The Power of Peer Leadership

Anne Vandervort, CSW  Director of Veteran Services, Eastern Division
Volunteers of America Mid-States

Anyah Hoang, DPA  Director of Veteran Services, Western Division
Volunteers of America Mid-States
Pulse Check

- Around the room are pictures of a firefighter, doctor, surfer, pizza delivery guy, and florist.
  - Quickly think about where you are right now and which job describes your mood, stress level, work load, what’s going back at the office.
What is Peer Leadership?

- Utilizes a model with similar concepts as Peer Support Specialists.

- An innovative way to engage, develop leadership, and empower our front-line leaders.

- Little to no cost to your agency.

- 100% benefit to your communities and clients.
Why is Peer Leadership Important?

- In Veteran Services and Social Services industries, promotions and opportunities for advancement are limited.
- To perform the tasks needed in our agencies, we must recruit and retain a talented, compassionate, and dedicated team.
- Support and empowerment
- Flattening the playing field
- Self-Care
- Coaching and Mentoring
Training Topics and How to Implement

- Personality/Communication Models
  - PACE Palette/True Colors
Personality / Communication Models

The PACE Palette

Your PACE Palette Score:

Relationships are important to me.
I have lots of friends...both humans and furry.
I value integrity, I'm authentic and unique.
I like helping others become what they can be.
I embrace emotions...both mine and others.
People are far more important than things.
I enjoy flowers, music, romantic movies and nature.
I love to help friends solve their problems.
I'm caring, intuitive and a great listener.
Empathy and sensitivity are both easy for me
because I'm very perceptive.
I thrive on recognition and acceptance.
I excel at motivating people.

BLUGs see the possibilities in others – and in themselves. They are highly creative and constantly growing. 
Uniqueness is important, yet they can shift identities to fit the situation. Life is a search for meaning. Warmth and companionship flow easily and with sincerity. Devoted friends, they love to talk, share and help. BLUGs are imaginative, genuine and have lots of sensitivity to the thoughts and feelings of other people.
Training Topics and How to Implement

- Personality/Communication Models
  - PACE Palette/True Colors
  - Strengths Finder
## Personality / Communication Models

### Strengths Finder 2.0

**Authors:** Don Clifton and Tom Rath

**Categories:**
- Executing
- Influencing
- Relationship Building
- Strategic Thinking

#### Executing
- Achiever
- Arranger
- Belief
- Consistency
- Deliberative
- Discipline
- Focus
- Responsibility
- Restorative

#### Influencing
- Activator
- Command
- Communication
- Competition
- Maximizer
- Self-Assurance
- Significance
- Woo

#### Relationship Building
- Adaptability
- Connectedness
- Developer
- Empathy
- Harmony
- Includer
- Individualization
- Positivity
- Relator

#### Strategic Thinking
- Analytical
- Context
- Futuristic
- Ideation
- Input
- Intellection
- Learner
- Strategic
Training Topics and How to Implement

- Personality/Communication Models
  - PACE Palette/True Colors
  - Strengths Finder
  - Myers-Briggs
Personality / Communication Models

ISTJ
- Responsible, sincere, analytical, reserved, realistic, systematic, hardworking, and trustworthy with sound practical judgment.

ISFJ
- Warm, considerate, gentle, responsible, pragmatic, thorough. Devoted caretakers who enjoy being helpful to others.

INFJ
- Idealistic, organized, insightful, dependable, compassionate, gentle. Seek harmony and cooperation, enjoy intellectual stimulation.

INTJ
- Innovative, independent, strategic, logical, reserved, insightful. Driven by their own original ideas to achieve improvements.

ISTP
- Action-oriented, logical, analytical, spontaneous, reserved, independent. Enjoy adventure, skilled at understanding how mechanical things work.

ISFP
- Gentle, sensitive, nurturing, helpful, flexible, realistic. Seek to create a personal environment that is both beautiful and practical.

INFP
- Sensitive, creative, idealistic, perceptive, caring, loyal. Value inner harmony and personal growth, focus on dreams and possibilities.

INTP
- Intellectual, logical, precise, reserved, flexible, imaginative. Original thinkers who enjoy speculation and creative problem solving.

ESTP
- Outgoing, realistic, action-oriented, curious, versatile, spontaneous. Pragmatic problem solvers and skilled negotiators.

ESFP
- Playful, empathetic, friendly, spontaneous, tactful, flexible. Have strong common sense, enjoy helping people in tangible ways.

ENFP
- Enthusiastic, creative, spontaneous, optimistic, supportive, playful. Value inspiration, enjoy starting new projects, see potential in others.

ENTP
- Inventive, enthusiastic, strategic, enterprising, inquisitive, versatile. Enjoy new ideas and challenges, value innovation.

ESTJ
- Efficient, outgoing, analytical, systematic, dependable, realistic. Like to run the show and get things done in an orderly fashion.

ESFJ
- Friendly, outgoing, reliable, conscientious, organized, practical. Seek to be helpful and please others, enjoy being active and productive.

ENFJ
- Caring, enthusiastic, idealistic, organized, diplomatic, responsible. Skilled communicators who value connection with people.

ENTJ
- Strategic, logical, efficient, outgoing, ambitious, independent. Effective organizers of people and long-range planners.
Training Topics and How to Implement

- Personality/Communication Models
  - PACE Palette/True Colors
  - Strengths Finder
  - Myers-Briggs
  - Kolbe
Personality / Communication Models

Sample Result

Continuum

Prevent Problems
Initiate Solutions

Kolbe Action Modes™
Fact Finder
Follow Thru
Quick Start
Implementor

Your Kolbe Strengths
Simplify
Systematize
Stabilize
Build
Training Topics and How to Implement

- Personality/Communication Models
  - PACE Palette/True Colors
  - Strengths Finder
  - Myers-Briggs
  - Kolbe

- Eco-Maps
Training Topics and How to Implement

- Personality/Communication Models
  - PACE Palette/True Colors
  - Strengths Finder
  - Myers-Briggs
  - Kolbe
- Eco-Maps
- Active Listening
- Book Club
Book Clubs

- Self-Care
- Professional Development
  - Leadership and front-line staff
  - Support group
  - Coaching/Mentoring
Training Topics and How to Implement

- Servant Leadership
  - Professionalism
  - Executive Maturity
  - Modeling
- TED Talks / Podcasts
Audience and Location

- Meeting Openers
  - Pulse Check
Pulse Check
Pulse Check

- What’s New?
- What’s Good?
- What can you do better as a team?
- What can we do better as a team?
Audience and Location

- Meeting Openers
  - Pulse Check
  - Bright Spots
- Individual Supervision/1:1
- Staff Meetings (2-20 people)
- Large Trainings (25+ people)
- Client-centered focus
Client-Centered Focus

▪ Mediation
▪ De-escalation
▪ Motivational Interviewing
▪ Trauma-Informed Care
Audience and Location

- Meeting Openers
  - Pulse Check
  - Bright Spots
- Individual Supervision/1:1
- Staff Meetings (2-20 people)
- Large Trainings (25+ people)
- Client-centered focus
- Mentoring / Coaching
Resources/References

- TED Talks
  - www.ted.com

- Podcasts
  - t3: Changing the Conversation
  - Coaching for Leaders

- Non-Profit Leaders Network
  - www.nonprofitleadersnetwork.com

- Volunteers of America National- KeyMakers Program
  - Nicole Jones: nicjones@voa.org
  - Linda Goble: lgoble@voa.org

- MindTools
  - www.mindtools.com
Resources (continued)

- PACE Palette
  - www.paceorg.com

- Strengths Finder
  - www.gallupstrengthscenter.com/strengthsfinder

- Myers-Briggs Type Indicator
  - Official: www.myersbriggs.org
  - Fun/Unofficial: www.16personalities.com/free-personality-test

- Kolbe
  - www.Kolbe.com

- Servant Leadership
  - “Leaders Eat Last” by Simon Sinek

- Emotional Intelligence

- Invite staff to research/lead discussion topics
Contact

Anne Vandervort  
annev@voamid.org

Anyah Hoang  
anychh@voamid.org