

Action Oriented



Vision is not enough.

It must be combined with venture.

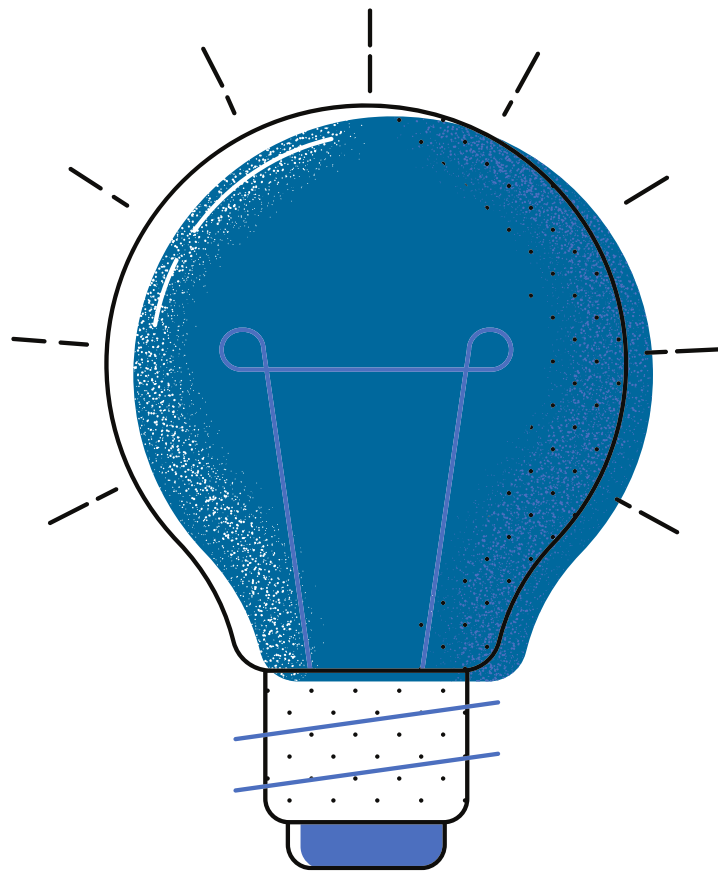
It is not enough to stare up at the steps;

We must also step up the stairs.

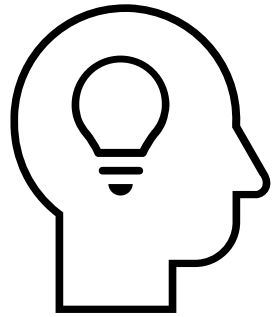
Vaclav Havel

On Your Own

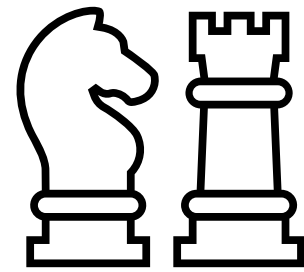
Think of a time in your role when you or someone you saw had an opportunity to act and hesitated. What happened?



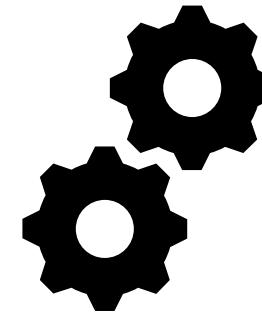
Our Agenda



Understanding
the
Competency



Mini-
Strategies

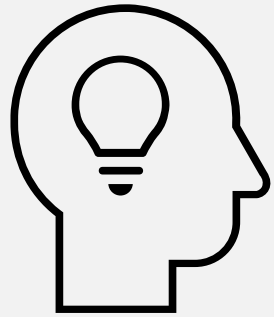


Practical
Principles &
Tools

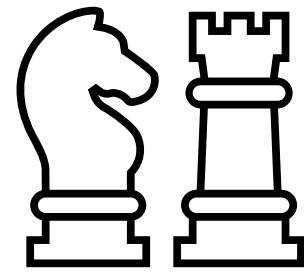


Challenges
and
Takeaways

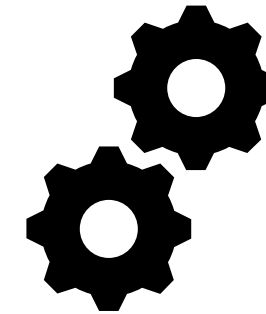
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Strategies



Practical
Principles &
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Challenges
and
Takeaways

Action Oriented

Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.

Action Oriented: Skilled Behaviors

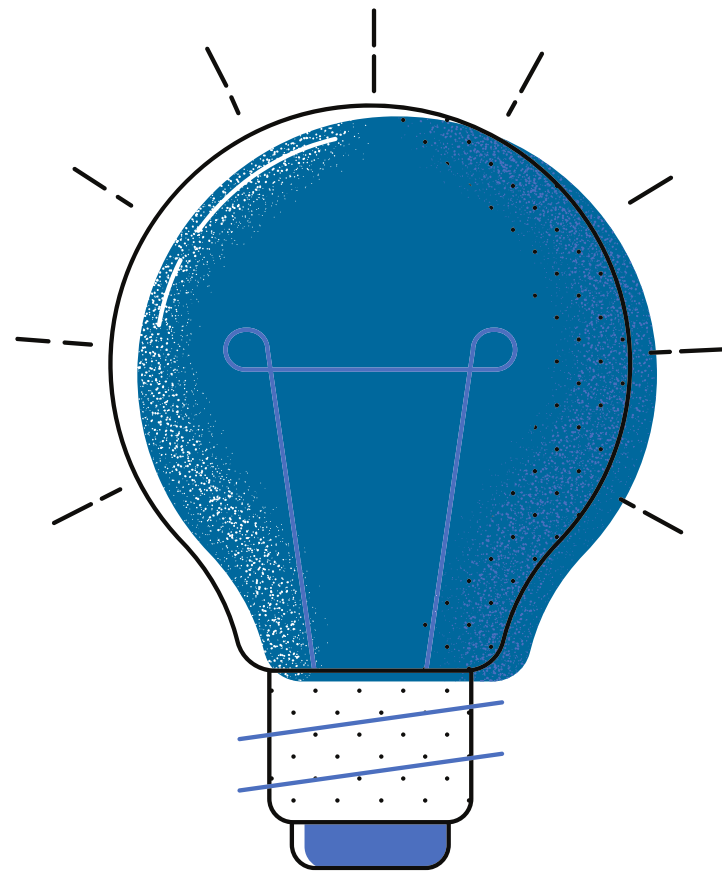
- ✓ Enjoys working hard.
- ✓ Is action oriented and full of energy for the things he/she sees as challenging.
- ✓ Not fearful of acting with a minimum of planning.
- ✓ Seizes more opportunities than others.

Action Oriented : Less Skilled Behaviors

- ✓ Slow to act on an opportunity.
- ✓ May be overly methodical, a perfectionist, or risk averse.
- ✓ May not set very challenging goals.
- ✓ May lack confidence to act.
- ✓ May know what to do but hesitates to do it.
- ✓ May not be motivated.
- ✓ May be bored with the work or burned out.

At Your Table

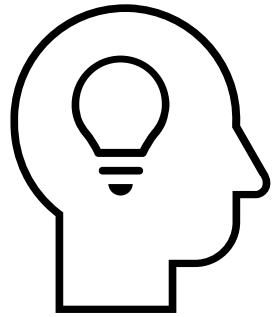
Answer these questions:



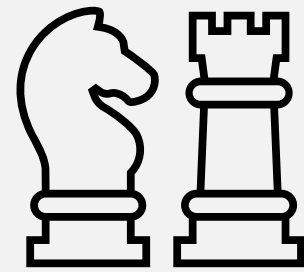
1. Which skilled behaviors do you already demonstrate?
2. Which unskilled behaviors creep in for you?

Leadership

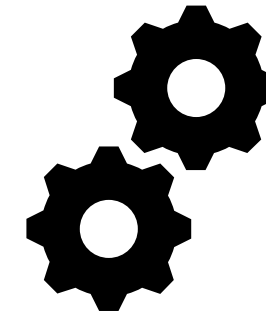
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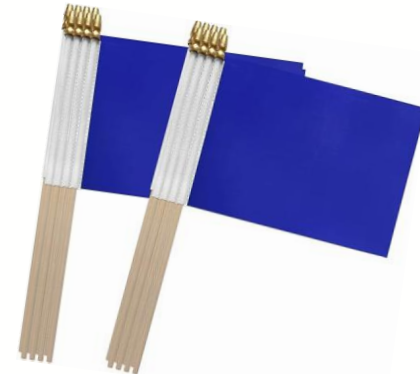
Practical
Principles &
Tools



Challenges
and
Takeaways

FLAG poll

PRACTICE: Which of the following is NOT one of the Department's values?



Blue

Thought Leadership



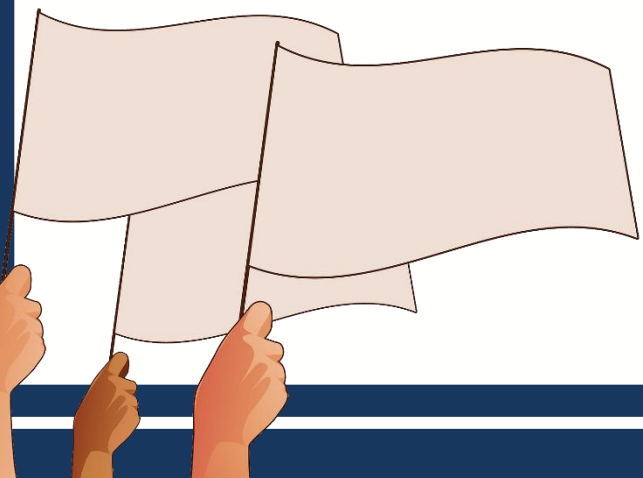
White

Commitment to safety



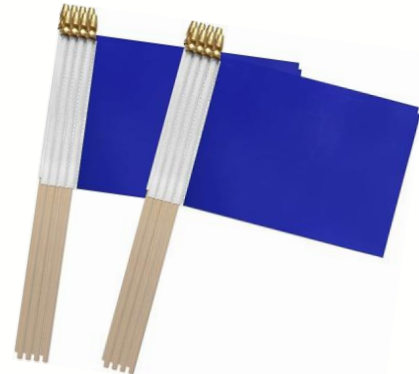
Green

Continuous fitness



FLAG poll

#1: What is a common cause of being less action oriented?



Blue

Preferring to work alone



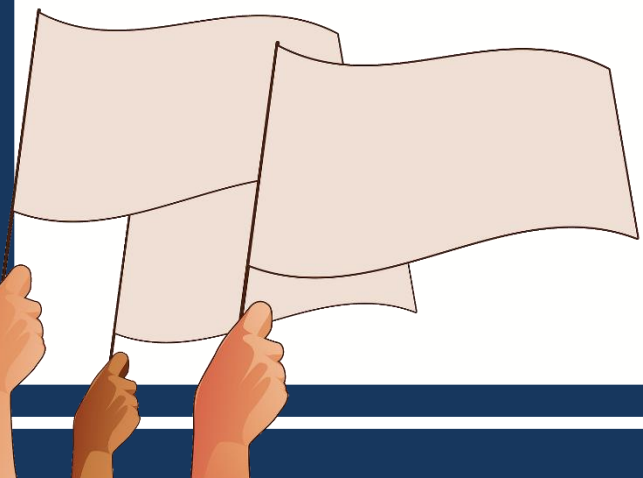
White

Hesitates too much



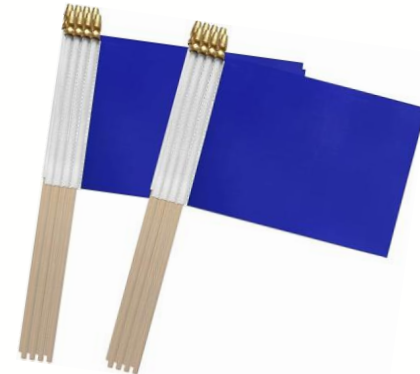
Green

Likes having a set schedule



FLAG poll

#2: Which of these can make someone slow to act, even when they know what to do?



Blue

Likes to take notes



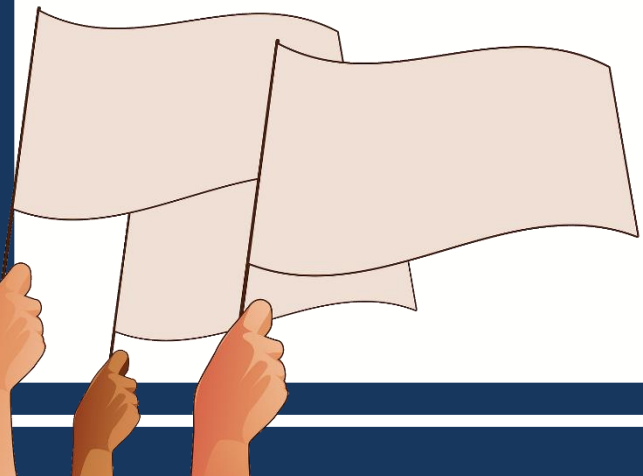
White

Prefers working in a quiet environment



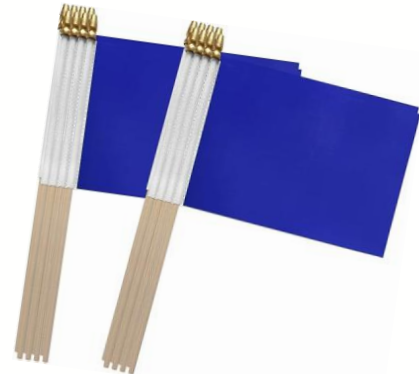
Green

Perfectionist



FLAG poll

#3: Which of these can drain the energy needed to take action:



Blue

Burned out



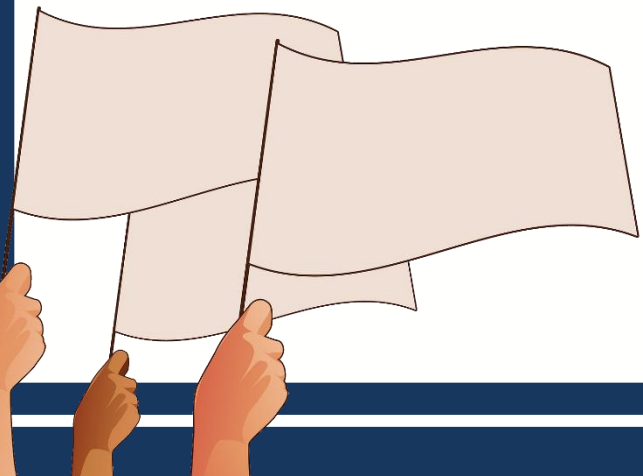
White

Has a full calendar



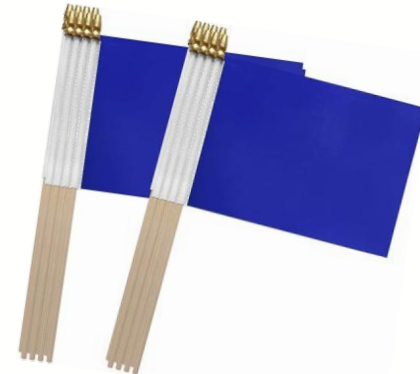
Green

Works best in the morning



FLAG poll

#4: What's another cause of lower skill in being action oriented?



Blue

Not passionate enough about the work



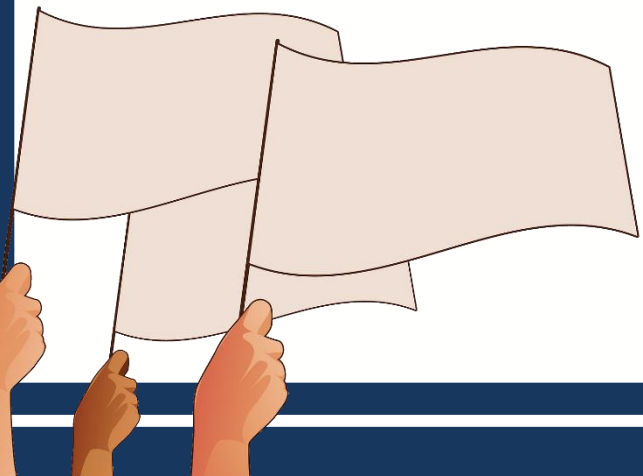
White

Likes detailed instructions



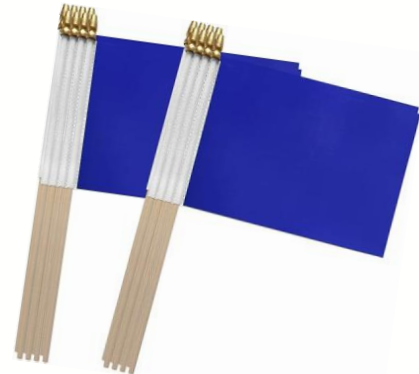
Green

Keeps a very organized workplace



FLAG poll

#5: Which of these can keep someone from acting when an opportunity appears?



Blue

Likes to ask questions



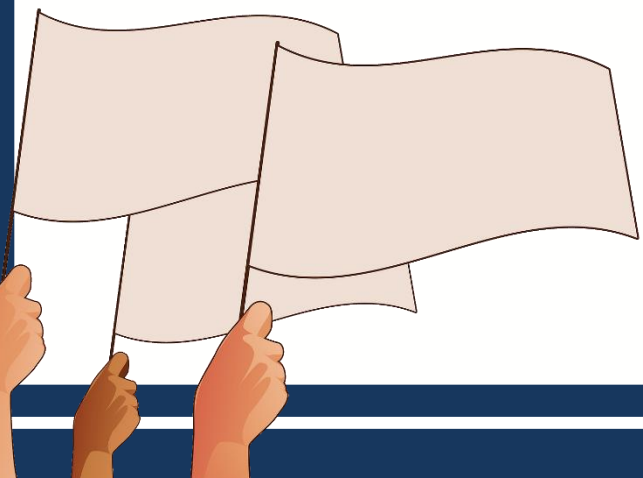
White

Prefers written communication



Green

Won't take a risk



Action Oriented: Common Causes

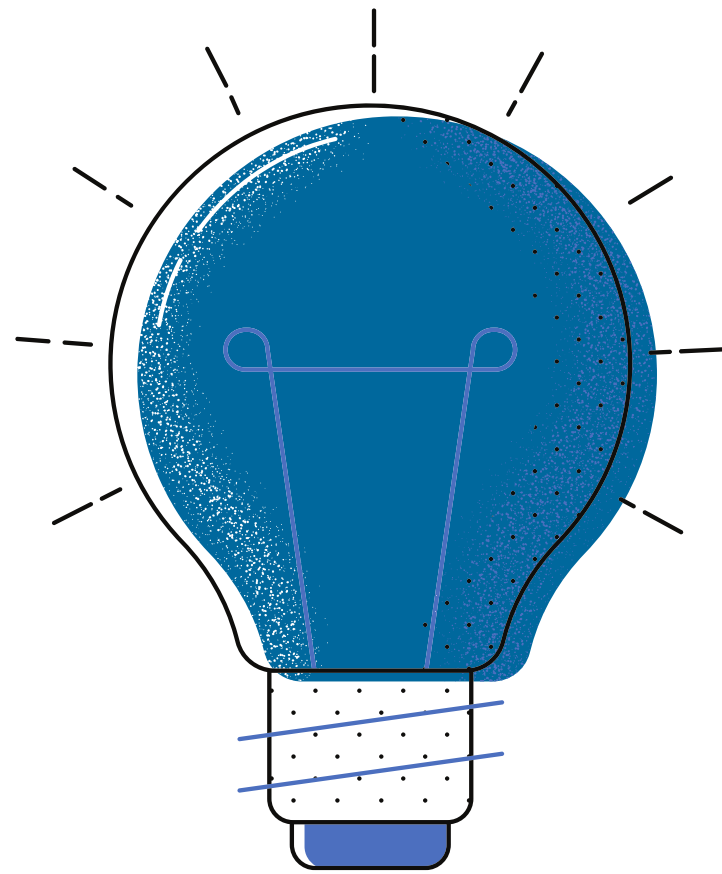
- ✓ Burned out.
- ✓ Hesitates too much.
- ✓ Reluctant to make a decision.
- ✓ Not motivated, bored.
- ✓ Not passionate enough about work.
- ✓ Perfectionist.
- ✓ Procrastinates.
- ✓ Lacks self-confidence.
- ✓ Slow to grab opportunities.
- ✓ Won't take a risk.

Mini Strategies

In Pairs

Answer the following question:

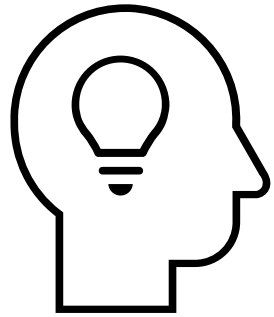
Which common cause do you relate to, and how can you move past it in your role using one of these mini-strategies?



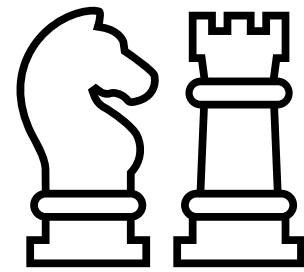
Action Oriented: Common Causes

- ✓ Burned out.
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- ✓ Procrastinates.
- ✓ Lacks self-confidence.
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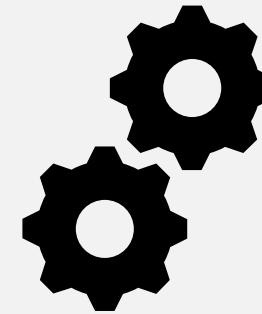
Our Agenda



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Mini-
Strategies



Practical
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Challenges
and
Takeaways

Illuminators vs. Diminishers

Illuminators

- ✓ Listen well.
- ✓ Ask thoughtful questions.
- ✓ Notice strengths.
- ✓ Bring out the best in others.

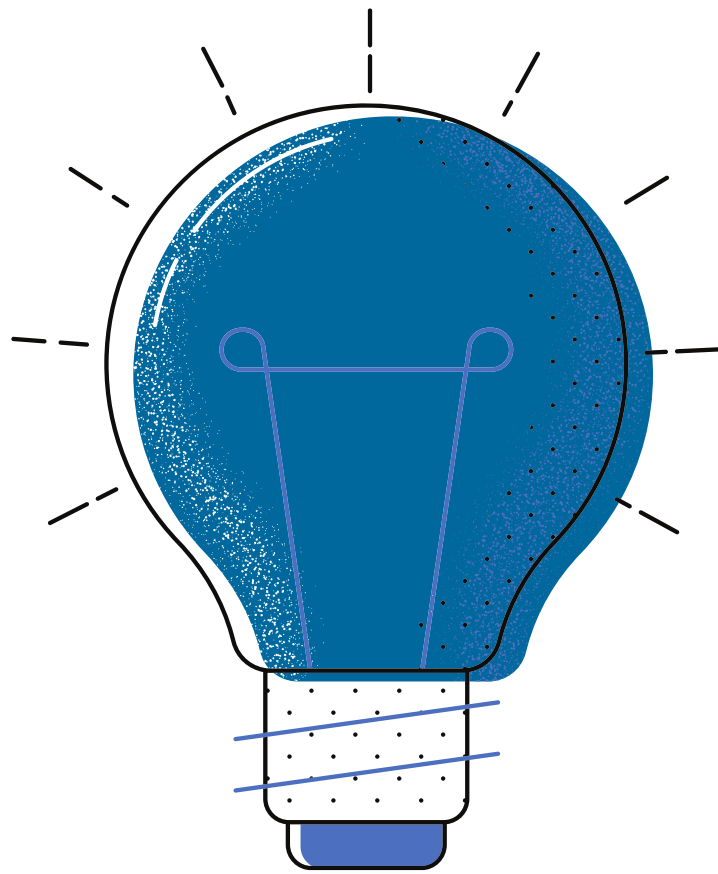
Diminishers

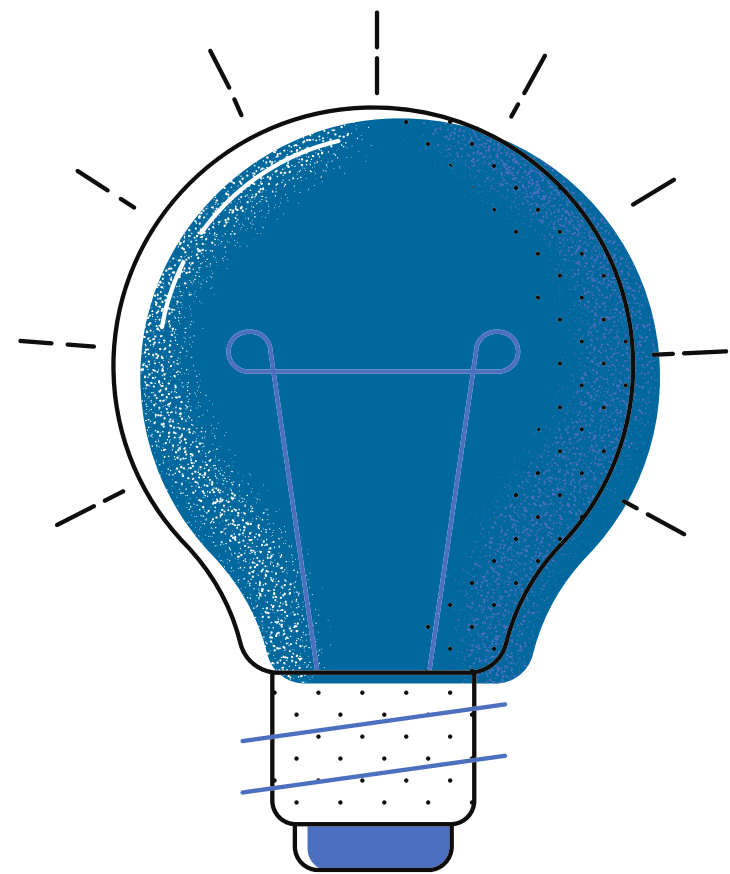
- ✓ Interrupt or talk over others.
- ✓ Ask shallow or self-serving questions.
- ✓ Overlook or minimize strengths.
- ✓ Make others feel small or dismissed.

On Your Own

Consider the following question:

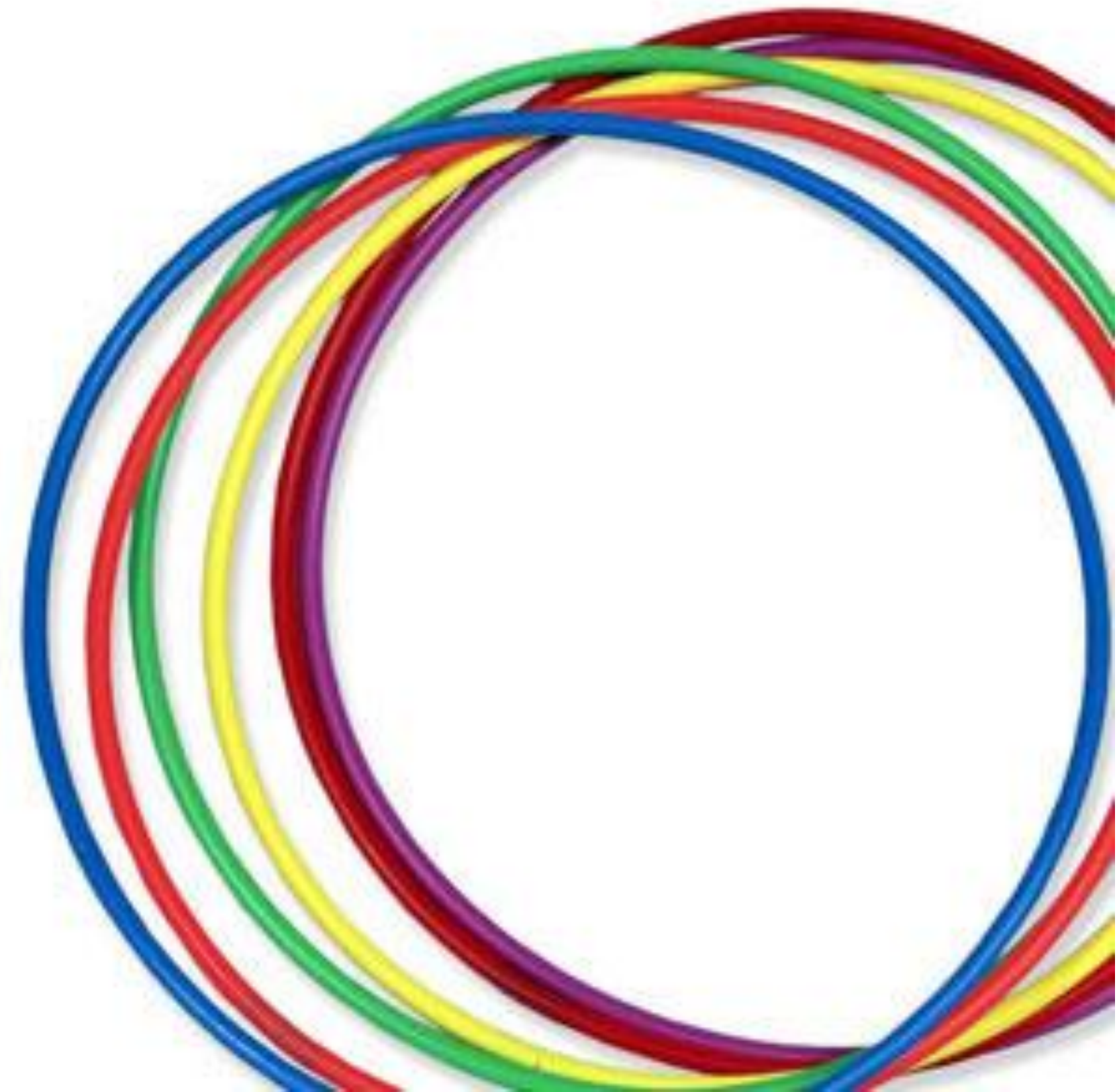
When have you felt diminished, and when have you felt illuminated, by someone else? What was the difference?





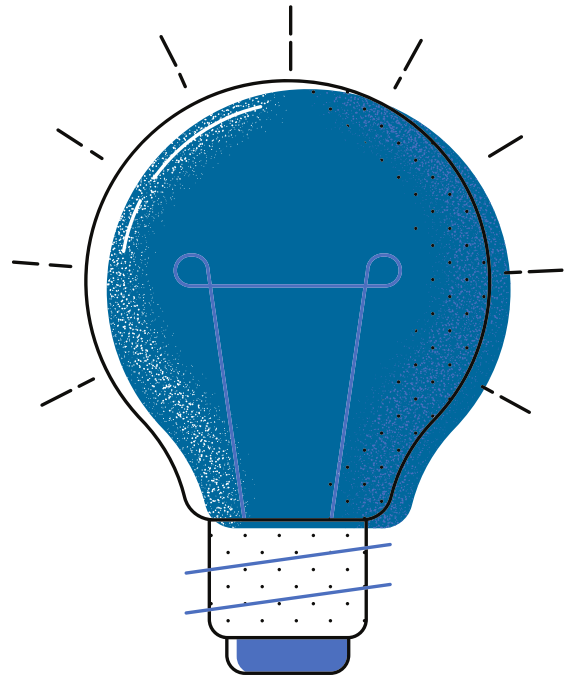
Share Your Passion

Action vs. Hesitation



Action vs. Hesitation

In Your Group



For each scenario, answer the following questions:

1. What's the action-oriented response?
2. Where does hesitation usually show up here?
3. How would this look different as a supervisor vs. in your current role?
4. What's the risk of being too quick to act? Of waiting?

Pick Your Scenario

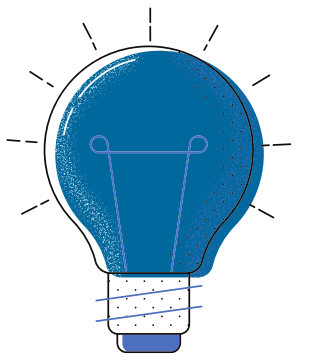
Correctional Officers: A recurring safety issue isn't being addressed.

Probation and Parole Officers: Client misses curfew check-in and doesn't respond to first call.

Rehab Services: Treatment group participation steadily drops.

Human Resources: Professional development program not being promoted resulting in low participation.

Scenarios



For your scenario, answer the following questions:

1. What's the action-oriented response?
2. Where does hesitation usually show up here?
3. What's the risk of being too quick to act? Of waiting?
4. How would this look different as a supervisor vs. in your current role?

Pick Your Scenario

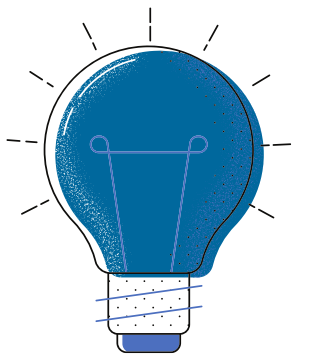
Correctional Officers: Security procedure not being followed.

Probation and Parole Officers: Fellow officers aren't supporting a new case management system.

Rehab Services: Participants are openly questioning the value of your group programs.

Human Resources: Some groups are ignoring or misinterpreting a new training requirement .

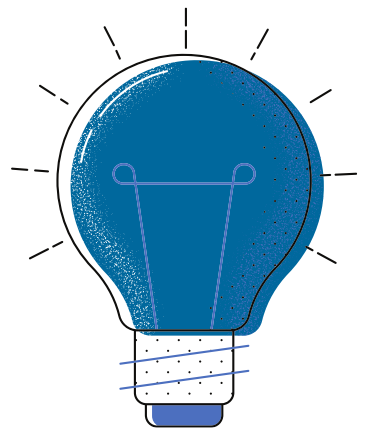
Scenarios



For your scenario, answer the following questions:

1. What's the action-oriented response?
2. Where does hesitation usually show up here?
3. What's the risk of being too quick to act? Of waiting?
4. How would this look different as a supervisor vs. in your current role?

Scenarios



For Everyone:

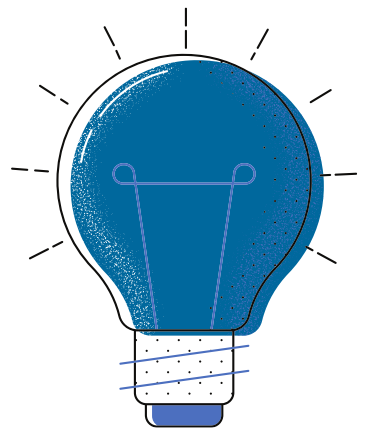
I am frustrated by my workplace environment or the behavior of others around me (peer, team member, supervisor).

For this scenario, answer the following questions:

1. What's the action-oriented response?
2. What is the risk of hesitation?

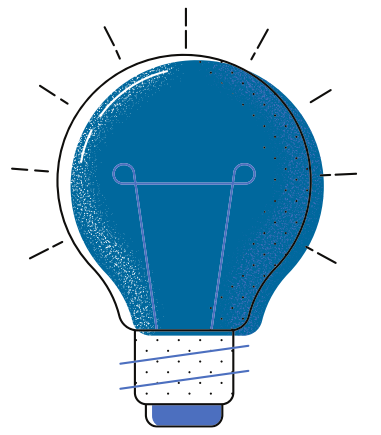
From “Why?” to “How?”

Flip the Script



A sudden policy change is announced with a 30-day compliance deadline.

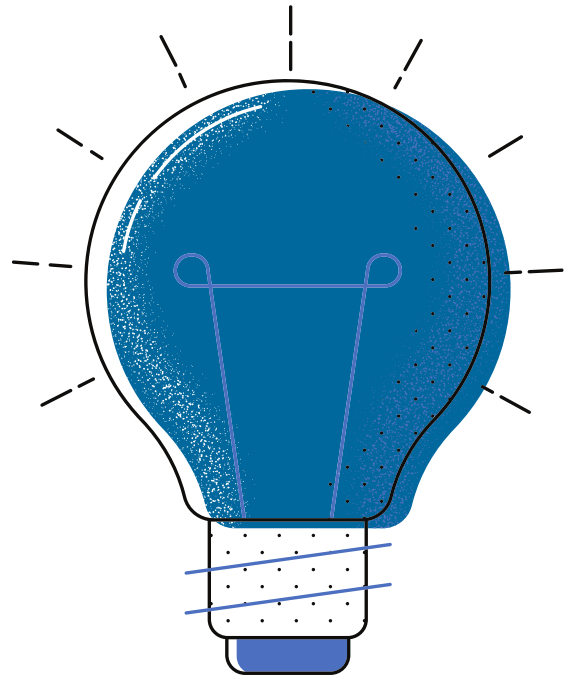
Flip the Script



Staffing shortages have increased workloads, and everyone is being asked to do more with less.

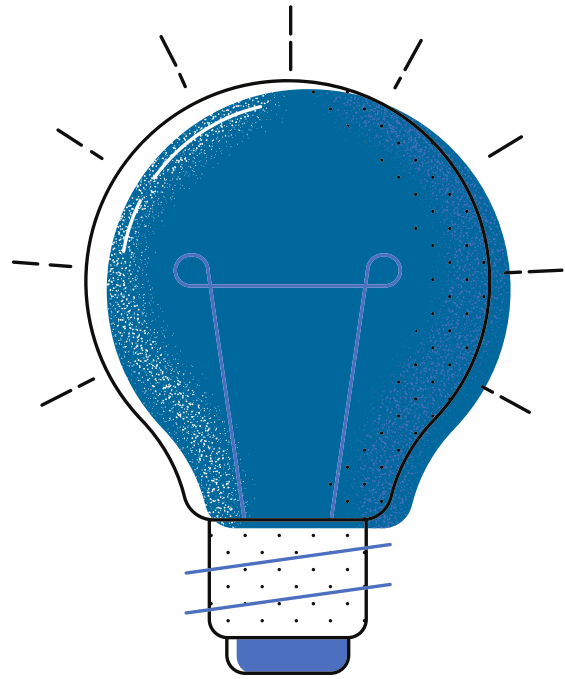
Focus on What Matters Most

On Your Own



Think about an important goal, priority, project, or outcome your work area is trying to accomplish right now. Something that matters beyond simply completing your daily tasks.

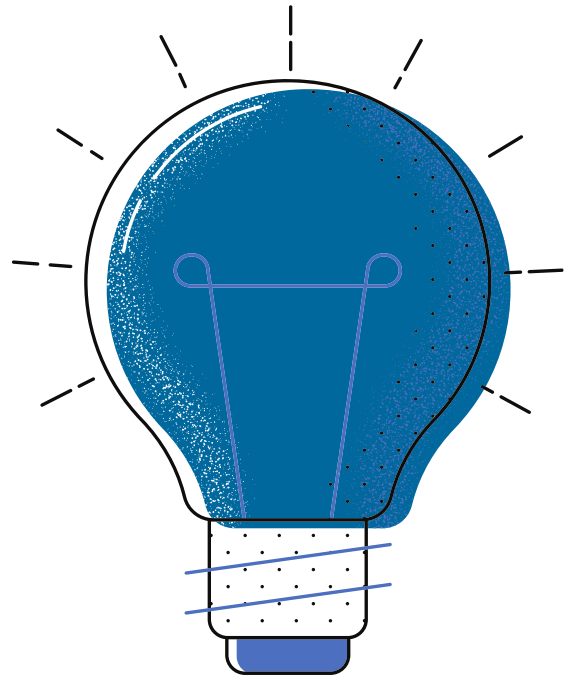
On Your Own



Answer these questions about the goal:

1. **What matters most?** (What are we really trying to accomplish?)
2. **What needs to happen for us to make progress?**
(What 2–3 things need to happen for progress to occur?)
3. **Where are we stuck?** (Where is there waiting, hesitation, confusion, or lack of ownership?)
4. **What can I influence?** (Even if I don't own the whole outcome, where can I help move it forward?)
5. **What's my next best action?** (What can I actually do next?)

In Triads

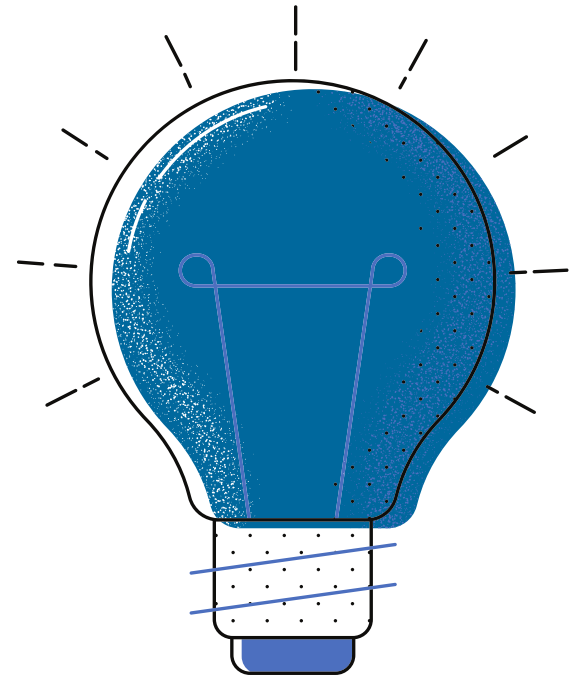


Each person gets 2-3 minutes to share. The other two can ask one or two coaching questions:

1. What part of that can you actually influence?
2. What would be a smaller first step?
3. What are you waiting on that you may not need to wait on?

Busy vs. Action Oriented

In Triads



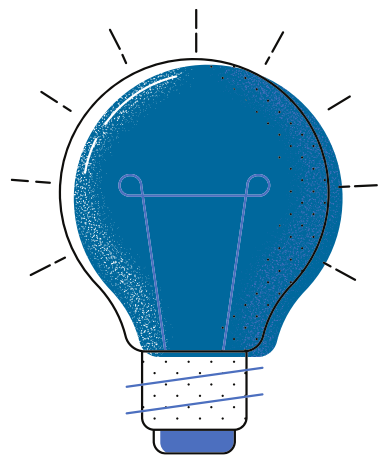
What does 'busy' look like?

What does 'creating momentum' look like?

Busy vs. Action Oriented

Busy	Action-Oriented
Responds to whatever is loudest	Keeps the important outcome in view
Starts a lot of things	Moves important things toward completion
Waits for perfect clarity	Gets enough clarity and takes the next reasonable step
Says, "I'm waiting on..."	Asks, "What can I do while I'm waiting?"
Does everything personally	Involves the right people
Focuses on completing tasks	Focuses on creating progress

On Your Own



Answer these questions:

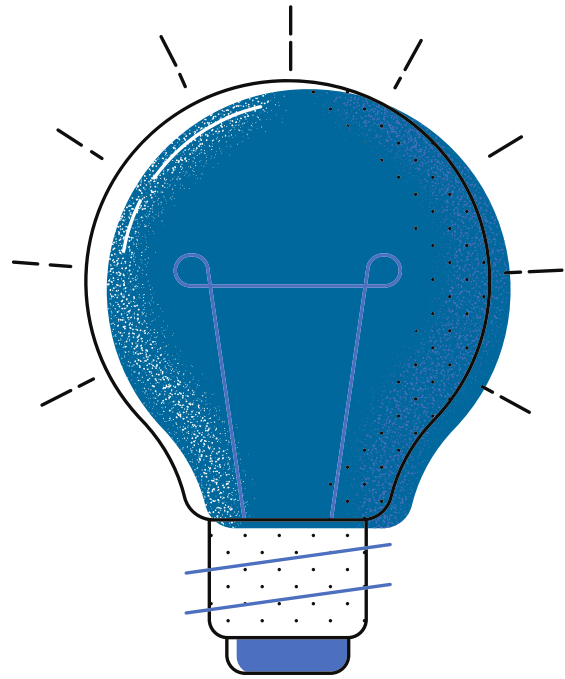
- 1. When pressure increases, which column do I tend to drift toward?
- 2. What's one “busy” behavior I need to replace with an action-oriented behavior?

Busy	Action-Oriented
Responds to whatever is loudest	Keeps the important outcome in view
Starts a lot of things	Moves important things toward completion
Waits for perfect clarity	Gets enough clarity and takes the next reasonable step
Says, “I’m waiting on...”	Asks, “What can I do while I’m waiting?”
Does everything personally	Involves the right people
Focuses on completing tasks	Focuses on creating progress

The Action Checklist

1. Clarify what matters most
2. Commit to the first 10%
3. Communicate with energy

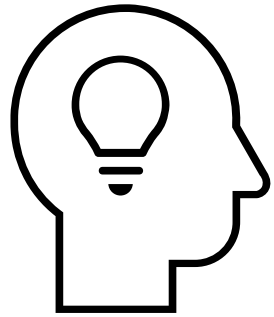
On Your Own: Apply The Action Checklist



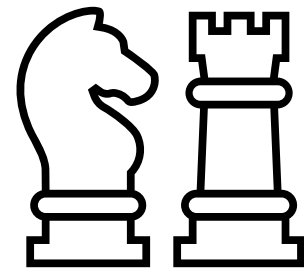
Pick a current task or project you're working on:

1. What matters most?
2. What is the first 10% you could do?
3. How could you communicate why it matters and what needs to happen next?

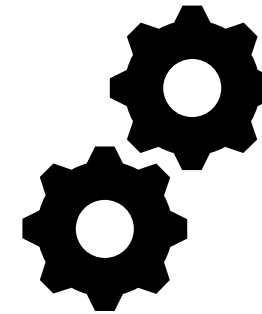
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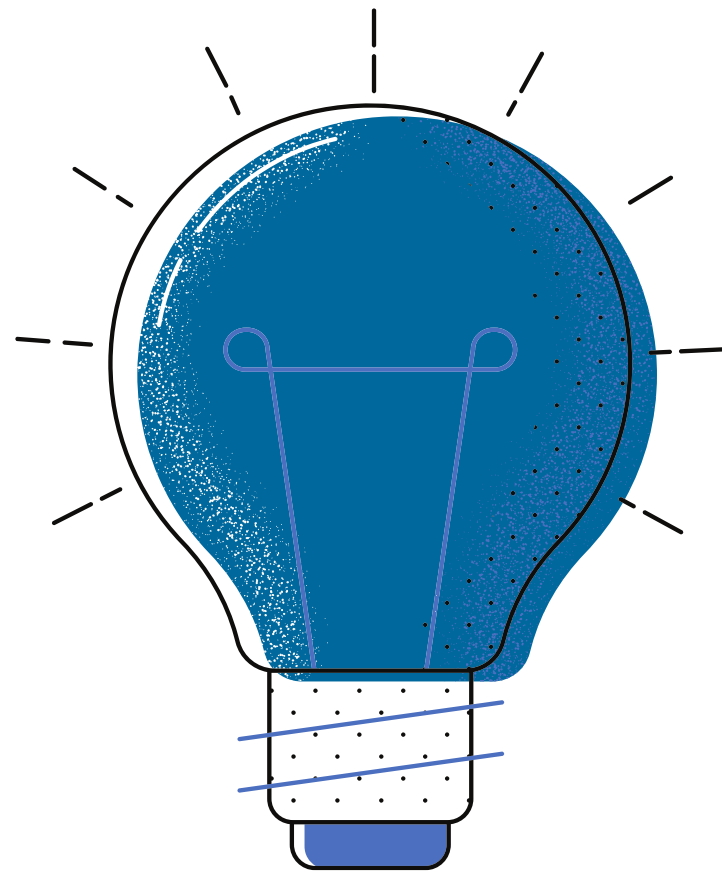
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Challenges
and
Takeaways

Breaking down barriers to action

At your table:

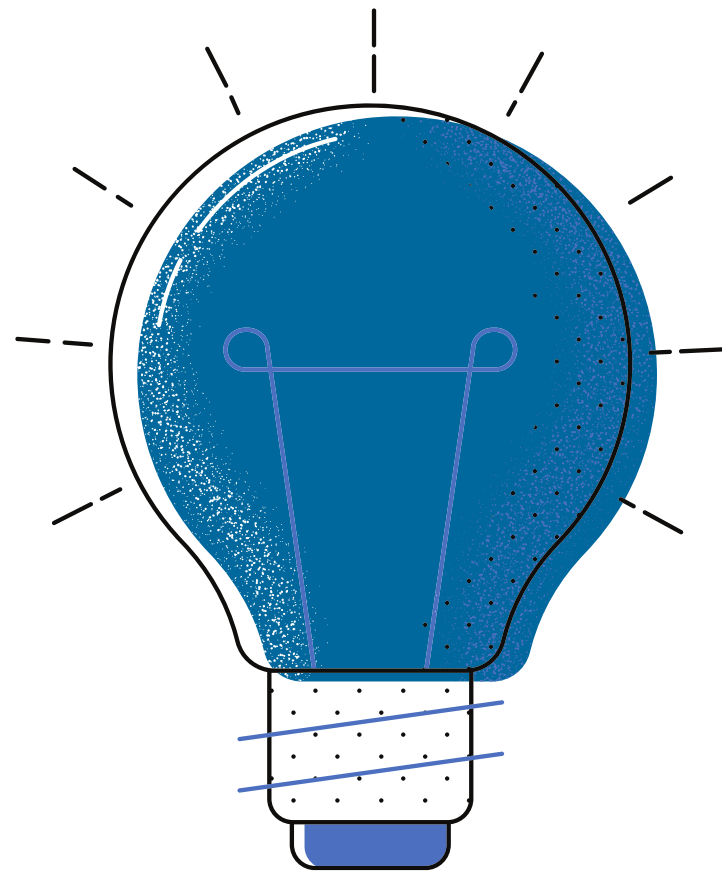


1. **Identify:** What regularly slows action in our workplace?
2. **Choose:** Pick one barrier your group can influence.
3. **Solve:** What are three practical actions that could reduce that barrier?
4. **Act:** Which action should happen first?

Write your answers on flip chart paper.

Breaking down barriers to action

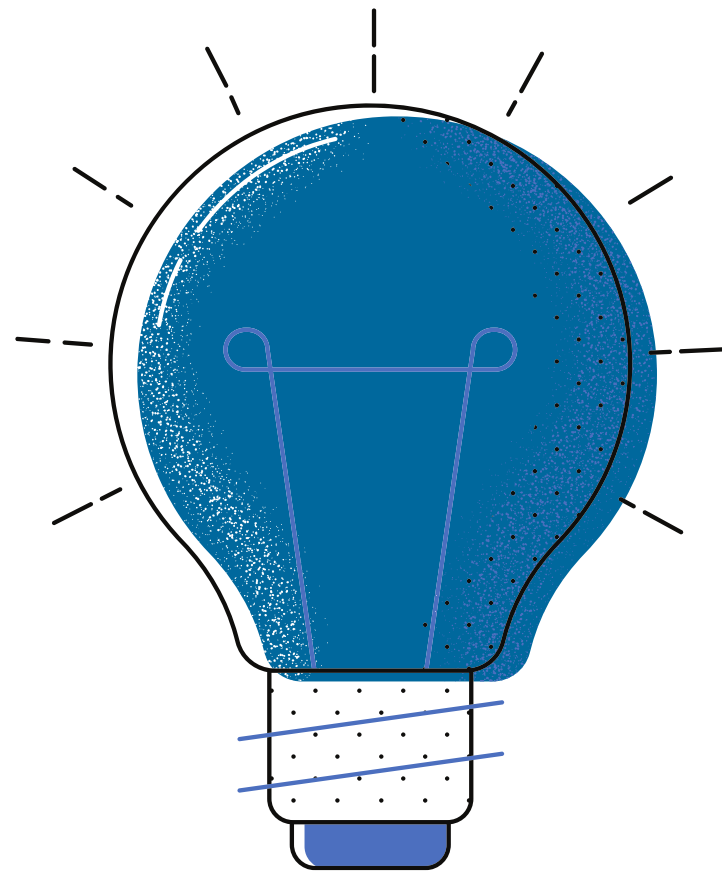
Rotate:



1. Move to another group's flip chart.
2. Read the barrier and their three actions.
3. Add one additional action or idea that could help reduce the barrier.

Breaking down barriers

At your table:



1. Go back to your original barrier.
2. Review the feedback.
3. Be ready to briefly share:
 - The barrier you chose.
 - Your strongest three actions.
 - The first action that would take.

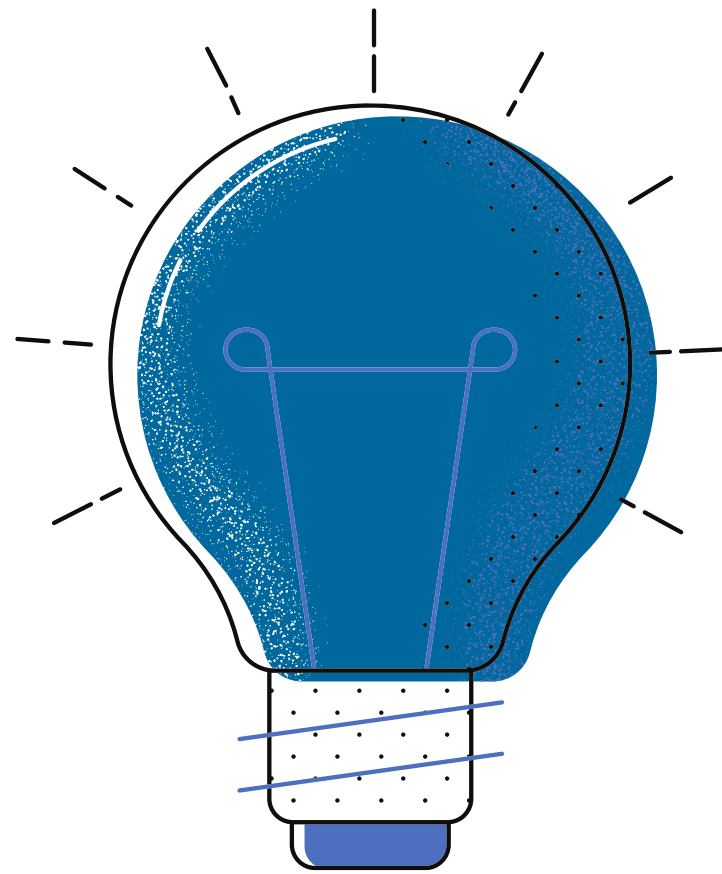
Takeaways



You are what you do, not what you say you'll do.

Carl Jung

Takeaways

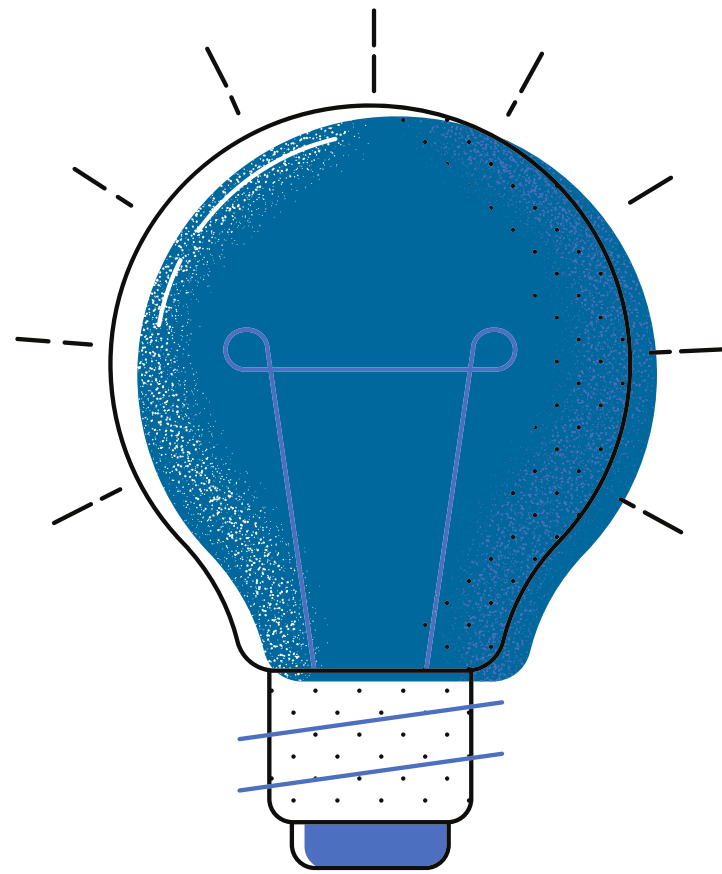


On your own, write down the following:

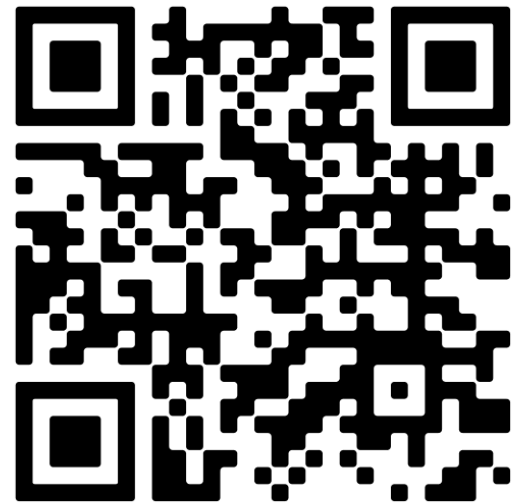
1. What surprised you the most today.
2. One action you will take to be action oriented.
3. One tip you will share with your team about being action oriented.

Takeaways

Share what you wrote down:



1. What surprised you the most today.
2. One action you will take to be action oriented.
3. One tip you will share with your team about being action oriented.



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