



Hope

Sources:

- *Making Hope Happen, Shane Lopez, Ph.D.*
- *The Psychology of Hope, Snyder*
- *Dr. Chan Hellman, University of Oklahoma (some slides)*
- *Akshay Malik, International Journal of Scientific and Research Publications, Volume 3, Issue 10, October 2013 1 ISSN 2250-3153*

Welcome



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Images of Hope



Images of Hope



Theoretical Foundations

Hope matters.

Hope is a choice.

Hope can be learned.

Hope can be shared with others.

Science of Hope

- When asked what we want in life, we ultimately refer to the pursuit of happiness – we desire to flourish.
- Hope represents a theory of change that helps us understand how individuals, families, organizations, and communities thrive.
- Almost 2,000 empirical studies show that:

Hopeful individuals, families, organizations, and communities THRIVE.

- Hope is one of the top predictors of well-being for adults and children.



What the Research Shows

Hope is the leading predictor of satisfaction and happiness in life.

Work

Lower unplanned absences (4x)
Higher productivity (1 day/week)
More open to organizational change
Reaching goals more often and sooner
More resilient to stress, vicarious trauma
and compassion fatigue
Higher profits and lower employee
turnover

Education

Higher academic performance
(K-College)
Better predictor of success than
ACT and LSAT

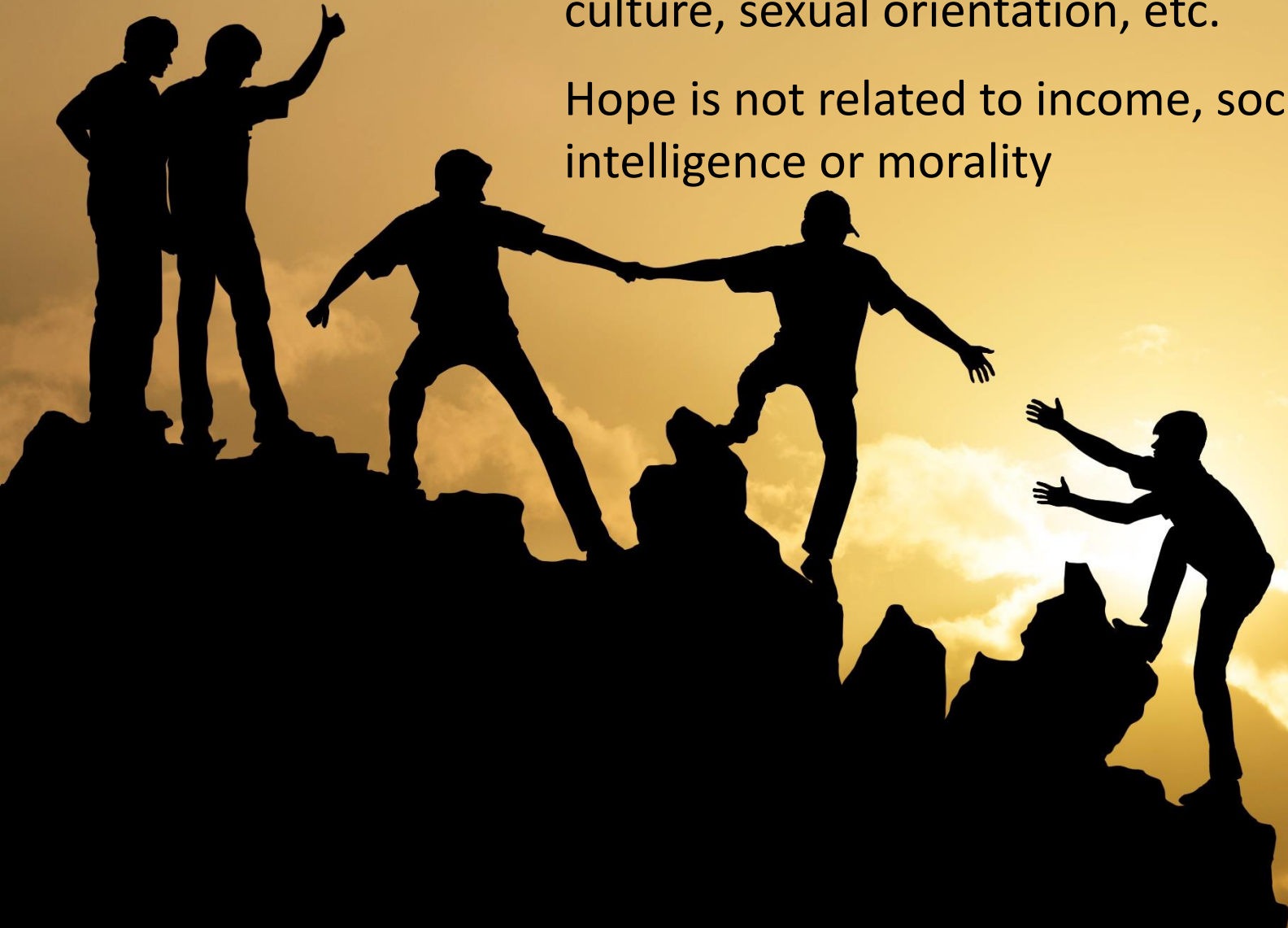
Health

Increased healthy behaviors
Follow treatment plans and take
medication
Higher pain tolerance

Universality of Hope

Hope is universal across race, gender, culture, sexual orientation, etc.

Hope is not related to income, social status, intelligence or morality



What does it mean to be high hope?

High Hope People Believe:

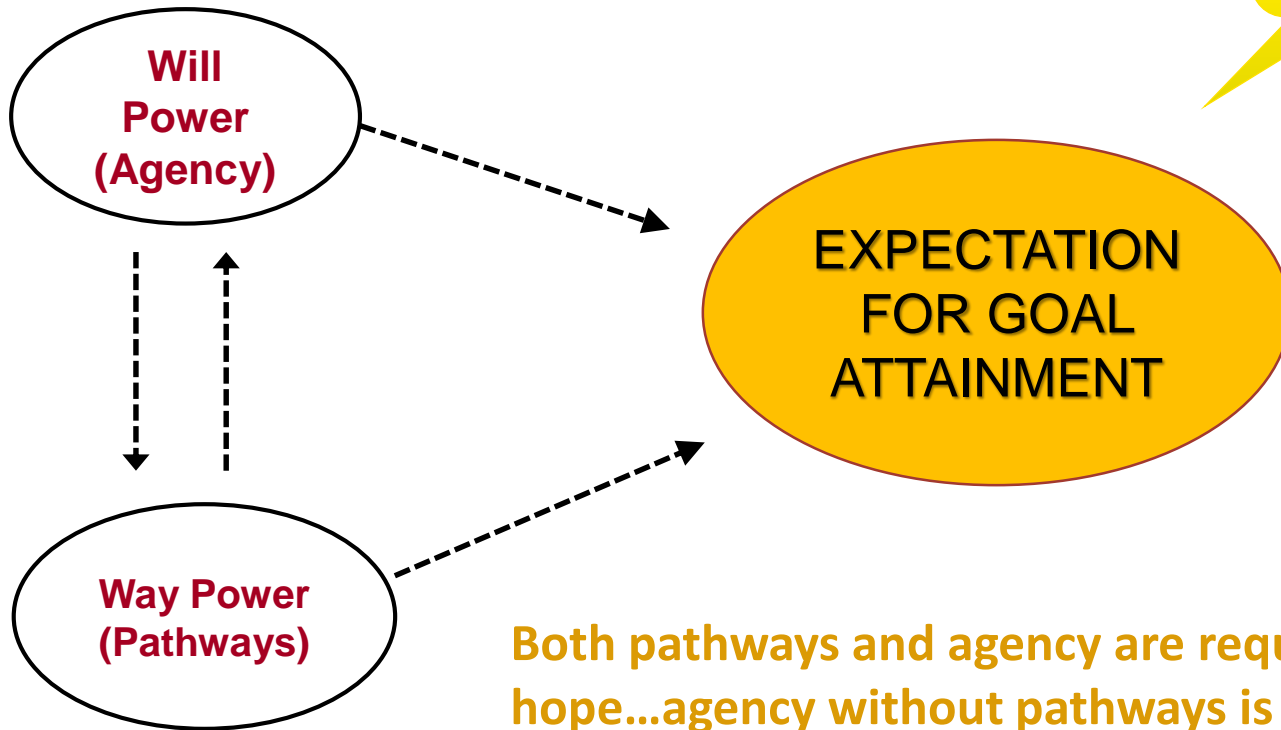
1. The future will be better than the present.
2. I have the power to make it so.
3. There are many paths to my goals.
4. None of them is free of obstacles.



Source: [Making Hope Happen](#), Shane Lopez, Ph.D.

Hope Theory

Hope Theory

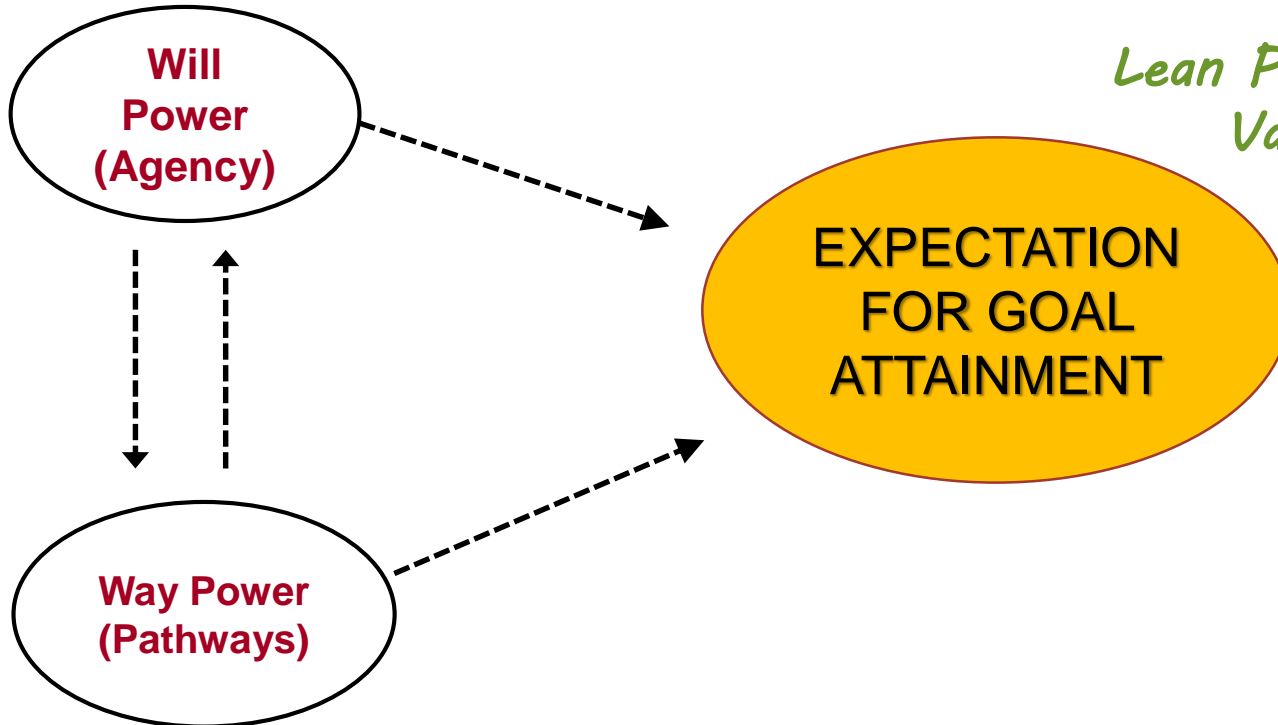


Both pathways and agency are required for hope...agency without pathways is more likely a wish!



Hope Theory and Lean

*Lean Principle:
Pull; Eliminate Waste*



*Lean Principle:
Value*

*Lean Principle:
Problem Solving*



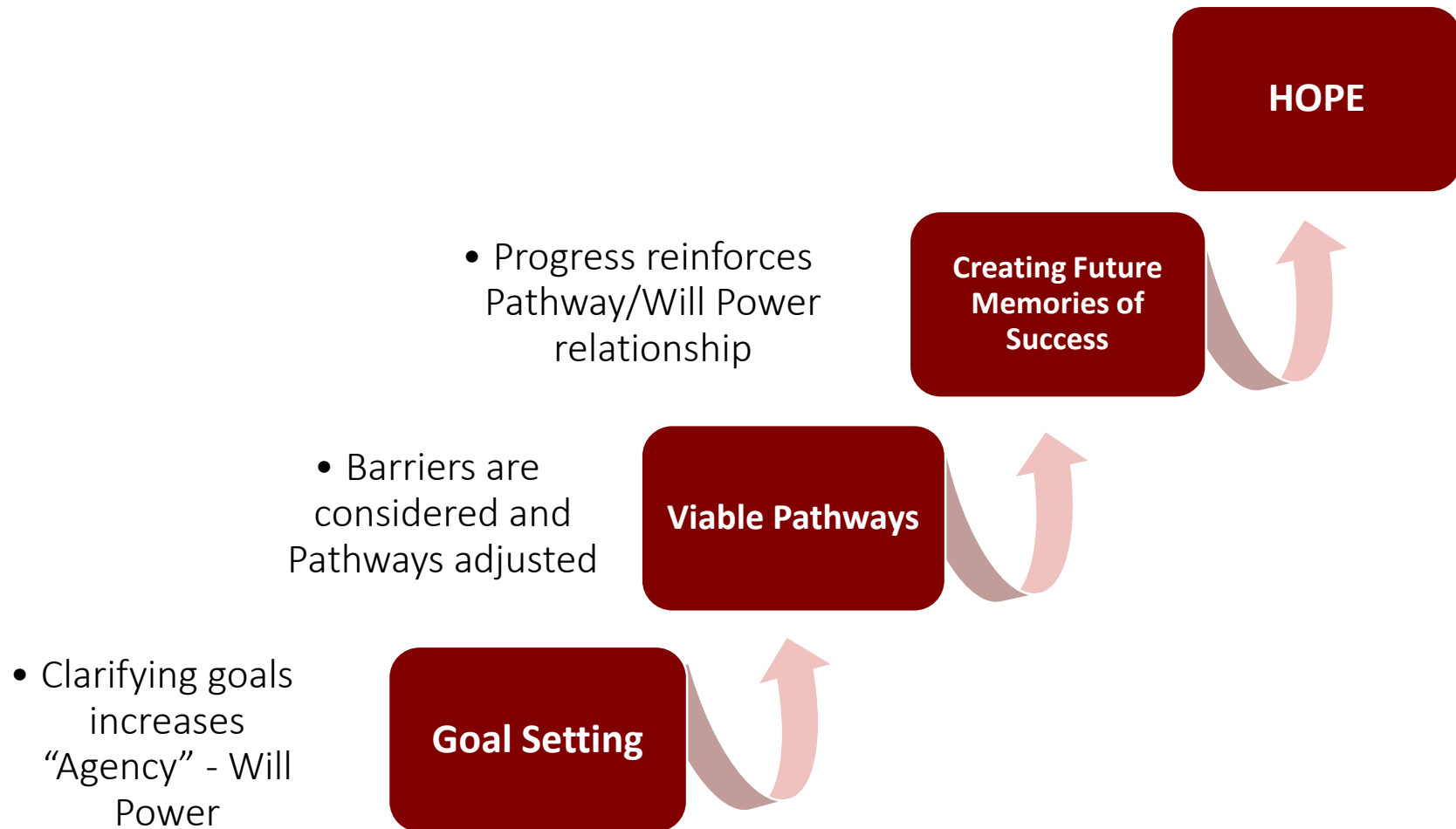
The Science of Hope

HOPE



Repeated failures at goals result in a general expectation that future goal attainment is not likely – “Why try?”

The Power of Hope



Exercise: Hope Interviews

In Pairs:

- Choose one person to be the interviewer, and the other the interviewee
- Using the worksheet provided, the interviewer asks questions of the interviewee. Don't try and get through all of them. Just start and see how far you get.

The Hope Inspired Leader

Leaders and Hope

Hope is a social gift.

- High hope people inspire hope in others.
- High hope leaders engender hope in the organization.
- High hope managers have higher performing work units, higher retention rates and more satisfied employees.



Gallup Hope Index:

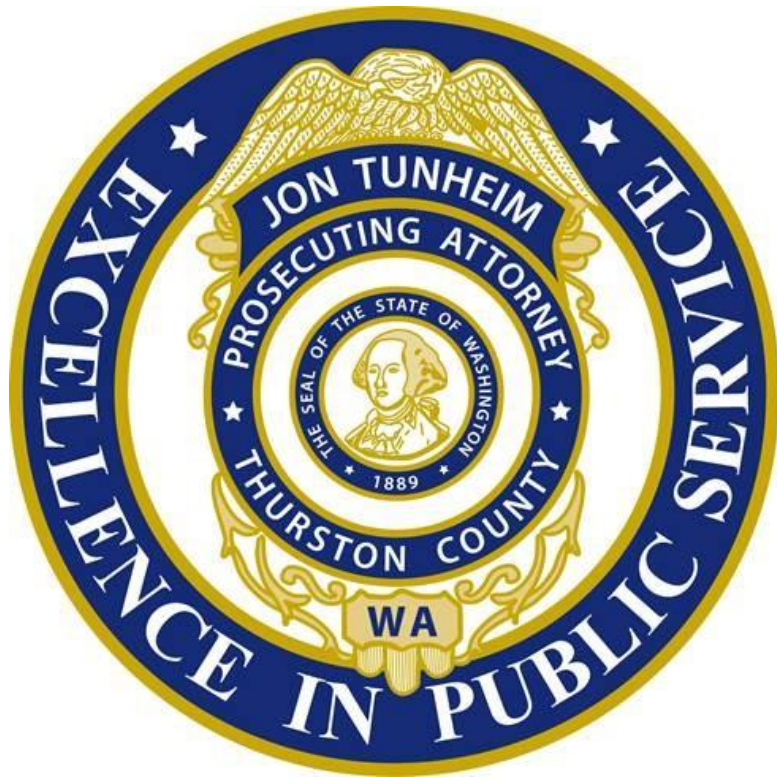
- *I know I will be an important part of this organization in the future.*
- *At work, I set clear, meaningful goals and accomplish them.*
- *I can figure out a way to solve almost any problem at my workplace.*

Integrating Hope into YOUR Leadership

- **Hope as a personal philosophy**
 - Stay focused on improving the future
 - Make time for your own goals
 - Maintain own agency – know how to restore agency when needed
- **Build Hope in Others**
 - Listen for waypower, pathways and goals
- **Build Hope Capability in Others**
 - Teach Hope



Hope Inspired Leadership at the Thurston County PAO



- Workplace Climate Survey – Hope assessment
- Instruction on Hope Theory
- Discussion groups
- Individual goal setting
- Organizational goal setting
- Re-survey

***“ A leader’s personal hope
is a public resource.”***

- Lopez

Building a Culture of Hope

Okay, So What?!

Three applications for
Organizational Leaders,
Lean Leaders and other
Super Heros!





Application One: Coaching Hope

Use a Coaching Style to Develop Hope

- What makes you feel like you matter? (will)
- What professional accomplishment would be deeply meaningful to you? (purpose)
- What is your goal in this effort? (purpose)
- What level of desire do you have to move forward? (will)
- Are you clear on your role? (way)



Application Two: Problem-Solving

- Engage people in goal stepping – moving from the big goal to the small steps
- Be attuned to the dilemma of when to re-goal and when to use a different pathway
- Help people identify potential barriers and prepare for them

Application Three: Holding Hope



Exercise: Your Application

In pairs or on your own:

What connections are you making between the lean work you're doing and Hope Theory?

How can this inform your lean practice and your organizational leadership?

Thank you!

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Ripples of Hope

What is your image of hope?

Pull that image up on your phone and share it with someone today.

