



# 2010

## Becoming a Community Builder



Session 1

Presented By Ian Hill



# INTRODUCTION

Congratulations, you have made the most wonderful decision a person can make, you have decided to improve your professional and personal life, not just for yourself, but also for your family and community. Will this be easy? No, nothing of any value is! We are 100% committed to giving you the tools necessary to achieve your goals and dreams; you must make the *commitment* to do it. Progress and change are indelibly intertwined, so if we truly desire to improve personally or professionally, we must eagerly embrace change.

To have a better life, something **must** change.

Ian's Three Assumptions

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## PROGRAM EXPECTATIONS

What you can expect from us....

- Review of the model
- Challenging live sessions
- On demand videos
- Relevant materials
- Join the conversation for further learning
- Dynamic exchange of information
- Connect, Share, Impact!

What we expect from you...

- Give your best
- Do the assignments
- Be Coachable
- Put it into practice
- Honest feedback

# CHANGE

Everything in us was only enough to get us to where we are today. If we want to go any further or do anymore, we have to \_\_\_\_\_ .

Why are we so afraid of this word “change”?

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List what makes people reluctant to change.

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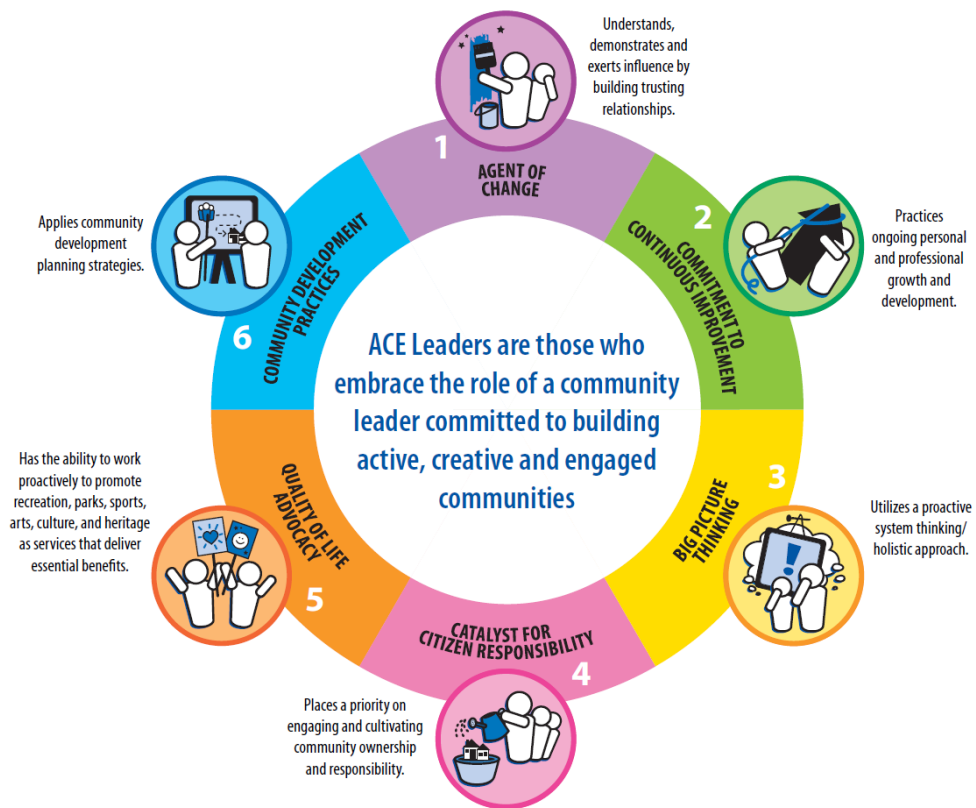
SEE ARCHIVED VIDEO and HAND OUT  
*The Change Continuum*

*“If you always do  
what you’ve always done,  
you’ll always get what you’ve  
always got”*

# The Content vs Context of Leadership, The Context has changed!



## Six Competencies Required for ACE Community Leaders



### Today's Leader

*"I believe every individual, every neighborhood and every community is one idea, one voice, one action – one person – away from being better tomorrow than it was yesterday. Each of us can be that one person!  
To me that one person taking action, is leadership today"*


*- Ian Hill*

Today we will explore the *Agent of Change* competency... during our remaining time I will unpack the leadership attributes and skills that make up this competency and the indicators that tell us how we are doing within this area of leadership.

In order to understand more about this aspect of leadership, the survey (and the similar ones you will use in the coming months) is intended to help individuals explore, assess, and reflect upon their own strengths and areas for growth as a leader.

It is an individual assessment that isn't necessarily intended to be shared with others. Additionally, it is important to understand that everyone will have strengths as well as areas for development.

Over the coming months as you complete these assessments, your objectivity and ongoing reflection will ensure that maximum benefits are gained from this resource.

COMPETENCY AREA	Indicators to help you understand what encompasses this competency.	1 = I am not at all like that	10 = I am 100% like that
<p><b>1. AGENT OF CHANGE</b></p>  <p>An ACE Community Leader: <b>Understands, demonstrates &amp; exerts influence by building trusting relationships to act as a catalyst for change.</b></p>	<ul style="list-style-type: none"> <li>I believe I can make a difference.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I am aware that people learn and communicate in a variety of ways.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I can adapt my communication style to meet the needs of others i.e. literacy, cultural.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I can identify attitudinal barriers.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I support the process of change by applying a community development approach.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I can apply strategies for building trust.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I can facilitate activities that will help remove attitudinal barriers.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I understand political governance at local, provincial and national levels.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I nurture positive relationships with elected officials and community and corporate leaders.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I can influence the political decision making process.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I demonstrate awareness of relationships between community sectors, voters, constituents, and stakeholders.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I apply strategies for ensuring positive media relations.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
	<ul style="list-style-type: none"> <li>I enable groups and organizations to collaborate and achieve synergy.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1
<ul style="list-style-type: none"> <li>I apply a diverse and sophisticated set of facilitation models, skills and techniques.</li> </ul>	1 2 3 4 5 6 7 8 9 10	10 9 8 7 6 5 4 3 2 1	

# Take Inventory of Who You Are!

- *Are you blind? Does the sun rise and fall without your witness?*
  - *No. You can see ... and the hundred million receptors have been placed in your eyes enable you to enjoy the magic of a leaf, a snowflake, a pond, an eagle, a child, a cloud, a star, a rose, a rainbow ... and the look of love.*
- *Are you deaf? Can a baby laugh or cry without your attention?*
  - *No. You can hear ... and the twenty-four thousand fibers have been built in each of your ears vibrate to the wind in the trees, the tides on the rocks, the majesty of an opera, a robin's plea, children at play ... and the words I love you.*
- *Are you mute? Do your lips move and bring forth only spittle?*
  - *No. You can speak ... as can no other creatures, and your words can calm the angry, uplift the despondent, goad the quitter, cheer the unhappy, warm the lonely, praise the worthy, encourage the defeated, teach the ignorant ... and say I love you.*
- *Are you paralyzed? Does your helpless form despoil the land?*
  - *No. You can move. You are not a tree condemned to a small plot while the wind and world abuses you. You can stretch and run and dance and work, for within you are five hundred muscles, two hundred bones, and seven miles of nerve fiber all synchronized by me to do your bidding.*
- *Are you unloved and unloving? Does loneliness engulf you, night and day?*
  - *Your heart is strong. Touch your chest and feel its rhythm, pulsating, hour after hour, day and night, thirty-six million beats each year, year after year, asleep or awake, pumping your blood through more than sixty thousand miles of veins, arteries, and tubing ... pumping more than six hundred thousand gallons each year. Man has never created such a machine.*
- *Are you diseased of skin? Do people turn in horror when you approach?*
  - *No. Your skin is clear and a marvel of creation, needing only that you tend it with soap and oil and brush and care. In time all steels will tarnish and rust, but not your skin. Eventually the strongest of metals will wear, with use, but not that layer that I have constructed around you. Constantly it renews itself, old cells replaced by new; just as the old you is now replaced by the new.*
- *Are your lungs befouled? Does your breath of life struggle to enter your body?*
  - *No. Your portholes to life support you even in the vilest of environments of your own making, and they labor always to filter life-giving oxygen through six hundred million pockets of folded flesh while they rid your body of gaseous wastes.*
- *Is your blood poisoned? Is it diluted with water and pus?*
  - *No. Within your five quarts of blood are twenty-two trillion blood cells and within each cell are millions of molecules and within each molecule is an atom oscillating at more than ten million times each second. Each second, two million of your blood cells die to be replaced by two million more in a resurrection that has continued since your first birth. As it has always been inside, so now it is on your outside..*
- *Are you feeble of mind? Can you no longer think for yourself?*
  - *No. Your brain is the most complex structure in the universe. Within its three pounds are thirteen billion nerve cells, more than three times as many cells as there are people on your earth. To help you file away every perception, every sound, every taste, every smell, every action you have experienced since the day of your birth, I have implanted, within your cells, more than one thousand billion billion protein molecules. Every incident in your life is there waiting only your recall. And, to assist your brain in the control of your body, there are dispersed, throughout your form, four million pain-sensitive structures, five hundred thousand touch detectors, and more than two hundred thousand temperature detectors. No nation's gold is better protected than you. None the ancient wonders are greater than you.*

**You Are One of a kind. Rarest of the rare. A priceless treasure, possessed of qualities in mind and speech and movement and appearance and actions as no other who has ever lived, lives, or shall live.**

**From the book "The Greatest Miracle in the World" by Og Mandino**

*Agents of Change are aware that the attitudinal barrier is the hardest of all, and that people communicate and react to change in a variety of ways....*

Keep in mind how people filter information and communicate

- *Fact based*
- *Emotion based*
- *Values based*
- *Belief Based*

### **Reactions to Change**

Reactions to change fall into a number of groups. This is not an attempt to pigeonhole people, since most of us will fall into each of these groupings for different changes.

1. **“Early Risers”** – these people like change, almost for change’s sake. They are the first people you see with the new craze – often before you realize that it is a craze. Very often this group is into technology. They are a relatively rare breed!
  2. The **“Early Adapters”** – will follow the “Early Risers” once they are comfortable that the change is a good one, or at least that it is likely to be OK. Seeing the logic behind the change helps them accept it. They often accept that there is some element of risk involved.
  3. The **“Crowd”** – the majority of the population will follow into a change once it is becoming the accepted norm. With no strong feelings one way or the other beforehand, they are swayed by the way the wind is blowing.
  4. The **“Legitimizers”** found within the crowd, and often amongst the slowest to be convinced naturally. They are people with two important characteristics. First, they will carefully evaluate new ideas, because they are independent thinkers who need to make up their minds for themselves. Secondly, they are known and respected by the crowd – once their minds are made up, it can help others to reach their decisions.
  5. Finally, the **“Resisters”** – people who are against the change from the moment they hear about it. Their resistance may be passive – they will do absolutely nothing to help the change, and may grumble consistently, or it may be active resistance – where they will lobby against the change, trying to prevent it.
- Developed by the Teal Trust of the UK*

# TRUST COMES FROM

## Vocational Competence

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## Open Communication

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### Suggestion-

#### *Personal Performance Survey*

1-What am I doing right?

2-What am I doing wrong, suggestions for my improvement?

3- If you could send me back to school what class would you make me take?

## Personal Dependability

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### Delegation Matrix

LEVEL	AUTHORITY	KNOWLEDGE & PROFICIENCY
1	Ask and Recommend	Limited knowledge and/ or Proficiency
2	Act and Report Immediately	Some knowledge and/or proficiency
3	Act and Report Periodically	Comfort level of Knowledge and proficiency
4	Act on Own	Very Knowledgeable and has proven record of proficiency

## Attitude of Equality

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## Love

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3. What games did you enjoy playing as a child? Did you usually lead, follow, or do a little of both?

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4. List your best friends as you grew up. What did you especially like about each of them?

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5. Name an adult (a parent or other adult) you were close to as you grew up. What leadership qualities did this person exhibit?

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