

CRCCP: BUILDING A COMMUNITY OF PRACTICE

JUNE 21-24, 2016, LAKE GEORGE, NEW YORK

KEYNOTE – DR JOHN LYONS

Managing the Business of Personal Change: Collaborative Outcomes Management

John presented as a very warm and entertaining speaker who had just had throat surgery. Speaking about his experience he reflected that 'they promised me a husky Marilyn Monroe voice, instead they gave me Mickey Mouse (which they did).

John raised the risks associated with viewing ourselves as a service based industry – instead he sees our work as being in a **TRANSFORMATION INDUSTRY** and highlights that you can't manage a business that you can't measure. He highlights that all too often our children are seen as a commodity and asks the question – how can we engineer the collective wisdom of others into our daily work with children? He suggests that conflict resolution is the essence of our transformative work and argues that we must strive to come to a shared vision of what we do. He argues that his

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vision for child care is transformation - HELPING PEOPLE TO CHANGE THEIR LIVES FOR THE BETTER. The vision therefore needs to continually focus on the person and not the intervention. John goes on to discuss the development of a well-

established measure in the USA called the Child and Assessment Needs and Strengths (CANS). This is a free measure to use, it requires some initial vetting processes, and may be useful for us to have a look at and consider if it might be helpful. Finally, John talked about needing to make any measure useful and applicable for those completing it. 'If it's hard to inspire, the less you require'...referring to the need to make any outcomes measure simple and easy to use for intended population...'if you use it...then it's useful.

KEY POINTS:

- **Tell me, and I forget. Teach me, and I remember. Involve me, and I will learn.**
- Policy change should be about striving to promote success, not avoiding previous problems.
- **Crucial questions to ask ourselves:** (see Adam Leipzig on YouTube)
 - Who are we?
 - What do we do?
 - Who do we do it for?
 - What do they need and want?
 - How do they change as a result of what we do?