

When Education Isn't Working

BREAKING THE CYCLE OF OASIS CORRECTIONS

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Learning Objectives



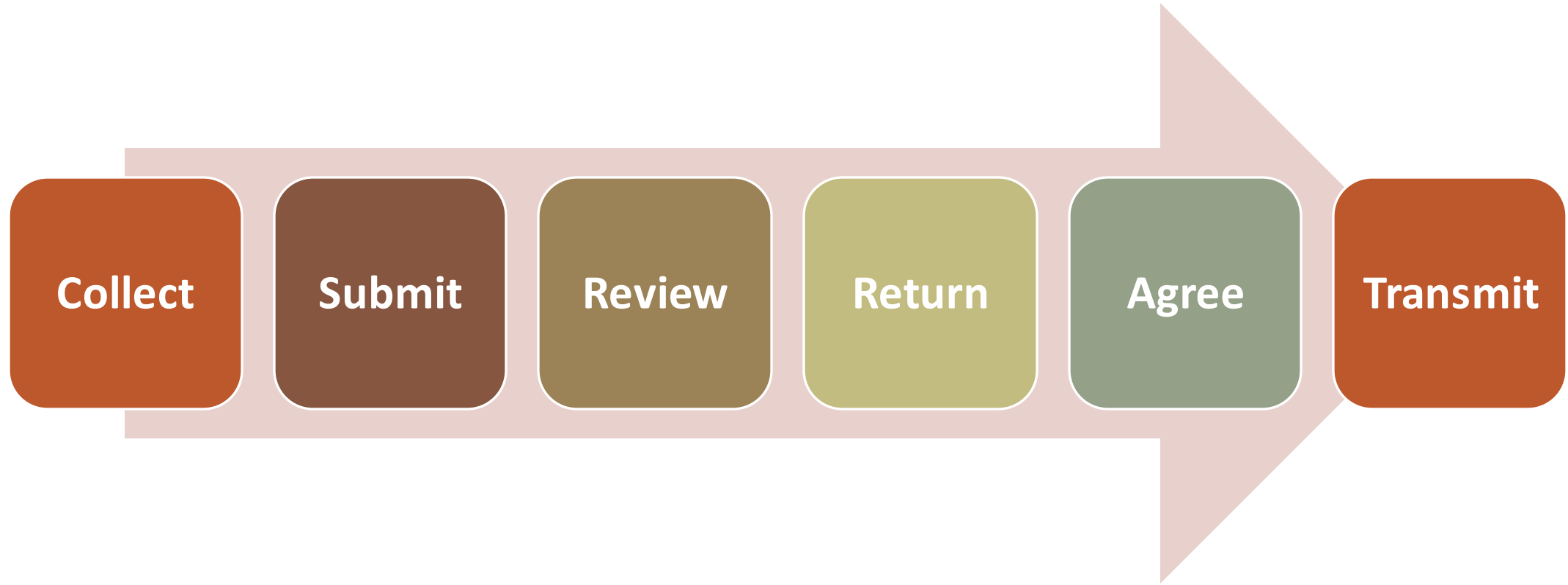
Define the leadership skills that directly influence the OASIS review process



Explore technology being used for OASIS data collection and weigh benefits and risks



Identify strategies for decreasing the burden of OASIS corrections



The Challenge: Accurate Data Collection

Is Education Working?



Leadership skills



Applying adult learning concepts to daily interactions



Effective use of feedback



Leveraging accountable language in everyday interactions

Adult learning concepts

Self-concept

- Adults tend to like self-directed learning

Experiences

- Adults draw from their personal experience to connect to learning

Readiness to learn

- Adults learn best when they are ready to learn

Application

- As adults we want to apply what we learn to our lives

Intrinsic learning

- Adults are driven by internal motivations

Four Elements of Feedback

Source Creditable/trustworthy

Positive relationship

Message Behavior, not the person

Context Where, when, how

What is the feedback environment of your organization?

Receiver Lived experiences

Self-efficacy

Self-esteem

S-B-I Feedback

Situation Clearly state the situation that the behavior occurred

We often generalize feedback which is not helpful – BE SPECIFIC

Behavior Do not make it about the person themselves but the behavior

Examples: documentation, a specific statement made, a specific action

Impact Be specific about the impact of that behavior

Keys to success

Focus on behavior NOT the person

Be specific as possible – SMART

Make it forward looking

Provide in real or near time

Don't judge

Keep it private

Ask for feedback on your feedback

Accountability

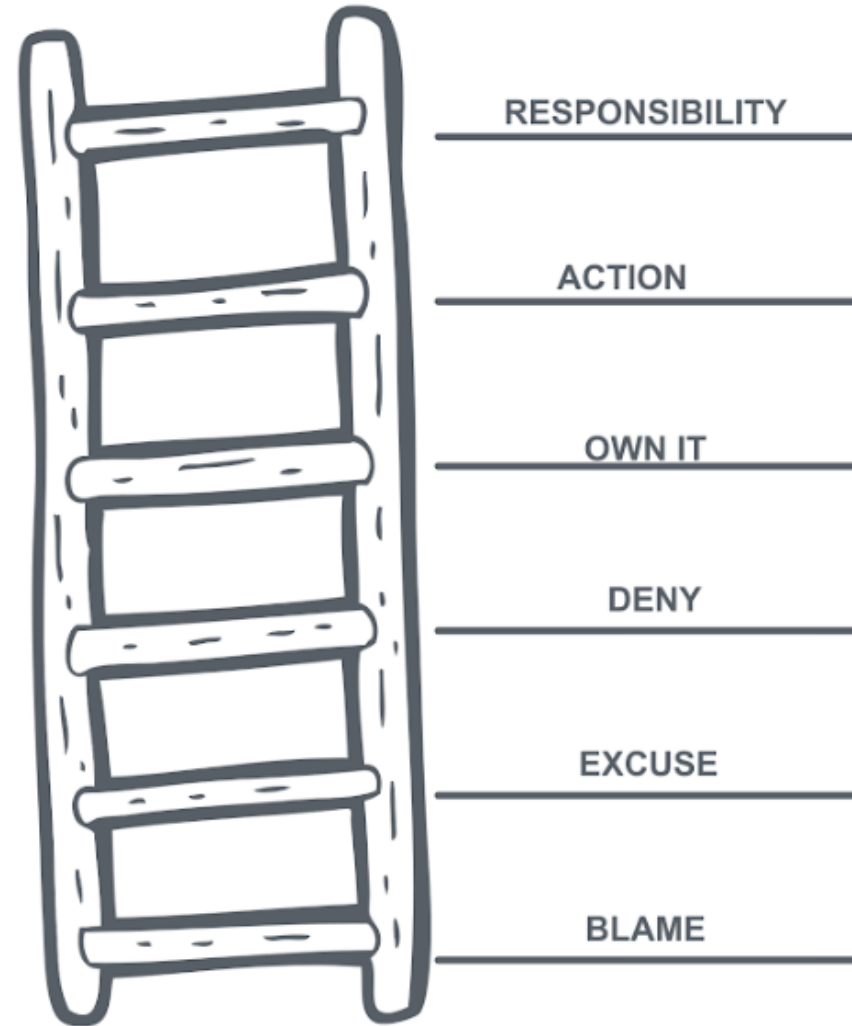
Obligation to own one's actions.

- It is associated with an individual's ability to accept the consequences of their actions whether positive or negative

In the workplace

- Team members are answerable to their actions, decisions and results of them
- A commitment to deliver on agree-upon results

Accountability Ladder



Accountable language

Accountable language gives you more control

Facilitates learning from mistakes

Is a mindset that supports follow through on promises and goals

Prevents getting stuck in the past

Accountable language provides a way to lead by example

Accountable language facilitates action

Accountable Environments



Clear Expectations



Clear Communication



Clear Connections

Clear Expectations

The Bar- Bet Test

- Would I make a bet on the expectation I just set
- Can I measure it
- Would others argue with me about it the outcome
- Is it SMART

Clear Communication

Consider adult learning concepts

Active Listening Skills

- Listen to understanding not reply
- Clarify for clarity
 - What I am hearing you say – what else did I miss

Consider emotions of the moment

- Both individuals
- Are we in the right place to have this conversation

Clear Connections



Do we connect learning to individual job performance?

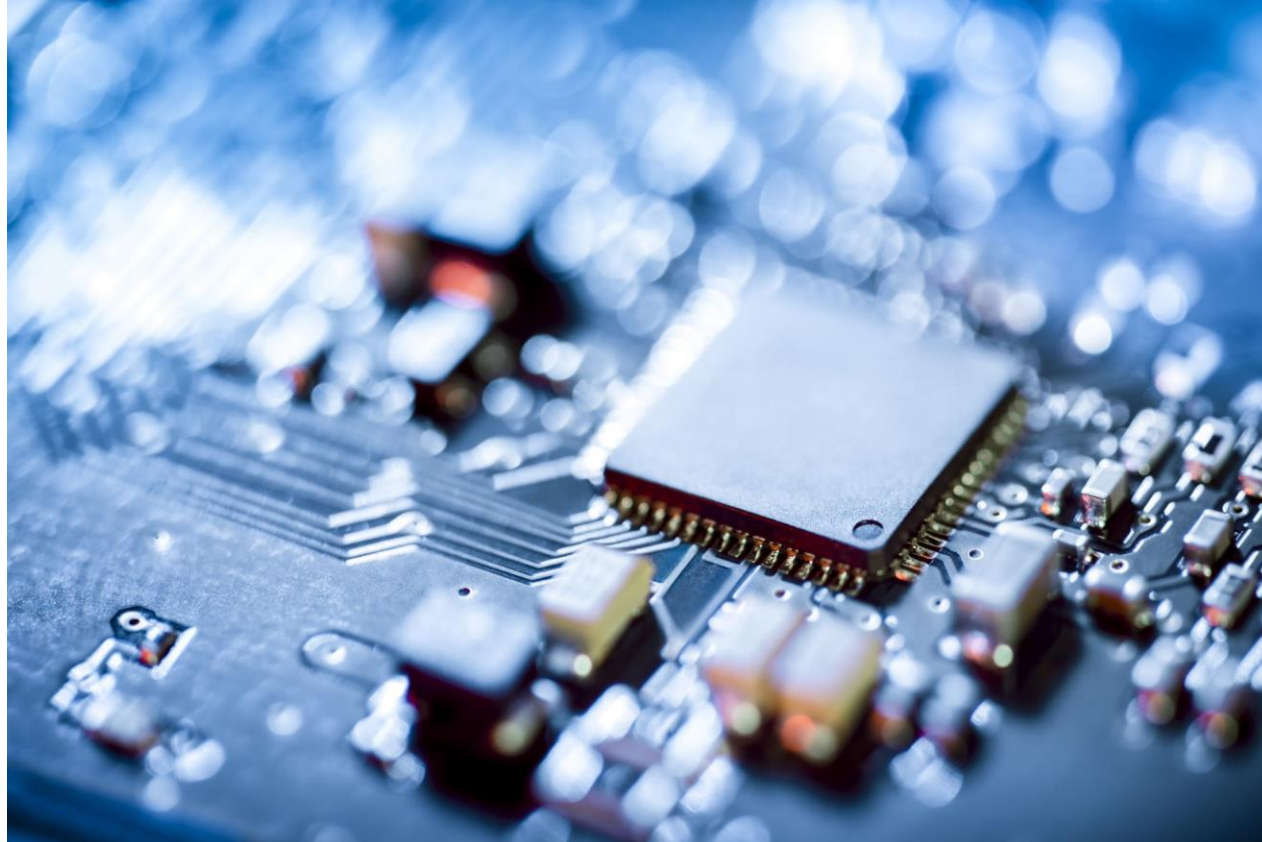


How do we connect learning to internal drivers?

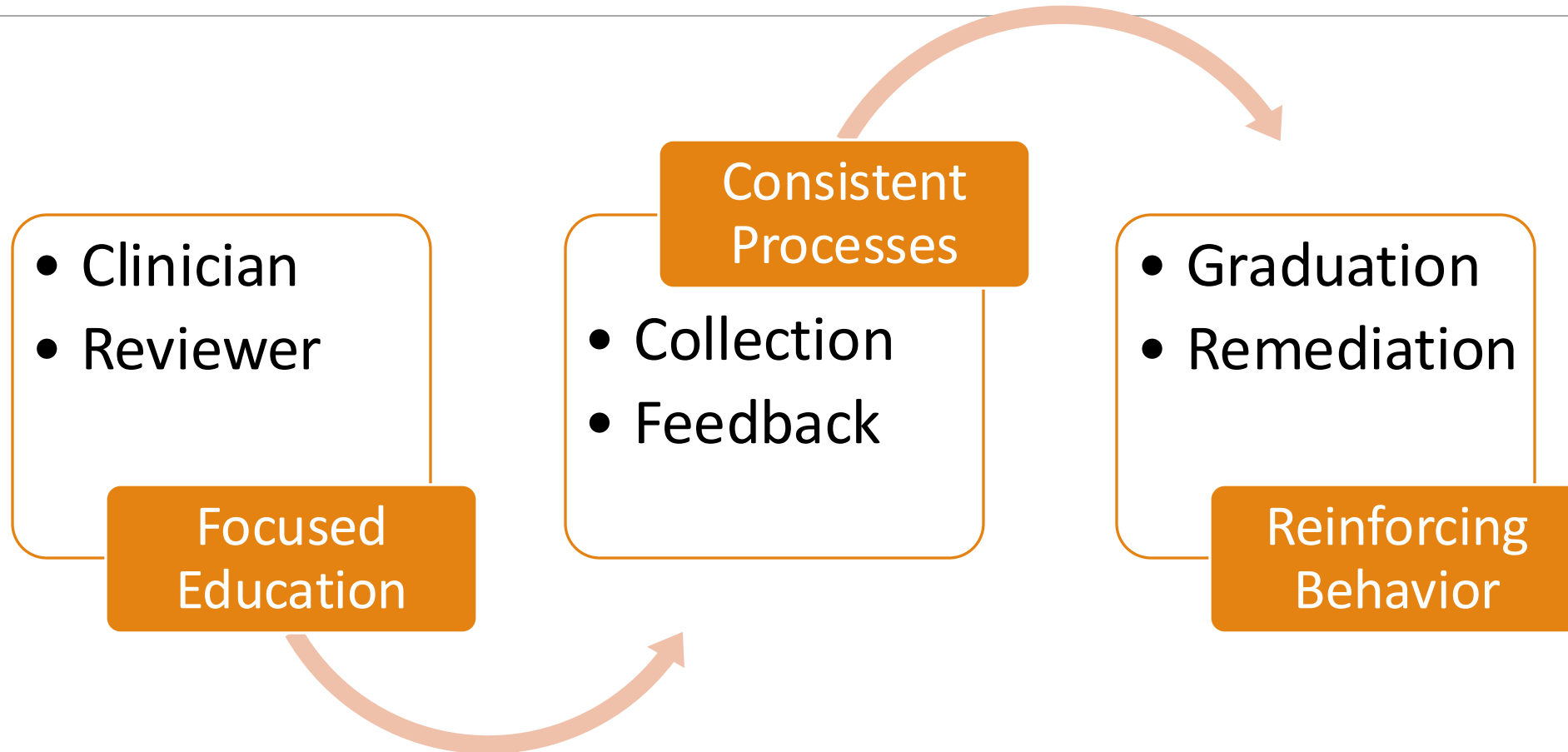


How does our organization build lasting mentorship that facilitates learning?

Will Technology Improve OASIS Accuracy?



Taking a Holistic Approach





Time for Questions

Key points

Organizations need to consider adult learning concepts when developing education and mentoring programs

Appropriate feedback is essential for learning

Accountable environments facilitate active learning

References

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