

# Shifting Behaviours, Shifting Minds: The Shift from High-Performing Clinician to High-Performing Manager Through Incremental Behaviour Change



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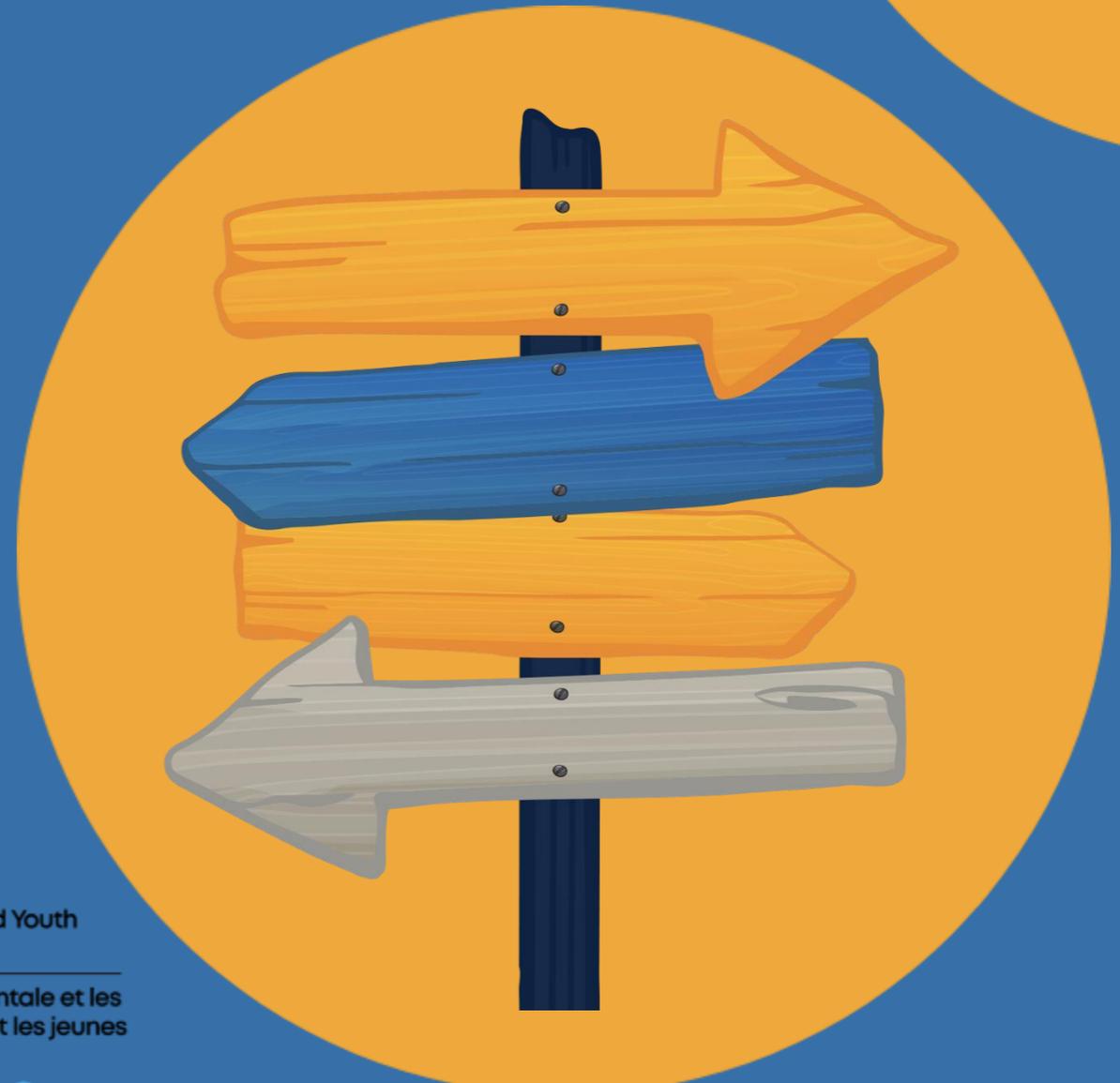


# CROSSROADS

Re-imagining better mental health care for kids and families

2021 CMHO Virtual Conference

November 22nd - December 3rd



Sponsored by



Knowledge Institute on Child and Youth Mental Health and Addictions

Institut du savoir sur la santé mentale et les dépendances chez les enfants et les jeunes





# Simon Sinek: Leader vs. Manager



# Introduction



**Canadian Mental Health Association**  
Manitoba and Winnipeg  
*Mental health for all*



**Canadian Mental Health Association**  
Toronto



**Ontario Shores**  
Centre for Mental Health Sciences



**camh**

Centre for Addiction and Mental Health  
Centre de toxicomanie et de santé mentale



**Mental Health Commission of Canada**

**Commission de la santé mentale du Canada**

# About the High-Performing Teams Program



## Plan Phase

Determine the optimal areas of focus for each session, and tailor our process to the needs of the organization.

**Building Trust**

**Having Difficult Conversations**

**Guiding People Through Change**



## Engage Phase

Sequential team workshops involving the sharing of best practices and tools, as well as personal experiences to address and work through past challenges.



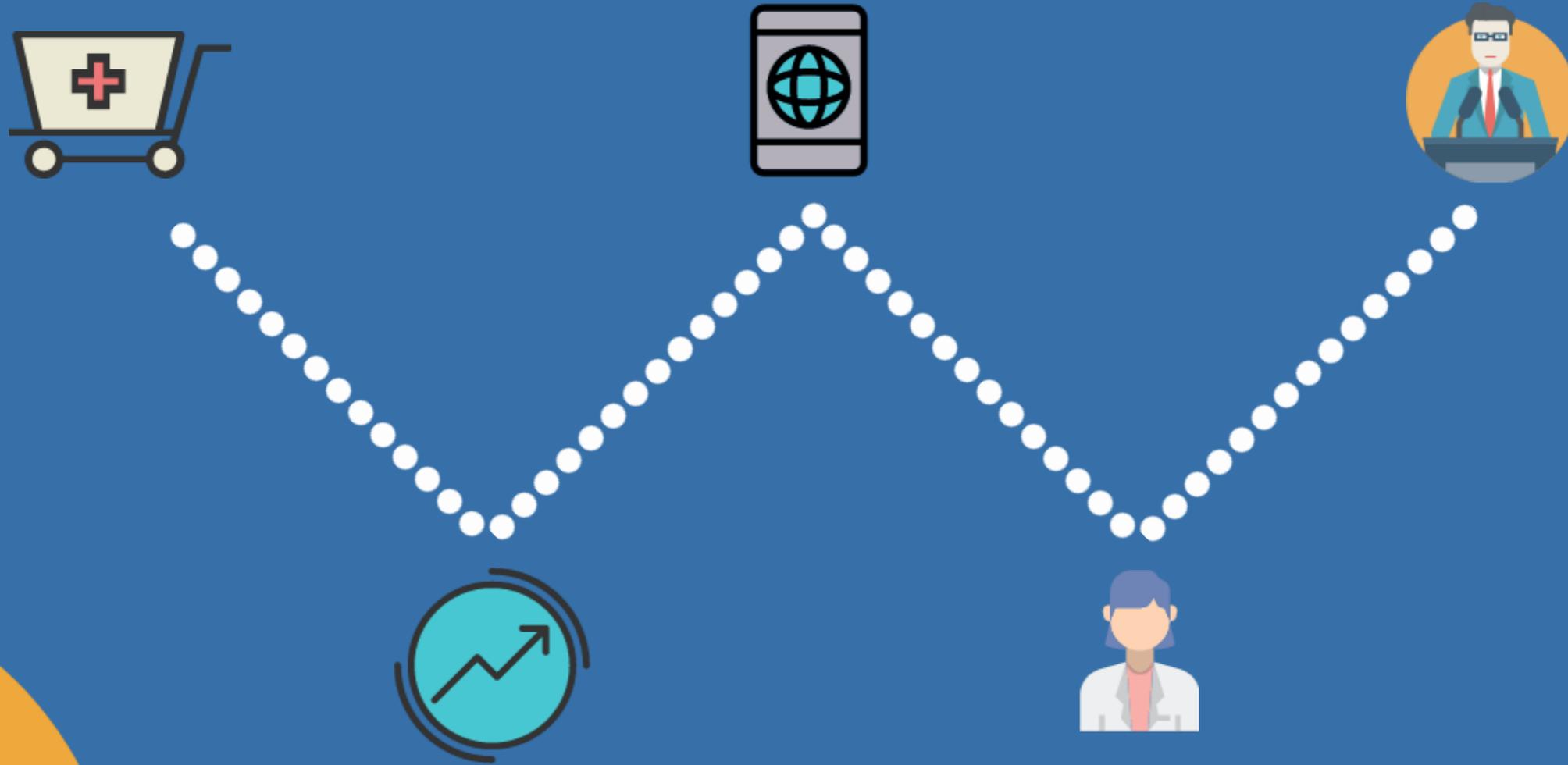
## Sustain Phase

Making commitments to adopt new behaviours through the use of a behavioural science platform.

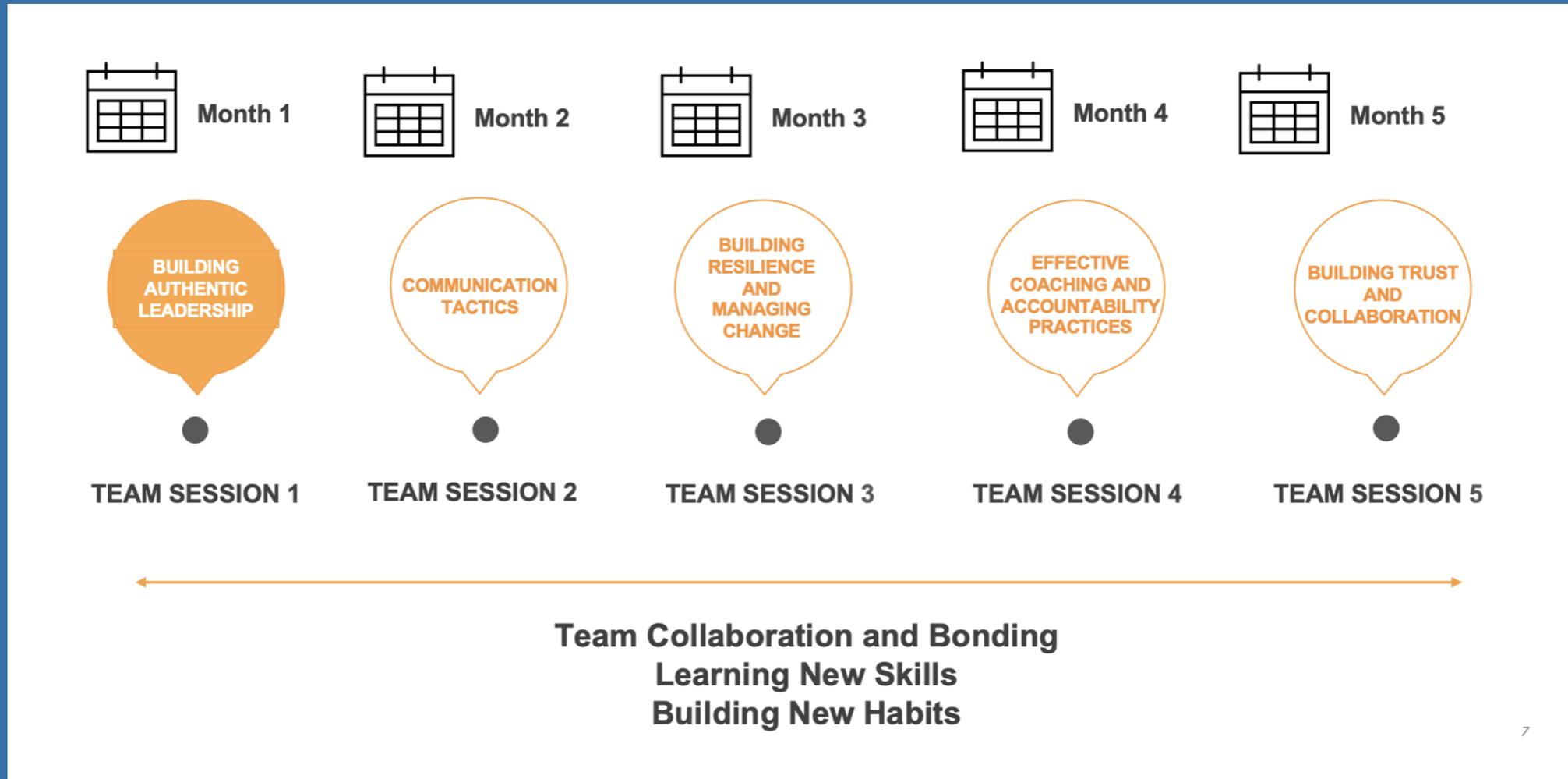
# The COVID-19 Pandemic and Its Effect on Leadership



# The COVID-19 Pandemic: What About the Mental Health of Mental Health Professionals?



# Program Details



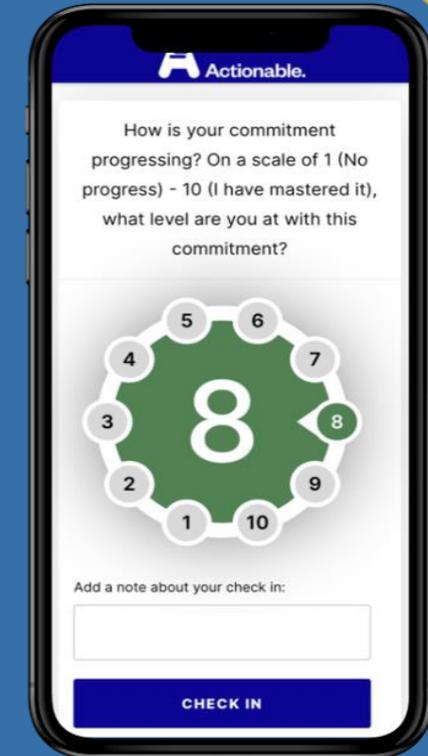
# The Actionable Habit-BUILDER Platform



High-Performing Teams Workshops provide teams with the materials to **discuss key elements of the aspirational leadership, culture, or strategic change**, and **identify how to apply the changes** to their work.



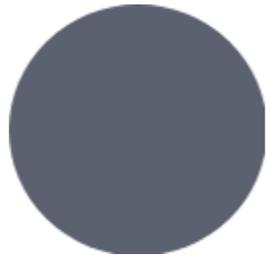
Actionable's **Habit Builder** technology supports the development of new skills following the conversations or learning event, ensuring desired new behaviors are embedded in individual roles and work.



# Key Learnings from the High-Performing Teams Program



Clinician → Manager



Dealing with Grey Areas



Balancing Empathy & Accountability



Slowing Down to Reflect



Collective Areas of Focus

# Results of the Program & What Participants Had to Say

37%

% Increase for rating change across completed programs

"I feel like now I slow down and actively listen to what's going on in my team and break down the facts to better solve problems."

100%

% of participants stated that they will continue building their new habits

"I feel that I am now supporting my team in stronger and more authentic way,"

Highest adoption/engagement rates for the following content areas:

Leading During Stressful Times

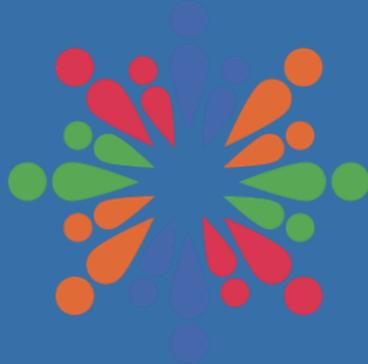
Guiding People Through Changing Times

Identifying Authentic Leadership Style

Meeting Management

Having Difficult Conversations

"This program slowed my decision-making process, offered insight into my leadership style, and provided me with opportunities to strengthen skills, learn new tools, and integrate the new knowledge. This has impacted interactions, conversations, and made me a stronger leader for my team."



Knowledge Institute on Child and Youth  
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