

KS

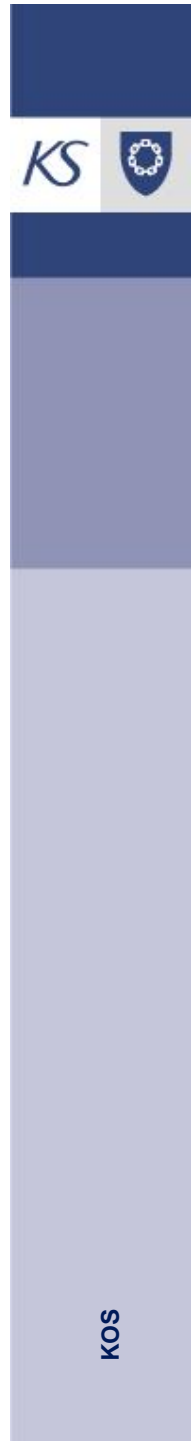


# 4th Quality Conference 2006

Good with People

# My name is Liv Kaatorp

I represent the Norwegian Association of  
Local and Regional Authorities.



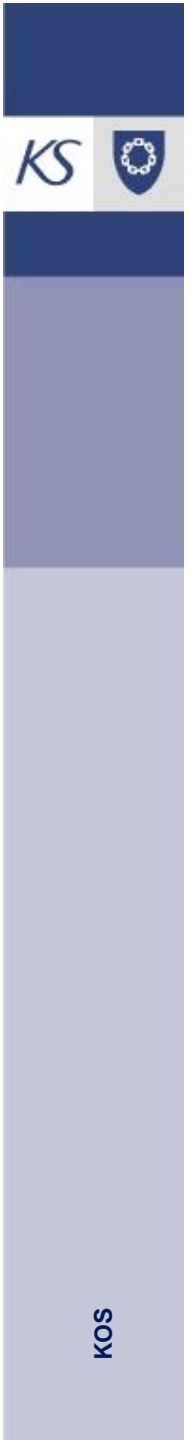
# Good with People

a project for health and social services

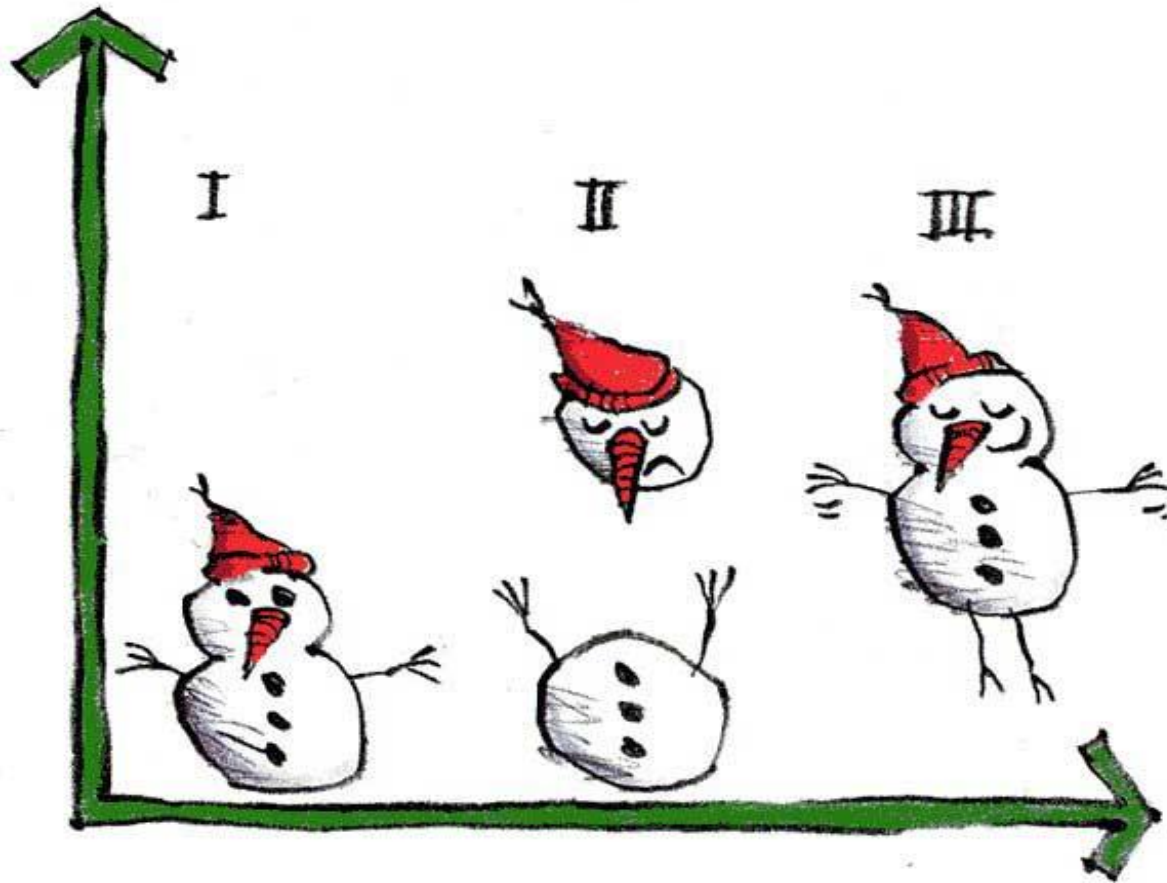


# Aims of the project

- q Better quality services for users
- q Better management
- q Empowered professionals working together
- q Culture of growth and inspiration



# Our goal



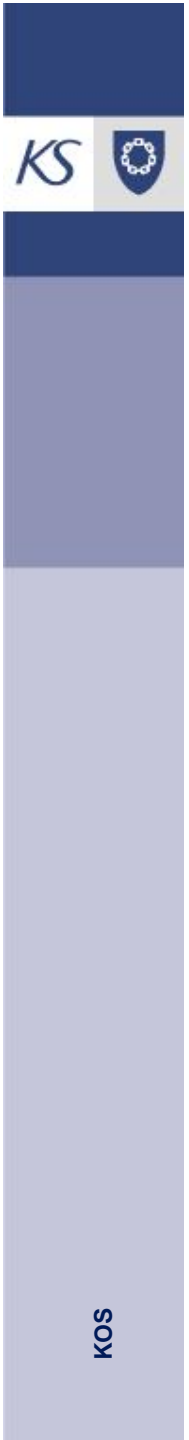
# Health and Social Services

1989:

- q More responsibilities for Municipalities
  - q Institutions
  - q Home-care
  - q New laws
  
- q Increased numbers of professionals

# What they said

**”The project has been very motivating for all my work, both as a manager and a professional and I am glad I participated.”**



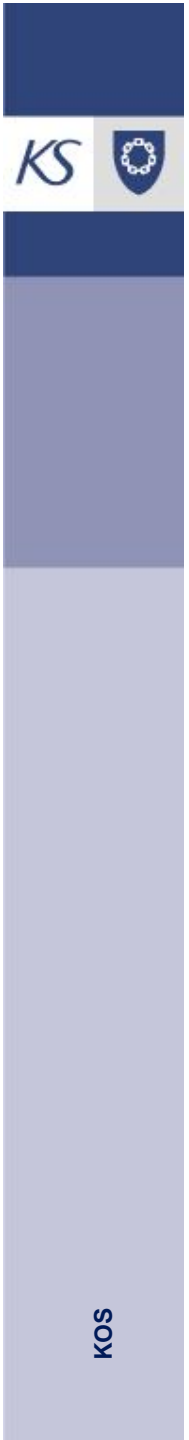
# What they said

**”Using a solution-focused approach  
it's easier to work with people.”**

**”Best program I have been through  
in 30 years in the profession”**

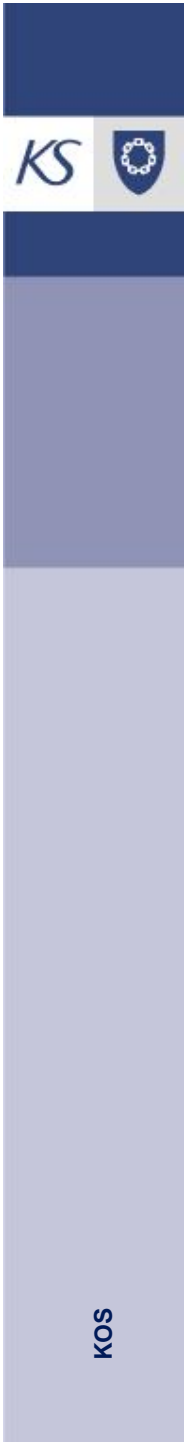
# What they said

**“This type of project is very positive,  
because it gives personal and  
organizational development”**



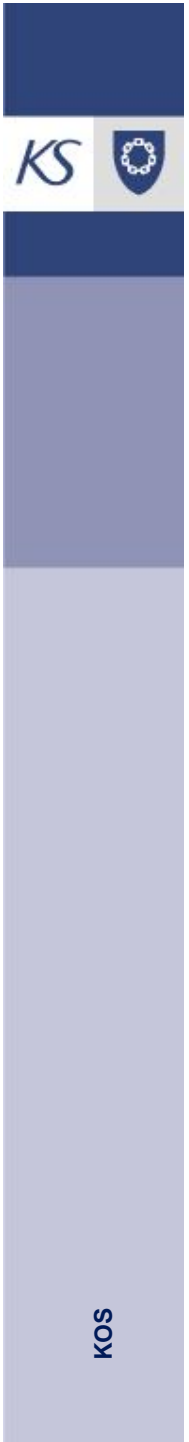
## What they said

**”Useful content. Increased self confidence and finally the feeling that our employer takes us middle managers seriously”**



# We agreed to a bottom-up process

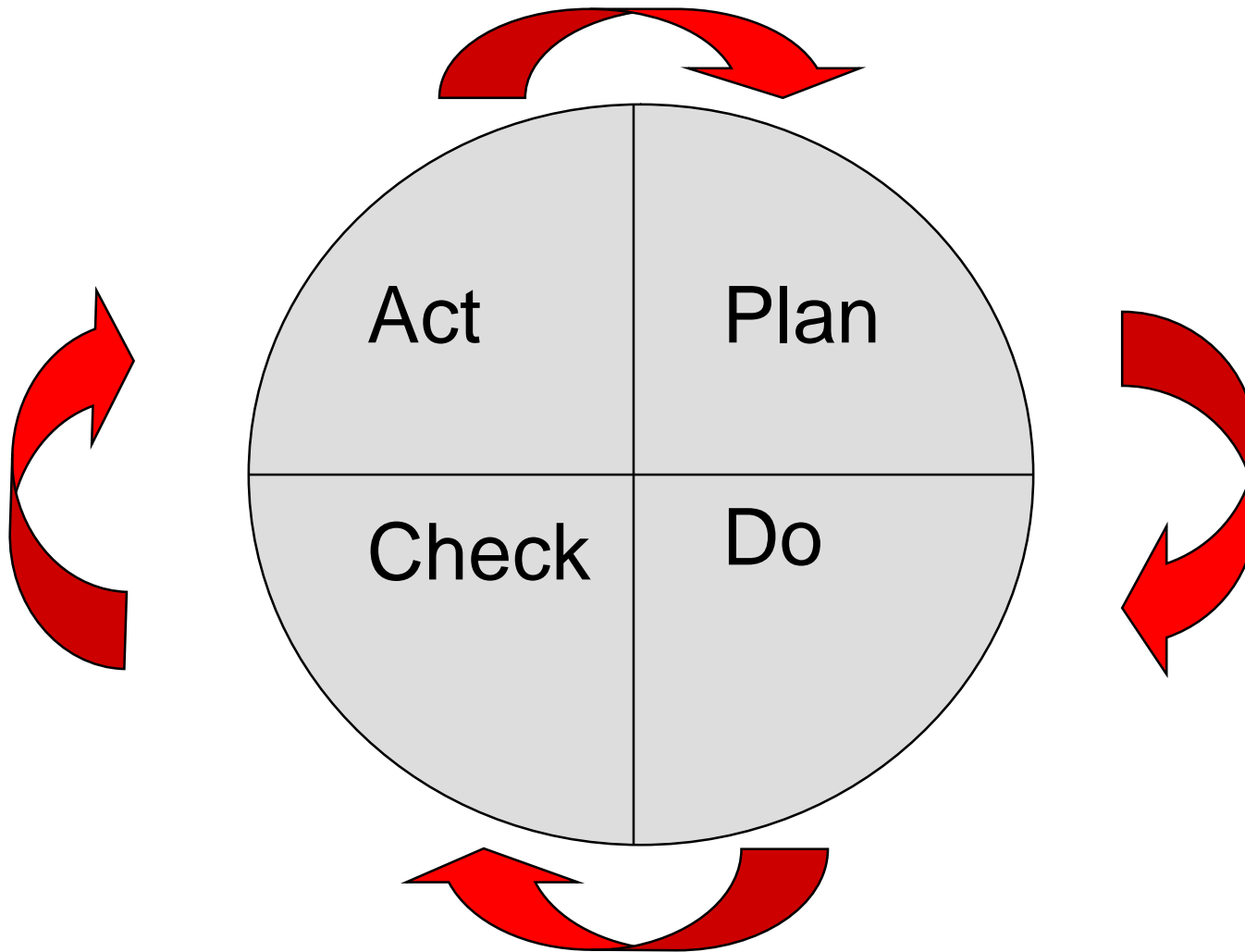
- q Decide **own goal + own plans**
- q Choose a **local project manager**
- q **Complete** agreed aim
- q **Report and share** learning



# The project values

1. Communicate with users
2. Empower all professionals involved
3. Manage = facilitating + supporting
4. Co-operate between professionals

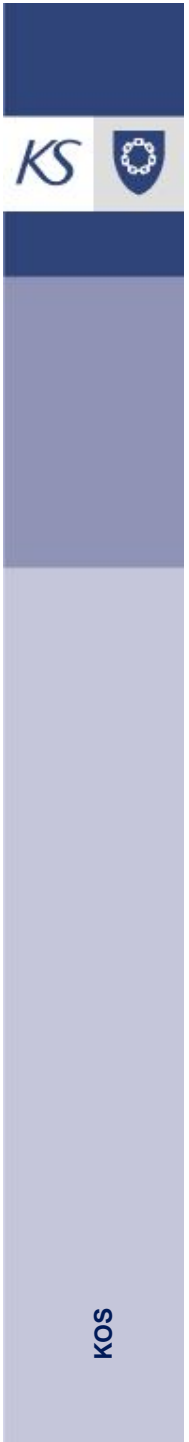
# The learning process



# The process

- q Time
- q Clear aims
- q Understanding
- q Enjoyment
- q Celebration





# What municipalities did

- q 7 - 8 training events
- q 21- 200 participants / professionals
- q 2 - 9 different departments involved

# The manager's role

- q Keep enthusiasm alive
- q Hold focus and connect aims
- q Give constructive feedback and support
- q Ask coaching questions

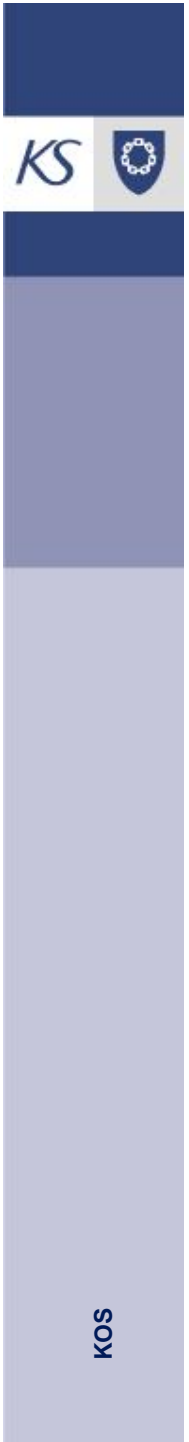
# Needs for the future

- q More people
- q More skills
- q More younger people
- q Better image
- q Better reputation



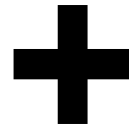
# Keys of our success

- q Clear aims
- q Bottom-up ownership
- q Values
- q Manager's role
- q Support (GWP)
- q Resources (GWP)

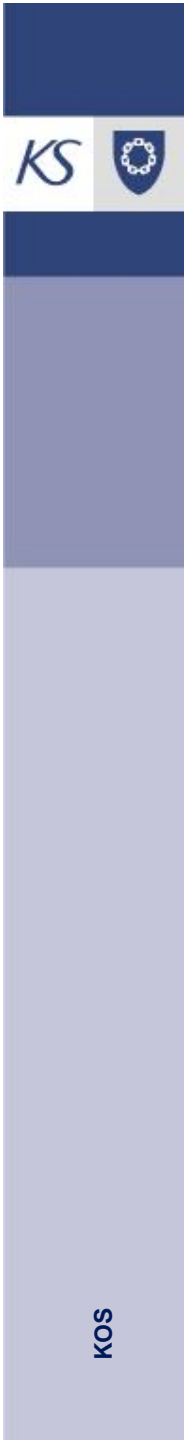


**A new spirit ...**

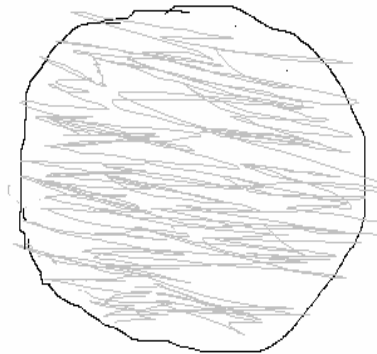
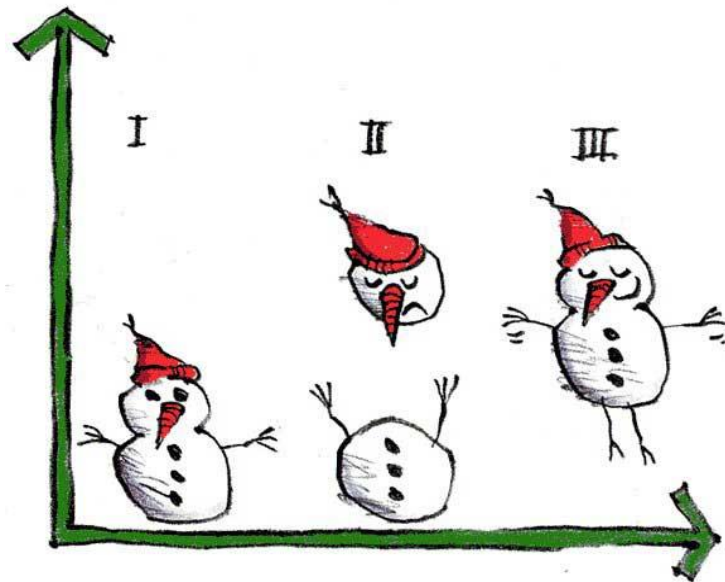
**enthusiastic cooperation**

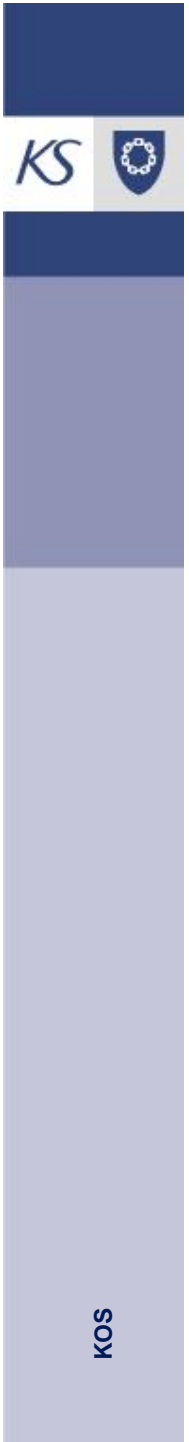


**a strong feeling of  
ownership**



# A snow ball effect...





**Sharing**  
**knowledge and values**  
**at a new, deeper level ..**