

Adult Protective Services (APS)
Customized Assistance Services (CAS)
Emergency and Intervention Services (EIS)
HIV/AIDS Services Administration (HASA)
Home Care Services Program
Supportive Affordable Housing Program

IT STARTS WITH US

A Commitment
to Excellence



HRA SPECIAL SERVICES RETREAT

Downtown Conference Center
PACE University
157 William Street
New York, NY 10038

Thursday-June 14, 2018

Reference(s)

- I. Jorgensen, Ray; The Leadership Institute
- II. Arbinger Institute



Agenda

8:30 A.M. – 9:00 A.M. Introductions/Breakfast
Annette Holm, HRA Chief Special Services Officer
Grace Bonilla, HRA Administrator
Gary Jenkins, HRA First Deputy Commissioner

9:00 P.M. - 9:15 A.M. Who are you? (Tell me something about yourself)
Reflective Moment

9:15 A.M. - 9:45 A.M. “Fear Factor” activity
(Can I **trust** you but still work together?)

9:45 A.M. - 10:45 A.M. “Strengths Finder **Leadership** Themes”
(Explain Four/4 Domains)

Individual Activity

1. Identify which term primarily applies to you (if any)?
2. Which terms if any, do you aspire to develop?

Collaborative Activity (3-4):

- Select a presenter, recorder, time keeper
1. Identify/list at least three words under the appropriate leadership domain theme
 2. Group presentation to others; and how did you all come to your collective decisions?

10:45 A.M. - 10:55 P.M. **BREAK**

10:55 A.M. – 12 P.M. **Reflective Activity: “What is a Leader, Manager, Team Player?”**

1. Have each participant write down their own thoughts
2. Then call on volunteers to share out as we post on chart paper for discussion
3. Now based on the feedback, take a step back to reflect as we apply their responses to their current workplace situation (compare/contrast) purposes

12 P.M. – 1 P.M. **LUNCH BREAK**

1 P.M – 2 P.M. **Learning Conversation Guidelines**

- **Listen for Understanding**
“Breaking down silos, let’s go TEAM!”
- **Speak from the Heart**
“Optimizing internal/external relationships”
- **Suspend Judgement**
“Be receptive/flexible because there could be more...”
- **Hold Space for Difference**
“Embrace the ‘change agent’ and varied Workplace dynamics”
- **Slow Down the Inquiry**
“Pause before reacting.... Let’s share applicable information to maximize client and workplace personnel outcomes”

2:00 P.M. - 3:00 P.M.

What does “Collaborative Leadership” mean to you?

(“Everything rises and falls on effective leadership”)

3:00 P.M. - 3:10 P.M. **BREAK**

3:10 P.M. - 4:00 P.M.

“Leadership and Self-Deception: Getting Out of the Box”

4:00 P.M. – 4:20 P.M.

“Systematic Problem Solving”
(Overview for collaboration)

4:20 P.M. – 4:45 P.M.

What do people want from their jobs?
(Tally Activity)

4:45 P.M. Closing Remarks by Annette Holm