

# Knowing When You're There

Shifting Organizational Culture

# What is a recovery Culture?

- Staff:
  - Welcoming; promoting connectedness
  - Hopeful and promoting positive expectations
  - Inspirational and encouraging
  - Compassionate with dignity and respect
  - Knowledge of recovery values and uses recovery language
  - Understands and supports the role of peers
  - Understands and adheres to “no force” philosophy

# What is a Recovery Culture?

- Programs/Services
  - A “Welcome “ sign” on the front door
  - Reflects recovery values
  - Designed to be self-directed; choice based values
  - Strength based approach (strong not wrong)
  - “No force” philosophy
  - Supports and training for families and natural supports
  - Recovery celebrations / graduations

# What is a Recovery Culture?

- Documentation:
  - Reflect that services are self-directed
  - Customers are given info on mission/recovery philosophy/rights and responsibilities
  - Forms have a recovery orientation
  - Use recovery language
  - First person –person completes
  - Periodic evaluation of recovery goals
  - Reflects plans for slumps and bumps (crisis prev.)
  - Measures accomplishment of goals

# Two Critical Pathways to Transformation

- Policies that promote the use of recovery oriented principles and practices
  - Thankfully recovery exists within us; external guidelines set the stage for it to be actualized
- Equipping staff with skills that inspire people to become self-determining and to begin their recovery journey
  - Higher order skills geared to inspire not manage and control



# A Culture Shift in Definition

- Wellness orientation instead of illness context
- Assumes reactions are reasonable
- Assures people that their responses are understandable
- Appeals to “normal” instead of illness or dangerousness

# A Culture Shift in Power Dynamics

- Shifting the power from the practitioner to the person
- Changing the agreement that the practitioner will fix the person
- Creating higher expectations around the person's right and responsibility to take the lead
- Empowering the person to recognize their potential



# A Culture Shift in Focus

- What's strong instead of what's wrong
- Views the whole person – abilities, accomplishments, and challenges
- Viewing the challenges through the lenses of potential
- Focusing on the person not the problem
- Aiming for solutions instead of bogging down in problems

# A culture Shift in Conversation

- The recovery conversation
  - Non-clinical recovery language
  - Listening instead of directing
  - Inspiring instead of controlling
  - Choices instead of coercion
  - Recovery instead of stability
  - Sequenced to build confidence




# A Culture Shift in Practice

- Eliminate force and corrosion
- Shift toward trustworthiness of both the person and the practitioner
- Use negative circumstances as learning opportunities instead of failures
- High priority on mutual relationship
- Support development of spiritual competencies

# A Culture Shift in Planning

- Can planning be a “treat” instead of a treatment plan?
- Can it be their plan instead of the organizations' plan?
- Can it give people a way to guide their own ship and lead toward self determination?
- Can it be meaningful to the person and also measureable?
- Can it be action oriented and exciting?



# Knowing that you'll never be "there"

- Becoming a recovery organization
- Growing with the people we serve
- Agreements that promote continual growth
- Being willing to love