



QUEST
Integration

presents

How To Create Power With People We Support



September 2018



Featuring Bob Sattler

Our Goal Is “Belonging to community”



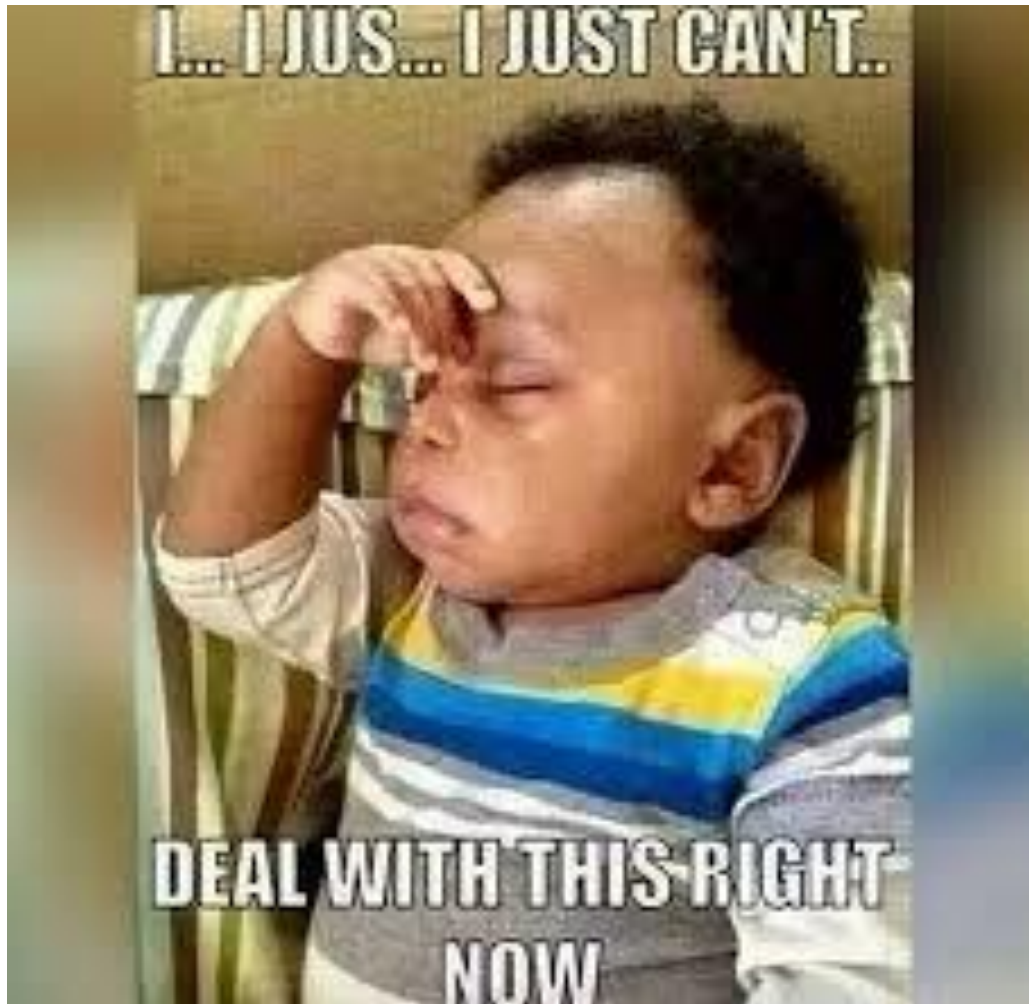
What is Power?

- Power is the potential ability to influence behavior, to change the course of events, to overcome resistance and to get people to do things they would not otherwise do.
- It is the ability or official capacity to exercise control or authority over a person, group, or nation.
- Power exists on all levels of life from the household to the government of a country. In some way we all have someone who can influence our behavior or our decisions.
- Power is vested in us by the dependence of others—by how much they need what we control and by how few alternatives there are.

~ Dr. Mansour Sharifzadeh

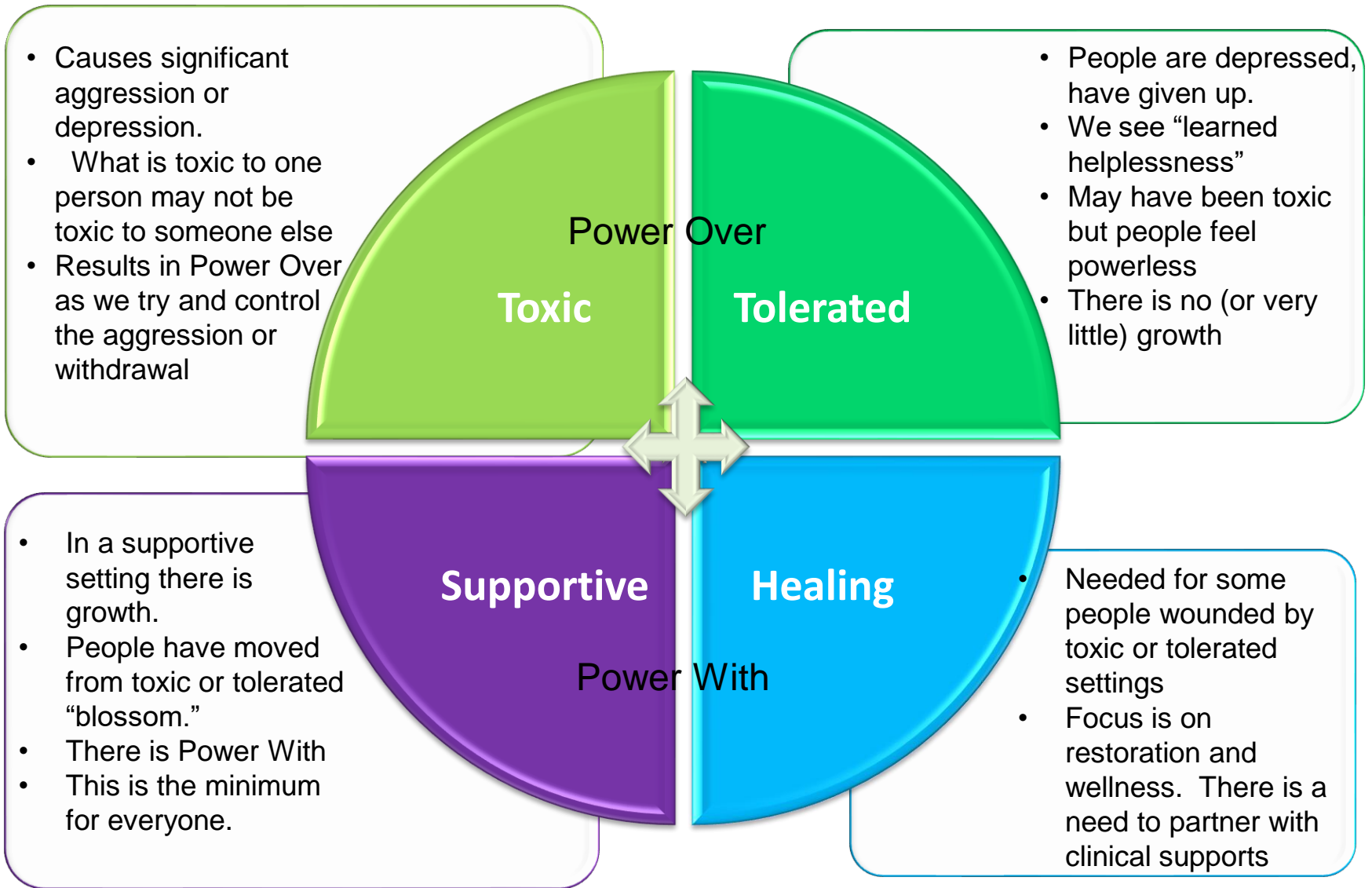
Types of Power

- Legitimate Power: Comes from a person's position or job in the organization
- Reward Power: Is the power to give or withhold rewards such as money, promotion, recognition or anything of perceived value.
- Coercive Power: Is available when the power holder can exert influence using punishment and threat.
- Referent Power: Exists when the power holder is well liked by others
- Expert Power: A person has expert power when he or she has special information or expertise that the organization values



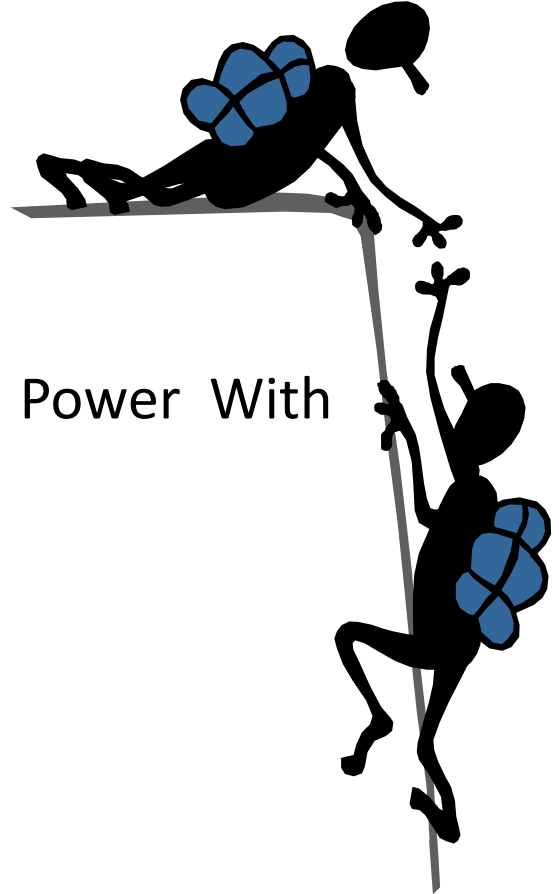
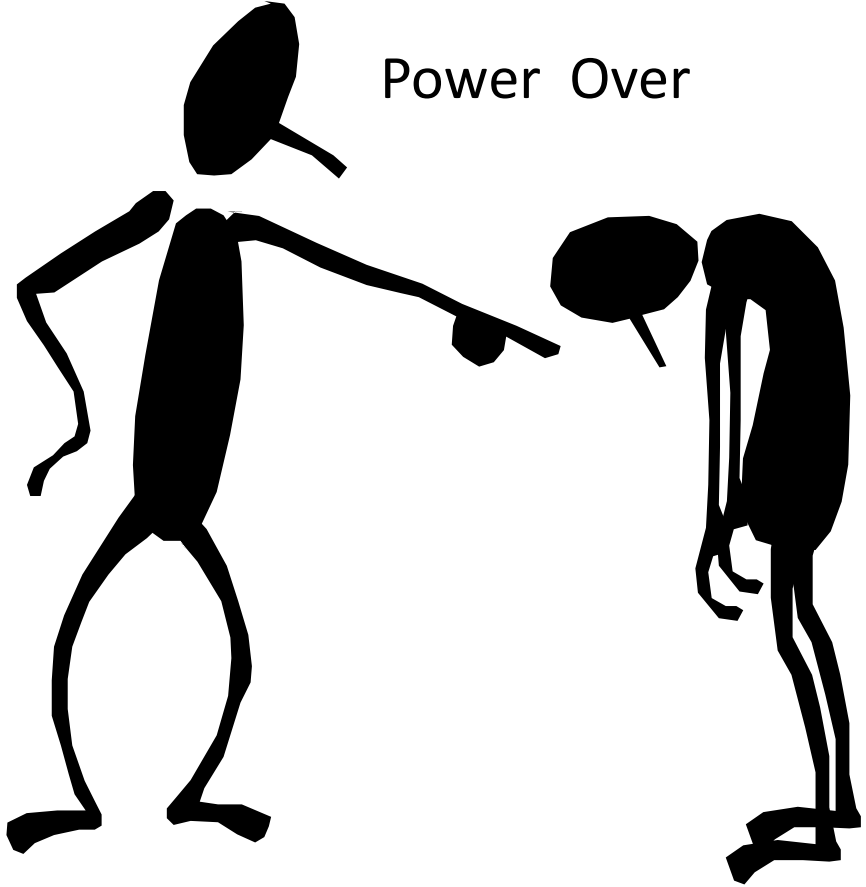
Terminal Irritation

Importance Of Environments



Fixing vs. Supporting

Power Over

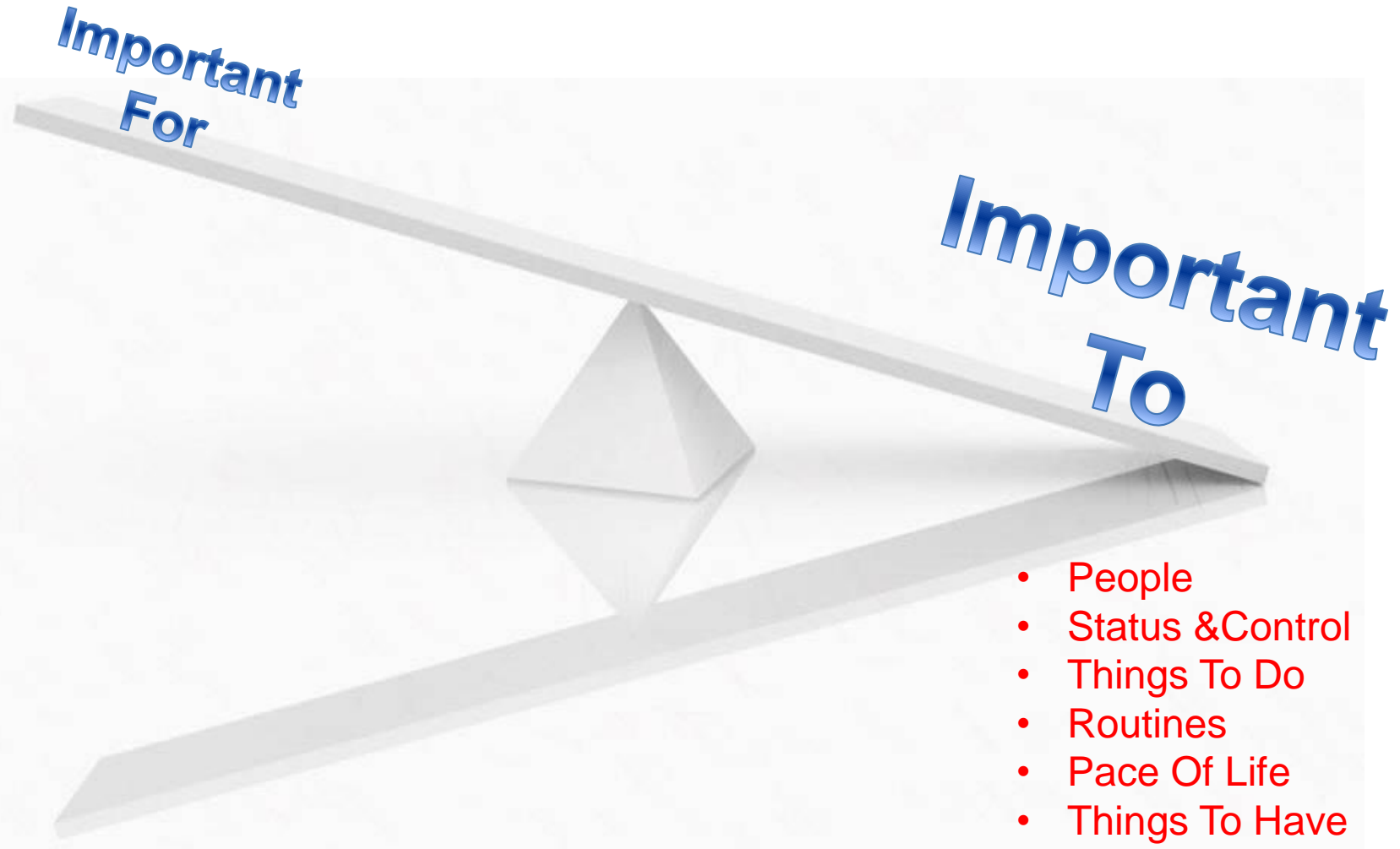


Power With

Health & Safety Dictate Lifestyle



All Choice No Responsibility



- People
- Status & Control
- Things To Do
- Routines
- Pace Of Life
- Things To Have

Balance

**Important
For**

- Health & Safety
- Being Valued

**Important
To**

- People
- Status & Control
- Things To Do
- Routines
- Pace Of Life
- Things To Have

Choice and Balance

- As we think about choice, we can see
 - All choice is irresponsible (happy and dead)
 - And dictating lifestyle is unacceptable (alive and miserable)
- Good support means finding the balance
 - We all have a right to make choices, even bad choices
 - We are paid to “help household members stay safe”
 - Finding the balance can create conflict

Choice has Boundaries



- All choice includes responsibilities
- The question is always: where should the boundaries be drawn?
 - The answer is impacted by many factors
 - Imposed by society (laws, expectations/values)
 - My values (what is/is not ok for me and those I trust)
 - Ripple effect (one choice created boundaries on other choices)
 - Resource driven (how much time/money available)
 - Risk involved

The difference is when the boundaries are set for the convenience of the system therefore limiting choices that meet the person's desires: Operating hours, staff available, policies or procedures.

Do the boundaries we impose on choice work – do they support “both/and”?

- What is the best balance for each person between “to” and “for”?
- Do we keep in mind that it changes –
 - If we are successful, the person takes increasing responsibility.

Creating that Balance

- If something is *important **for*** us and is also *important **to*** us, we will do it
- If something *important **for*** us is ***not** important **to*** us, we have no interest in doing it
 - Learned moderation
 - Coercion
 - External control
- If it is *important **for*** us and to someone else who is *important **to*** us, we will take efforts to make it happen

Meeting CMS Expectations

- Access to food for residents
- Visiting hours for resident families/ friends
- Decorating and furnishing the resident rooms like they want.
- Privacy in own bedroom/choice of roommates
- Community Integration
- Independence in making life choices

A Method to Support Decision Making:

*based on **SCARF**: a brain-based model
for collaborating with and influencing
others*

by David Rock

from

NeuroLeadership **journal**

issue one **2008**

SCARF Is...

Status

Certainty

Autonomy

Relatedness

Fairness

Status

- Status is about relative importance to others.
 - People seek status
 - Pecking order
 - Status “threats” create defensiveness
- Challenging others in the household
- Managing status and status seeking

Certainty

- Certainty concerns being able to predict the future.
 - Create structures; things that household members will expect
 - Security
 - Schedules
 - Follow through

Autonomy

- Autonomy provides a sense of control over events.
- Even a subtle perception of autonomy can help
- What do you do during your day that gives some control (or a sense of control).

Creating Power With Someone: Yours, Mine and Ours:

**Y
o
u
r
s**

Ours

**M
i
n
e**

Relatedness

- Relatedness is a sense of safety with others, of friend rather than foe.
- When you do not feel part of the group your empathy with others in the group drops dramatically
- What can we do to help members of the group feel that it is a matter of “us” not “them”

Fairness

- Fairness is a perception of fair exchanges between people.
- It is perception –
 - Do we walk our talk?
 - Are processes transparent?
 - Are expectations clear?
 - Do household members feel listened to?



For Further Information

- Support Development Associates
 - Bob Sattler
 - bob@sdaus.com
 - 303.870.3903