

# Empathy, Alignment & Empowerment: The Secrets behind Effective CQI

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# Indigenous Peoples Acknowledgement



## Illinois:

- Kaskaskia
- Kiikaapoi (Kickapoo)
- Meskwaki
- Myaamia
- Niuchi
- Očhéthi Šakówinj
- Osage
- Peoria
- Potawatomi
- Sauk

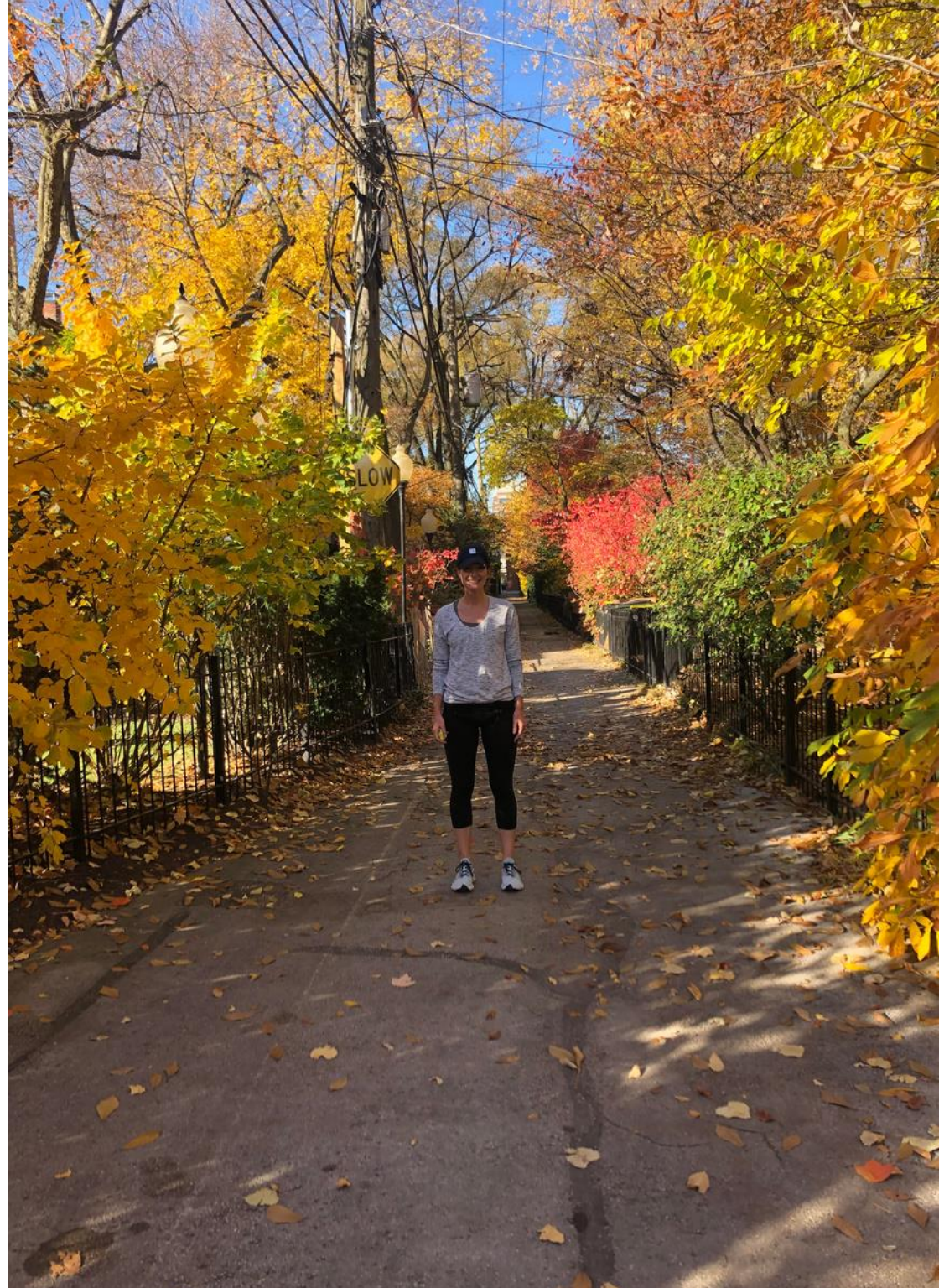


# A little about me

- Enjoy alleys & the fall.
- Love a good story.
- Learned CQI thru doing it.

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*"Find the extraordinary in the ordinary."*







# Dedicatio

Threshold  Youth & Young Adult  
Services



# Objectives

- Increase your (and others') empathy around examining “why” change is needed.
- Adopt strategies to improve alignment between partners to design & implement feasible change plans.
- Embrace your power by sharing it, and empowering others to put change plans into action.

# Identity Poll

**Which role do you most identify with?**

- Direct Practice/Care provider
- Quality Manager
- Program Evaluator
- Program Manager
- Agency executive leadership
- State Department or System Administrator
- Other

# Who are we...really?

- People who want to help & do better with our helping.
- Decent with numbers.
- Good at asking questions.
- Can see thru the weeds, aka: good at “operationalizing”
- Enjoy logic models, protocols, & systems.
- We like reports, dashboards, pretty data viz easy to interpret.
- Ultimately we seek to understand to improve.
- We enjoy “studying” new \_\_\_\_ in various settings.





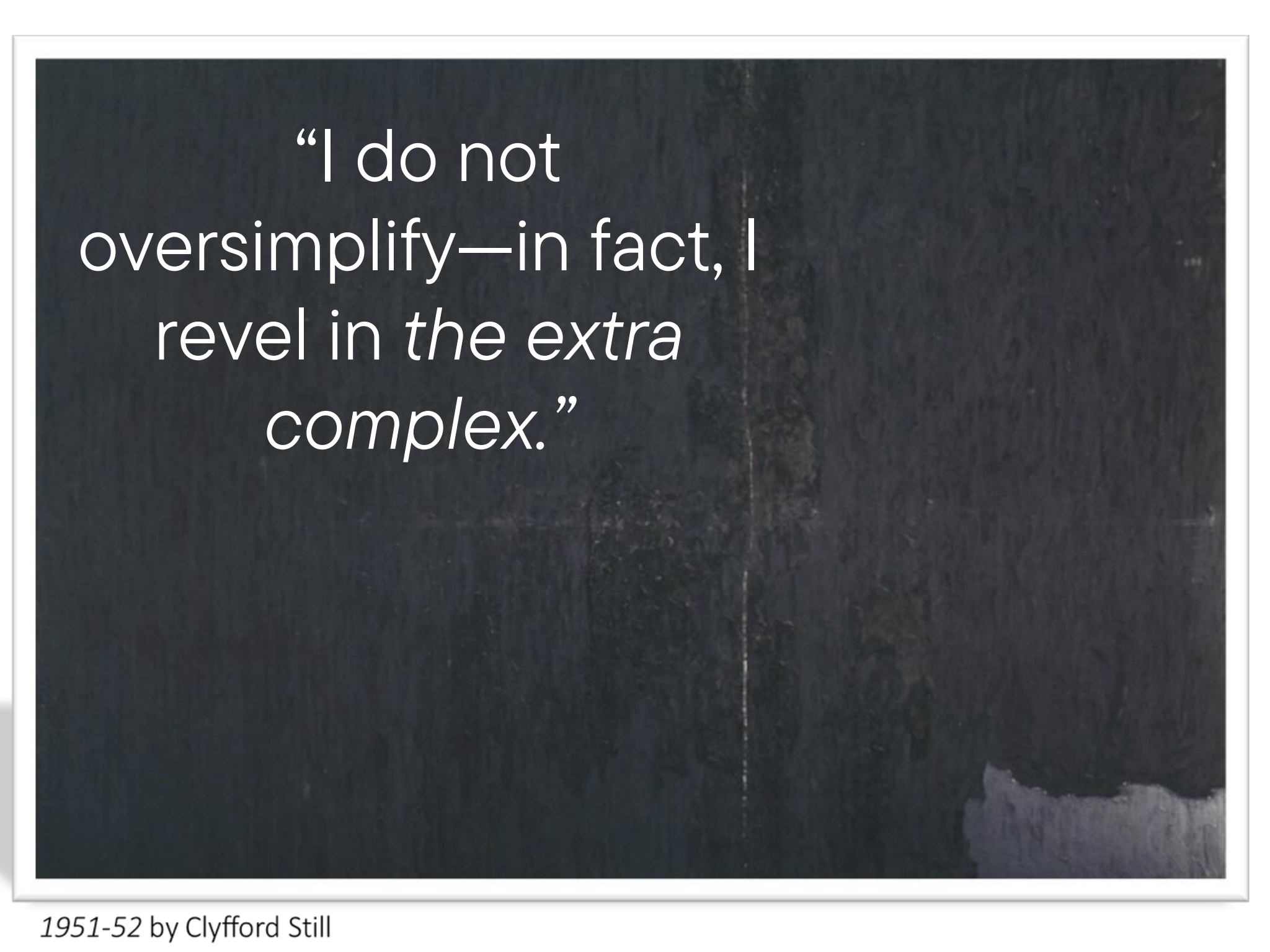
**Implementation  
Scientists**



**Improvement  
Scientists**

- <https://ies.ed.gov/ncee/edlabs/regions/west/Blogs/Details/2>
- <https://impsciuw.org/implementation-science/learn/implementation-science-overview/>
- <https://catalyst.harvard.edu/community-engagement/implementation-science/>
- <https://implementationsciencecomms.biomedcentral.com/articles/10.1186/s43058-021-00201-1>
- <https://implementationscience.biomedcentral.com/articles/10.1186/s13012-020-0975-2>
- <https://www.frontiersin.org/articles/10.3389/frhs.2021.817750/full>





“I do not  
oversimplify—in fact, I  
revel in *the extra  
complex.*”

# WHAT IS CQI?

word cloud

activity





**CQI is a  
complex  
process...  
that  
involves  
people.**

A lot of  
them.

And change.

A lot of  
change.

CQI is  
emotional.

How do you  
**feel** today?



Confident



Skeptical



Scared



Ecstatic



Sad



Angry



Mischievous



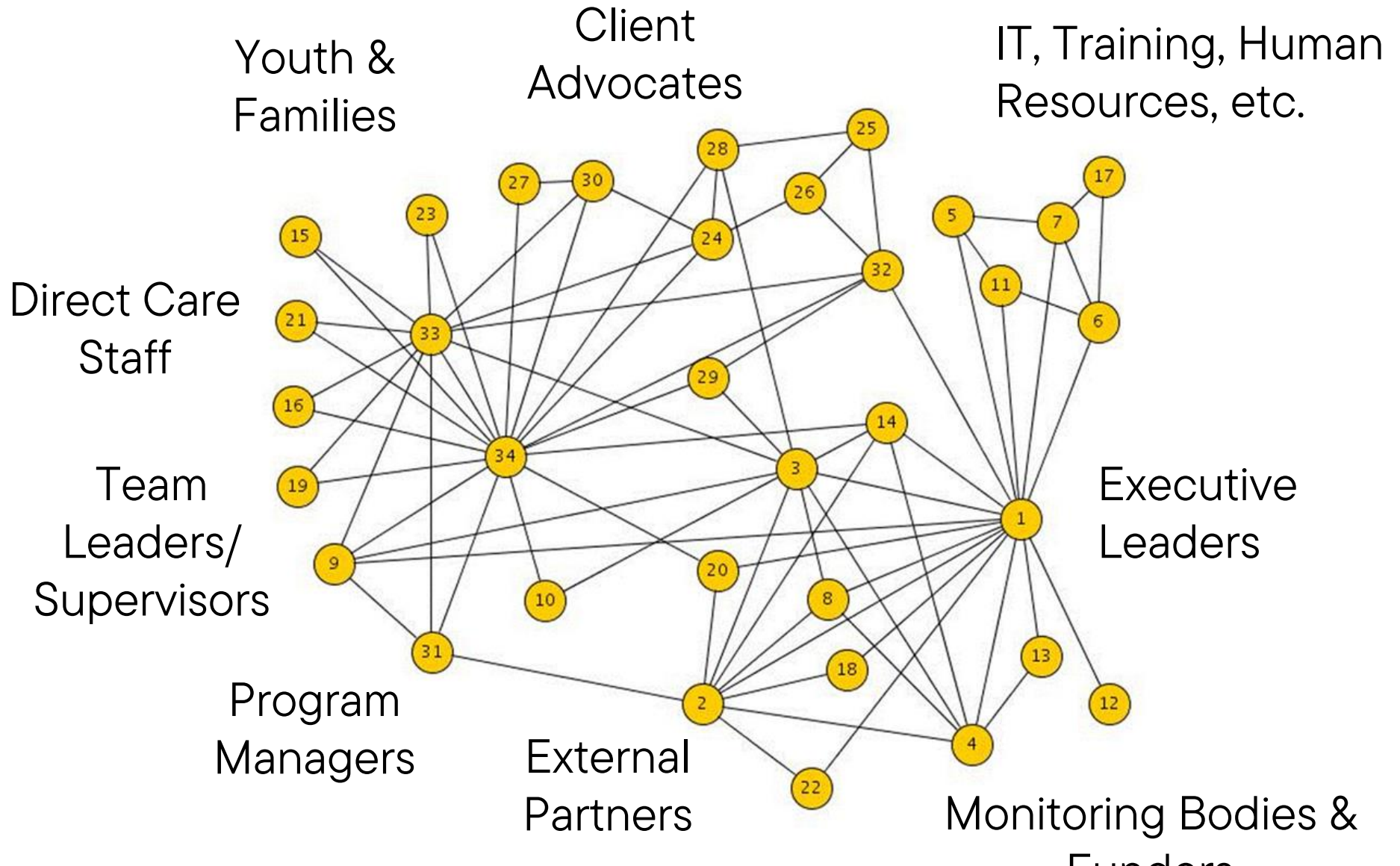
Happy

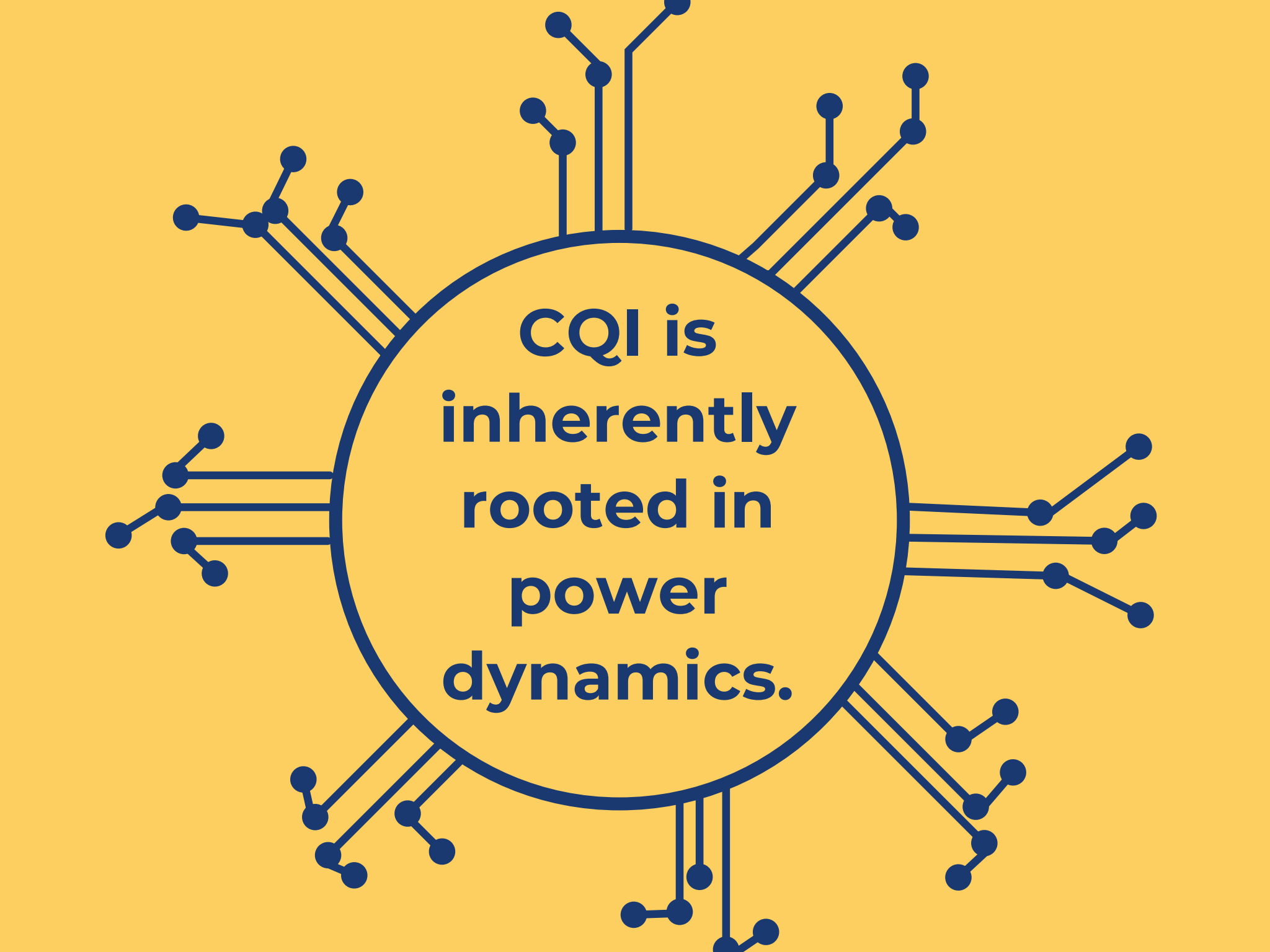


Enraged



# CQI is relational.

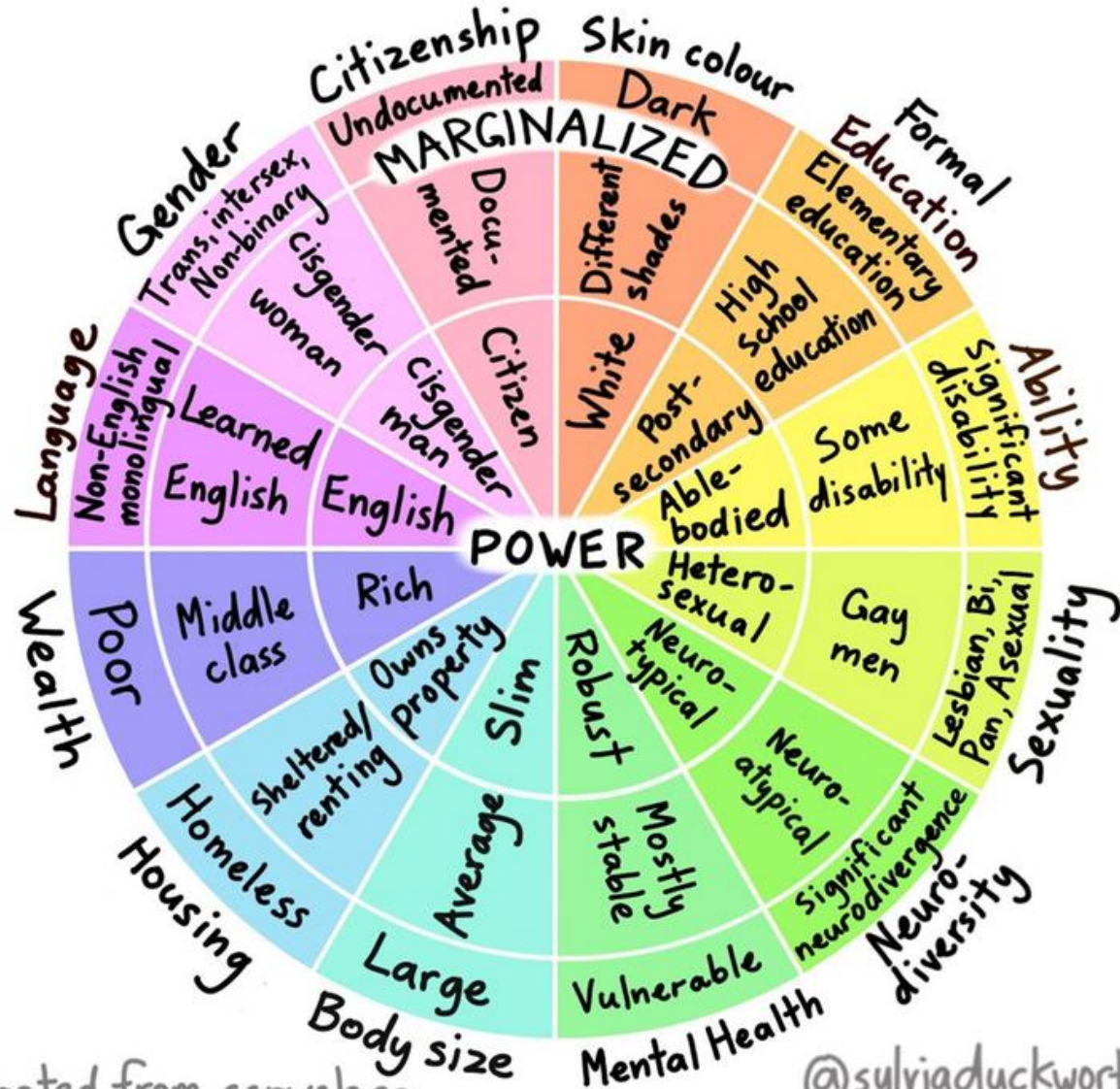




**CQI is  
inherently  
rooted in  
power  
dynamics.**



# WHEEL OF POWER/PRIVILEGE



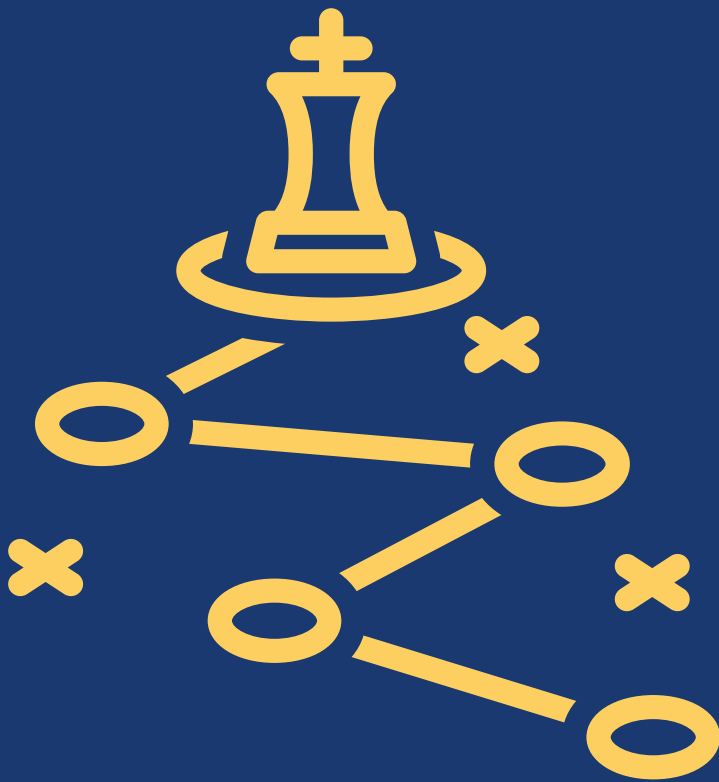
Duckworth (2020);  
 Krenshaw 2018 video:  
<https://ecampusontario.pressbooks.pub/universaldesign/chapter/positionality-intersectionality/>

Adapted from ccrweb.ca

@sylvriaduckworth

**Change can be  
incredibly  
painful &  
challenging.**

**Strategies are  
needed.**





## Poll. How confident are you in your ability to facilitate change?

- Not at all.
- A little.
- Somewhat
- Very confident.
- 120%. Let's go!





# 1. Embrace Your Unique Role in CQI Process

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You are a **facilitator** of a change process.

Your facilitation approach will **look different** depending on people involved.

Navigating **emotions & power** is to be expected.

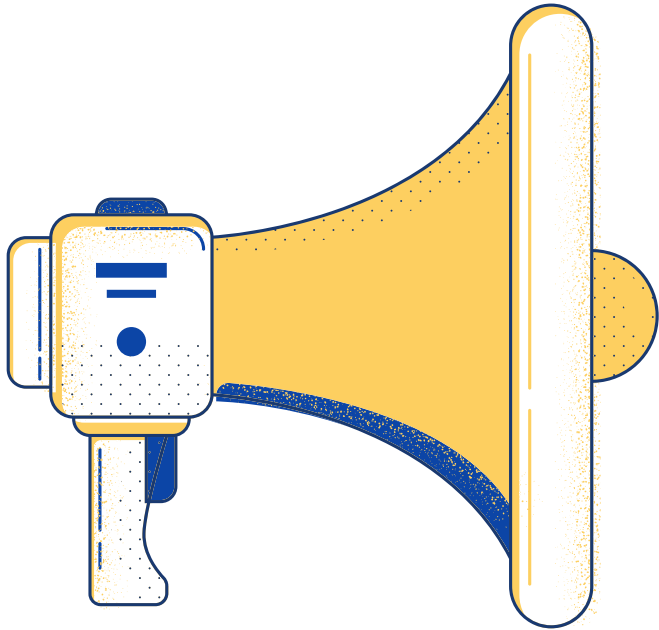
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Examine **relationships**, & focus on strengthening these.

Understand problem from **multiple perspectives** before posing solutions.

Get to solutions & implementation barriers.  
**You are the pacer.**

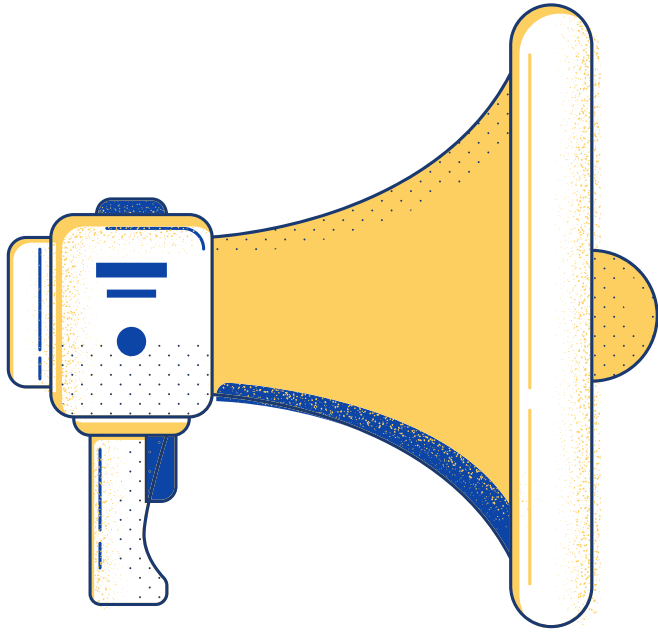
## 2. Pick your CQI Mantra.



I play an important role in facilitating collaboration and equitable partnership. It's necessary for effective CQI. **I am powerful.**

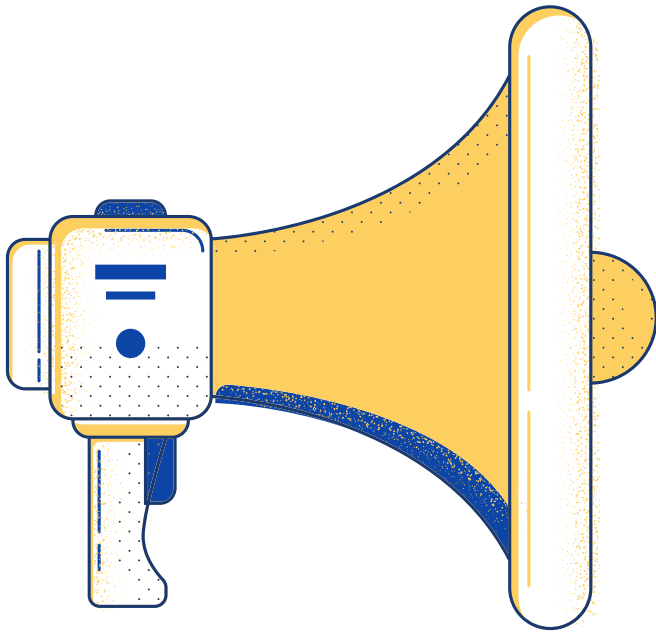
My collaboration with others is rooted in respect, curiosity, and deep VALUE of different, and sometimes opposing perspectives. **I seek to understand.**





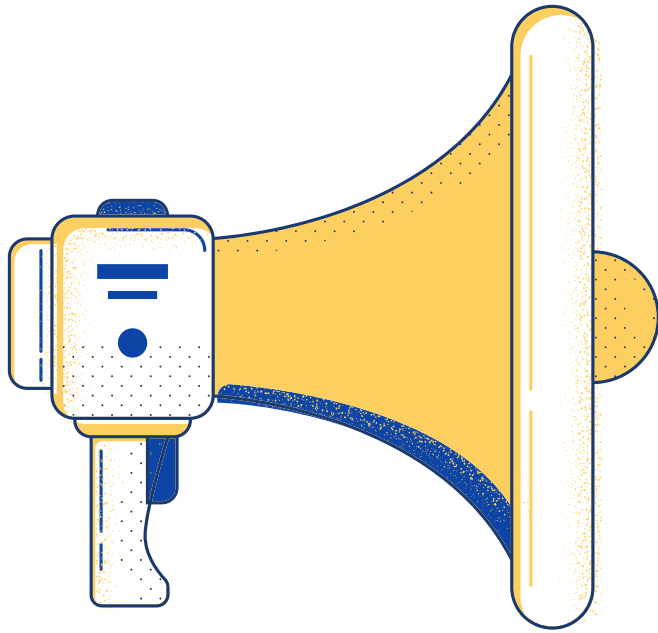
I put relationships first in my CQI work. I recognize emotions in myself and others. **I am skilled** at navigating relationships & identifying power's role in my relationships and collaborations at work.

Emotions are dynamic. Power is dynamic. Relationships are dynamic. We are human. And, we all can change. But change can be hard. I embrace change. **I am strong.**



I commit to practicing wellness on-the-job. I can have difficult conversations when I need to out of respect for my peers and our collaboration on CQI. **I am growing** in my own self-awareness.

CQI is changing me. I am open to learning and growing. I help others to learn and grow through our CQI processes by role modeling genuine curiosity and respect. **I am curious.**



When I am critical of myself or others, I examine why I am feeling or thinking this way. I like self-reflection. Self-reflection is FUN! **I am kind. I am aware. I am in-tune.**

**I have community. I am not alone. I belong.**



# 3. Stay Curious. Not Critical.

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Make no assumptions  
(especially when frustrated).

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Ask how & why all the time.  
What would that look like for you?

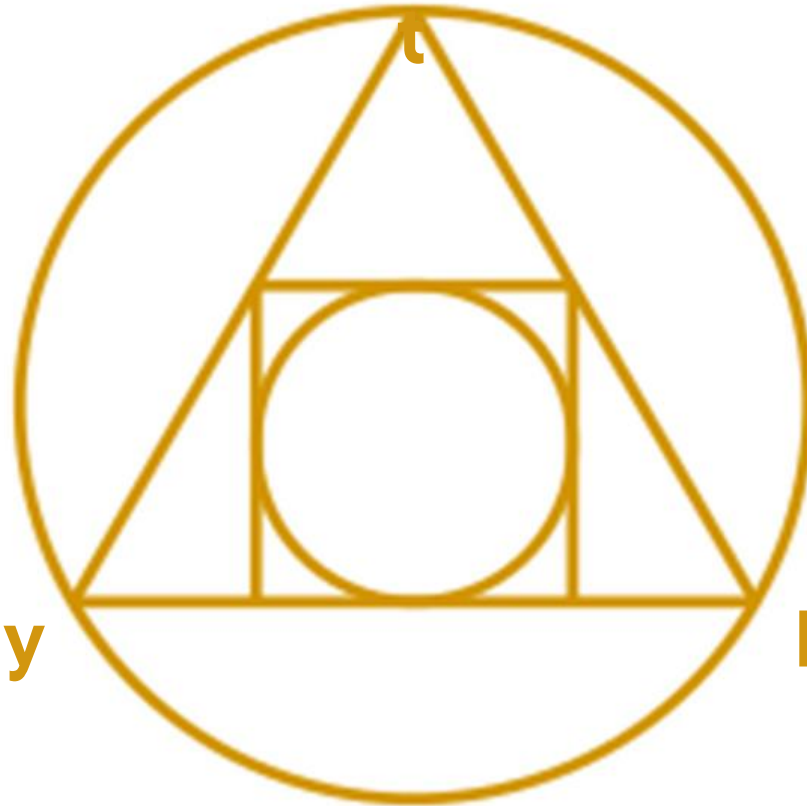
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Consult with your CQI Peers.



# 4. Seek, Live & Grow

Alignmen



Empathy

Empowermen  
t



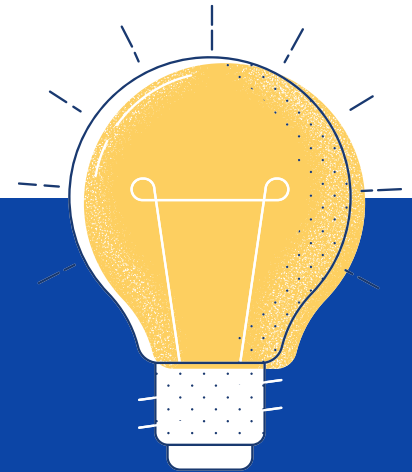
**Seek, Live & Grow Alignment**  
**Foster strong working alliances.**





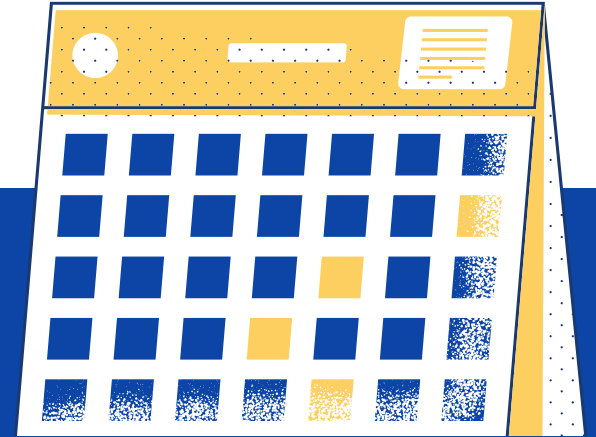
# GOAL

SHARED VISION & PURPOSE FOR  
CHANGE.



# TASK ALIGNMENT

Equitable, co-developed, co-prioritized



**BOND**

STRONG. HEALTHY. FLEXIBLE.





**Seek, Live & Grow Empathy.**





Have  
empathy  
for the  
obstacles.



# WOOP EXERCISE

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**Wish.** what do you want to see change? what do you wish would change?

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**Outcome.** if you got your wish, what would it look like? what would be different? how would you know it?



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**Obstacles.** what is going to get in the way of the wish being granted?



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**Plan.** Plan for obstacles, not outcomes. have empathy for obstacles. recognize them as

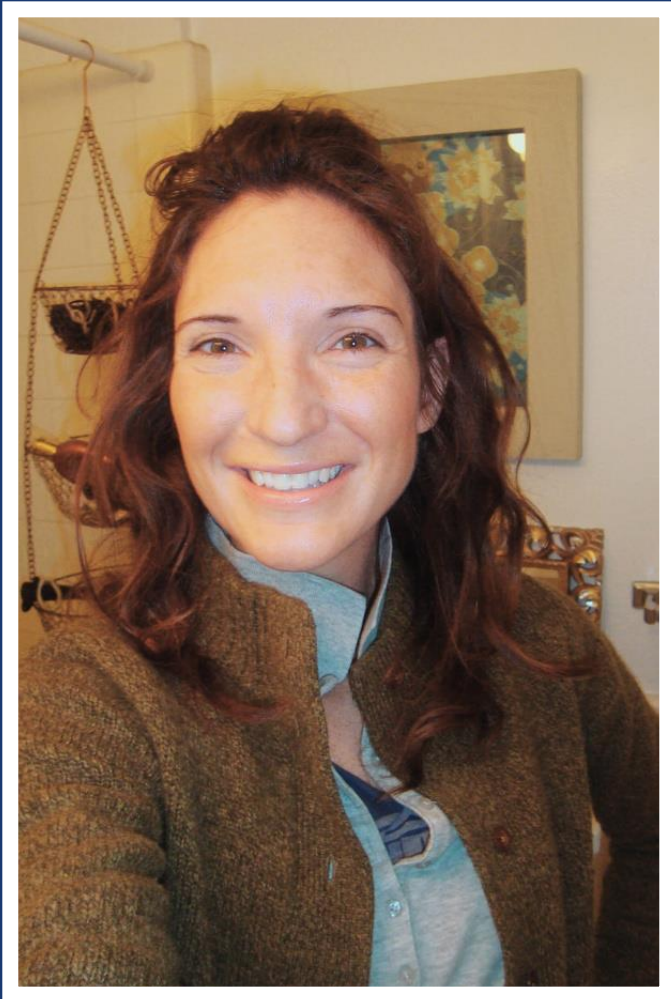




# SEEK, LIVE & GROW EMPOWERMENT.

You have immense POWER in your role, even if it sometimes doesn't feel like it.

Look around you... at all of your witnesses who know what it feels like when you're **pushing or pulling** a program along with CQI processes.



Vanessa Selfie 2007

Now, for a moment, I want you to picture where you were when you **first started** in your role at your agency.

Think of **everything** you have learned in the process.

Think of how **far you** have come.

Think of how **far others** have come.

**Recognize your impact** on QI, and on others.





ERQ Ghost Tour  
2018

For CQI to work, it needs you to be an **empowered facilitator** who is dedicated to **relationship building** just as much as everything else.

People feel empowered when they feel supported, heard, trusted... **be that person.**



# Thank you!



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