



# IDOC Ambassador Support Plan



Ambassadors serve as a unique and powerful network to help move **Leading From Within** throughout the organization. These individuals share the goal of creating a better workplace by improving trust, respect, and rapport at every level. Because they are acting peer to peer, many times they are able to meet resistance from an equal point of view. By doing this, it creates a safe space for people to share their thoughts, goals, and concerns while strengthening relationships and building skills at the same time. Ambassadors serve as a local resource for leaders as they continue their development path.

## **Ambassadors Support Ideas. Maximize the tools, drive impact and be the model:**

- Leveraging **HEAT** conversations during Leadership Walks. A simple “how are things going” and “**TIDES**” can start a great conversation. Take notes and check in or follow up after.
- Using your knowledge of **Styles** and demonstrating examples of **Flexing** to better connect with different personalities and communication styles.
- Not shying away from demonstrating how to do things and practice often with your team, utilizing the **Skills Transfer Process**. Always providing coaching and feedback. Remember: Practice doesn't make perfect... Perfect practice makes perfect!
- Encouraging your team to shadow your interactions, while you also shadow theirs. Talking about what went well, what didn't, and how the next interaction could be even better! Examples here are riding sidecar to your team members as they perform **leadership walks, GCG's, and Difficult Conversations**, in both proactive and reactive situations (**De-Escalation**).
- Leveraging the **3x3** structured communication model around your expectations of yourself as a leader, and of your team members. Are you clear and aligned? Is your team member clear and aligned? In what different ways can we use the 3x3? Is there purpose moving forward once expectations are crystal clear (**CAP**)?
- As we marry this together, continue to practice making these transitions as authentic and natural as possible. There are many interactions that will take place with your team that aren't scripted or planned, however, we can still work within our toolkit in order to ensure success for those on your team, and for the overarching vision of IDOC.



Leading From Within

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Example Interactions	Actions To Demonstrate
<b>Peer to peer conflict</b>	When someone comes to you with an issue, they have with someone else, take the time to understand the situation from their point of view, allowing them to empty their bucket. Explain why it is important for them to talk with the other person directly and discuss the desired outcome. Then, demonstrate and practice the difficult conversation to help them work through the scenarios. Be sure to follow up and check on the progress and provide additional coaching where needed.
<b>Visual frustration/ annoyed</b>	When you sense tension, the de-escalation process will help “lower the temperature” and reduce resistance. Seek to understand by clarifying the issue using TIDES. Once you feel that you think you know the situation, restate YOUR understanding of what you think you heard and gain their agreement before moving forward.
<b>How to approach admin team member</b>	When someone comes to you for help with an admin team member, use the de-escalation process to identify what needs to be addressed and why they feel they can't approach their admin member. Make sure to isolate the issue(s) in order to get to the root of the frustration. Demonstrate and practice the conversation in order to encourage open engagement and build confidence in this skill set. Be sure to follow up and check in on the progress and provide additional coaching as needed.
<b>During a conversation you notice a shift in body language</b>	A shift in tone, speed of speech, or body language should signal the need to assess the situation. Call a time out. Assess what caused the shift in these areas, and how you may have affected the change. Be open and transparent during this exchange. You may need to shift your approach, or even pause the conversation and continue at a later time.
<b>Best Practice Tip</b>	Demonstrate and practice often! Carry and use your quick card reference (transparency shows everyone is growing together and builds trust and respect).