness



Exercise...

Exercise....
Your LifeValues Profile Quiz:
BREAK



Points to Ponder

- You cannot “negotiate away” your values. You must accommodate them.
- You cannot “negotiate away” another person’s values either. Think about how they were formed and instead try to put yourself in their place.
- You must find a decision solution that accommodates your values as well as those of your staff members and employees.
- Too difficult? Stay tuned...