

Relationships of Excellence

Living Mission toolkits are provided to help you facilitate formation experiences. Use whatever combination of behaviors, discussion questions, activities or talking points that will create a meaningful formation experience for your team.

OBJECTIVES

- Explore the dynamics between excellence and right relationships
- Apply steps toward building relationships of excellence

FORMATION52: Mercy Values on Deck

Mercy Formation cards **Excellence 1, 2, 5**, **Justice 7, 9** and **Stewardship 2** align with the Mercy Formation: Path to Excellence content.

Pray

Use this or another prayer with your team

God of Mercy, may our unity with one another and all who share in the same commitment to the ministry of Mercy be a source of confirmation and inspiration to each of us. Amen

Reflect

Use the talking points below to introduce the concept to your team

- Our values and charism have to work together if we are to create a Mercy culture and experience. As we strive for excellence it is important for us to be in right relationships with our team and the teams with whom we work. It is the heart of the Mercy saying, “Who we are together [right relationships] is as important as anything we will accomplish [excellence].”
- Although we work in many different roles and fulfill many functions across the ministry, it takes each co-worker and leader working together to achieve our goals. There are no ‘Lone Rangers’ in excellence; we depend on each other.
- Stressful situations can either strengthen right relationships or threaten and damage them. When communication breaks down and defenses go up, it is easy to judge and blame. But the call to excellence helps us look past flaws and motivates us to embrace a spirit of teamwork, process improvement, and reconciliation.

Share

Use these questions to explore Mercy Culture with your team

1. Who are the people that lift you toward excellence? How do they do it? Be specific (name the behaviors).
2. What steps could I/we take moving forward to create relationships of excellence?
3. How can we reach out to those teams we work closely with to develop right relationships and mutual excellence across departments?
4. Who depends on me/us to live out the Mercy value of excellence?
5. How are reconciliation and forgiveness essential to excellence?

Serve

Use these behaviors to bring Mercy Culture to life with your team

- Be open to the suggestions of others
- Celebrate professional and personal accomplishments
- Create a culture of excellence by recognizing hard work and effort, not just end products
- Greet people in the hallways by name when possible
- Look for unmet needs and work to meet them

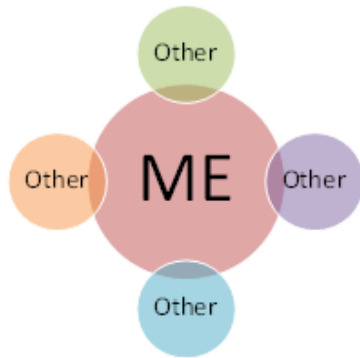


MERCY
FORMATION:
LIVING MISSION

Optional Activity - ME & WE

Activity explanation

Mercy excellence starts with each one of us, but we do it together. Use the activity below to discuss the differences between individual and communal excellence with your team. NOTE: You'll need to find a way to share the images below with your team. Either show the images on your screen, share this page, or recreate them on a whiteboard or flipchart in your meeting area.



Individual Excellence



Mutual Excellence

Discuss the illustration on the left with your team. It shows that my Excellence (“Me”) is influenced by “Others,” whether they are on my team or from other departments. Others’ perception of my excellence depends on the excellence of those around me.

Ask

- How do you define excellence for yourself? For our team?
- Who are the ‘others’ that influence people’s perception of our/your excellence? [Name names and departments]

Discuss the image on the right. It suggests that mutual excellence depends on a spirit of “WE” where everyone is contributing to each other’s excellence. We know when we accomplish this when patients, family members, and our communities perceive Mercy as being excellent as a whole.

Ask

- Who are the “others” on my team or from other departments that have a direct impact on my/our ability to live out the Mercy value of excellence?
- What do they do regularly to contribute to my/our excellence?
- What are some things I wish they would do differently to enhance my/our ability to be excellent?
- Who are the “Others” that depend on me/us to live out the Mercy value of excellence?
- What do I/we do regularly to contribute to others’ excellence? How do I/we sometimes fall short?
- What more could I/we do?

Facilitator Note: Listen for follow up action items to take steps toward building relationships of excellence.

*The simplest and most practical lesson I know is to resolve to be good today and better tomorrow.
Catherine McAuley*