



KNOWN & LOVED - FULL-DAY IMMERSION PROGRAM

FAQs

Why am I expected to attend this program?

The Southern Cross Care Qld Board and Executive Leadership Team have set an ambitious target to improve the culture of SCCQ as a workplace and to fulfil the vision to grow communities where best lives are lived. That vision begins with ensuring that all staff have the opportunity to live their best lives. Only if the staff of SCCQ feel Known & Loved will residents, clients and families experience that same sense. It's essential that all staff engage with the Known & Loved program to recognise the vital part that they play in bringing to fruition the vision of growing communities where best lives are lived.

What is the Known & Loved intensive program?

This program is unlike any other professional learning or training that you've probably done before. The day-long program is interactive, reflective, very engaging and touches on both personal and professional aspects of your life. Unlike most professional learning that focuses on the 'what' and 'how' of our work, this program focuses on the 'who' and the 'why'? It's an invitation to reflect on how YOU show up in the work that you do; the choices we make about the way that we go about our daily roles; how the simplest things help or harm the creation of a culture where every person matters.

The program facilitator, Greg Sunter, is an engaging, energetic and entertaining presenter who brings the spirit of Known & Loved to life.

What have previous participants said about the program?

- Thoroughly enjoyed. The session was very insightful and informative. :)
- I enjoyed chatting to colleagues about our values/strengths. It was interesting to gain a deeper understanding of the people I work with every day.
- I think all staff should give it a go, I found the program life changing for myself and the people around me.
- I thought the entire program was really well put together and gave all those who attended the session a sense of empowerment.
- A great opportunity to pause, reflect and engage in things that matter with others from across the organisation.

Is this different from the 90-minute session I did as part of my induction day?

Yes, it is. If you're a newer SCCQ staff member, you may have participated in an induction day that included a 90-minute introductory session on Known & Loved.



This full-day, intensive program re-visits the five pillars of Known & Loved but explores them in much greater depth and focuses on different aspects of the five pillars.

If you've already done the introductory session, you'll be at a great advantage because you'll have some familiarity with the language of Known & Loved and you may have already been putting some of the ideas in to practice.

Will I be paid for my attendance?

Attendance at the Known & Loved intensive program is regarded as a rostered shift in your normal work. You may be asked to attend the program in a time slot that is different from your usual roster, but the program is seen as a full rostered shift for the day. You will be paid your normal rate for your attendance at Known & Loved.

How do I dress for the program?

It is not necessary to wear your SCCQ uniform to the program. In fact, we encourage participants to dress in appropriate, comfortable, casual attire for the session.

What do I need to bring with me?

There's not too much that you need to bring with you for the session. Notebooks, pens, food and drink are all provided on the day. You may wish to bring a water bottle with you if that's your preference.

Please make sure that you have communicated your dietary requirements through the expressions of interest QR code.

If you require any visual or auditory support to enable your participation in the day, please contact your site manager.

Finally, we ask all participants to undertake two short profile assessments prior to attending. It is essential that you bring the reports from these two assessments with you to ensure your full participation in the program. It's preferable that you bring the reports in printed format, but having the reports in a digital format (on your mobile phone, tablet or laptop) is OK.

The two assessments that you need to complete prior to your attendance are:

Personal Values Assessment: www.valuescentre.com/tools-assessments/pva

and

The VIA Character Strengths Survey: <https://viacharacter.org>