One Step Away:
Relying on Ambassadors to Achieve Success

Facilitated by
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- SW
- Supervisor
- Manager
- Academy Director
- Consultant/Educator/Coach
- Foster Parent
- Adoptive Parent

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Welcome & Housekeeping

- Welcome & Intro
- Time Schedule & "Roadmap" of the Morning
- Processes
  - *Confidentiality & Self-guage*
  - *Polls/Assessment*
  - *Small Breakouts*
  - *Large Group*
  - *"Chatting"*
  - *Email follow-ups*
  - *Materials- Chatbox & Shared Screen*

- Next Steps for You

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Context

- *AA's rely on others to model & implement best practice*
- *There are challenges to working "thru" others to represent you*
- *(New) Relationships take time to build (but minutes to crumble!)*
- *"Parallel process" is essential*

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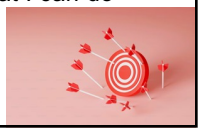
This Morning's Goals

1. Validate AA experiences & perceptions
2. Demystify terminology
3. Identify/share strategies
4. Develop/increase relationships with peers
5. Have some "Oh! Oh?" moments…
6. …followed by "So… this is what I can do"
7. Have some fun!



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PERFORMANCE =

Clarity +
Ability +
Motivation

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PERFORMANCE =

Clarity 100% Boss

+

Ability 50% Boss-50% "Other"

+

Motivation 1% Boss-99% Other

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VOCABULARY

- SME *(Subject Matter Expert)*
- Ambassador/Representative
- SILO = NMJ
- Administrative Support Services
  - *HR, Contracts, Fiscal, IT, CQI, Infrastructure, Contracts, Policy, Training*
- "Cultural Identity

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Key Leadership Behaviors

- (HINT: not just about leaders!)
- Parallel Process
- Support
- Trust
- Clarity
- Communication *(Processes, Consistency, Transparency, Self-Disclosure, Intention)*

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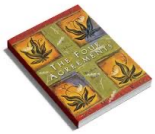
The Four Agreements
Don Miguel Ruiz

- Be impeccable with your word
- Don't take anything personally
- Don't make assumptions
- Always do your best
- (Be skeptical, but learn to listen)



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An Additional Vocab Term

- "Ripple Effects"

- We're all leaders in our own spheres, shaping the experiences of those around us.
- Leadership isn't just about actions—it's also about communication.
- Closing the gap between intention and impact starts with emotional intelligence.

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Ripple Effect

- Pebble… pond…outward ripples touch everything
- Pebbles = Decisions, words, actions… having impact on others
- "Chain reaction" or domino effect
- "Parallel Process"

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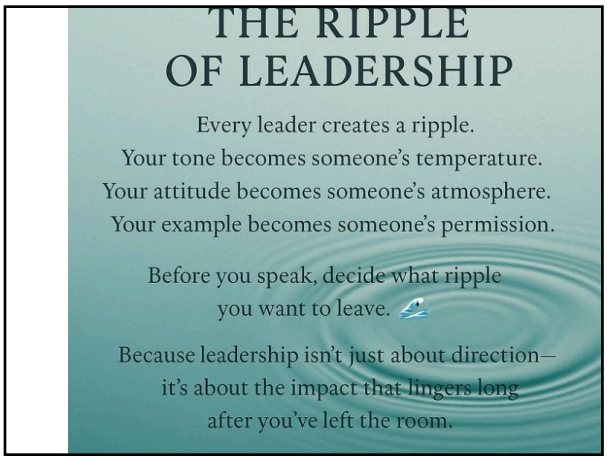

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Persuading others…

Six Principles:

1. "Liking"
2. Reciprocity
3. Social Proof
4. Consistency with commitment
5. Authority/Expertise
6. Scarcity

From Robert Cialdini "Harnessing the Science of Persuasion" in (2017) HBR's 10 Must Reads For New Managers

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Successful Ambassadors

- Def. *a person who acts as a representative or promoter of a particular body or activity*

Considering your cultural identity and your current role (and time in your current position):

What 2-3 characteristics, skills, behaviors does someone need to possess in order to be your ambassador?

TYPE IN CHATBOX TO EVERYONE

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Final Reflections

- What do I need to do in order to represent others? *Think about information, support, resource, relationship.*
- How can I access what I need to be successful for me- and them?

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THANK YOU

…and bye!

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