

# Leadership 2020

## Feedback, Impact, and Outcomes

### 1: Enhancing personal leadership capacity

The Leadership 2020 program has had a greater impact on people than we ever could have imagined. It has increased the confidence of current and future leaders, enabled them to make change, inspired them to further their careers, built meaningful and powerful relationships, connected them with and increased their understanding of ministry and community allies, and offered pathways towards reconciliation.

**81%** of participants reported that the Leadership 2020 program integrated knowledge, skills, and tools that **enhanced their personal capacity as a leader**.

**65%** of participants developed **greater cultural awareness** and understanding and the capacity to be more culturally agile and **work across differences**.

The program teaches how leadership is, among other things, reflective and participatory. As such, the program has a profound impact not only on the individual participants, but also their colleagues, teams, and organizations. The skills, approaches, and tools they bring back to their organization create a platform for continued learning, growing, knowledge application, and leadership development

**85%** of participants have since “initiated, tried, or achieved” a positive shift or change in their day-to-day work that they were **personally proud of**.

**75%** of participants “initiated, tried, or achieved” a change at the **team or program level** (60% were part of a change that affected their entire agency or service area).

People working in the social care sectors often deal with some of the most heart-wrenching stories and tragic circumstances. The work is often unpredictable, frequently emotional, and rarely is success achieved quickly. All this takes a toll on people. But Leadership 2020 participants learn the value of well-being, reflection, and self-care—for both themselves and their colleagues.

**70%** of participants had developed a holistic understanding of wellness as a means of **ensuring a healthy work climate** for themselves and for their peers and colleagues.

**86%** of participants **better understood who they were as a person** (their strengths, interests, preferences, values, styles) and how this affects their leadership practice.

“I FOUND MY VOICE, WHICH WAS BIGGER THAN I EVER IMAGINED IT COULD BE. I EMBRACED MY VULNERABILITY. I LEARNED TO TRUST MY GUT.”

Last year’s program evaluation collected responses from past graduates. Their responses included heartfelt thanks, personal stories of change, reports on career progress. More than anything, responses spoke of increased confidence, newfound courage, and valuable connections. Leadership 2020 is creating the leaders of tomorrow.

“MY GREATEST LEARNING WAS THAT LEADERSHIP COULD BE PERSONAL; ONE ON ONE; AND WASN’T NECESSARILY LEADING A GROUP.”

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### 2: Understanding and working across differences

The Leadership 2020 program understands that the wide-reaching social care sector is a complex system addressing complex social issues. It also understands—and teaches participants—exactly what that means. Participants are challenged to engage in systems thinking, appreciative approaches, and new frameworks to identify, understand, and work in complexity.

**81%** of Leadership 2020 participants learned new concepts, frameworks, and tools that increased their ability to **work effectively at different levels within complex systems**.

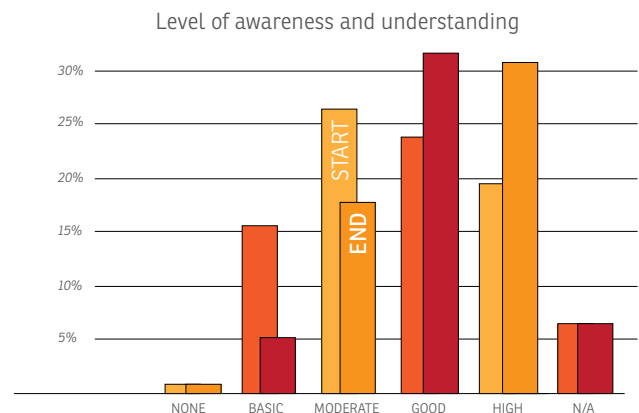
**86%** of participants learned how to engage with others (and **the importance of engaging others**) in order to deal effectively with today's complex challenges.

**"LEADERSHIP 2020 INSPIRED ME TO RISE ABOVE THE CURRENT CONDITIONS AND CREATE A VISION FOR CHANGE GOING FORWARD."**

By blending staff from various backgrounds and different areas of the social care sector, the Leadership 2020 program is able to increase each participant's understanding of the work done by their allies and partners across the sector. Almost all participants increased their level of understanding about the work of others over the course of the program.

**82%** of participants learned to apply tools and frameworks **to better understand the perspectives of others** and to overcome limiting beliefs, fears, judgments, biases, and cynicism about their working relationships.

The chart below shows **the extent to which government staff understood the work of Aboriginal Friendship Centres, Delegated Aboriginal Agencies, and Community Organizations** at the start of the program compared to the end of the program.



The second chart (below) shows **the extent to which participants from Community Agencies, Aboriginal Friendship Centres, and Delegated Aboriginal Agencies understood the work of government** at the start of the program compared to at the end of the program.

