

Developing People and Building a Culture of Hope and Well-being

The Science of Hope as a Framework for Action



Hope Centered

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Developing People and Building a Culture of Well-Being

Introduction to Hope:

Hope is a belief the future can be better than our past and that we have a role to play in making that future a reality. Hope is a mindset or cognitive process and not an emotion. Hope is the positive expectation of the future and is grounded in three simple elements: goals, pathways, and willpower. It is important to recognize that because hope is a cognitive process and not an emotion, it is a strength that can be taught!

Goals are the cornerstone of our ability to hope. Goals can be short-term or long-term but must be desired enough to motivate action to pursue these goals. The nature of the goals (achievement vs. avoidant) drives the desired pathways that we identify to pursue our goals. One important aspect of person-centered goal setting is helping the individual or group understand that goal attainment is possible.

Pathways are the strategies we identify that will lead to goal achievement. Pathways thinking is akin to finding the roadmap to the future (how we get there. From here). Pathways thinking includes the ability to identify or foresee potential barriers and begin problem-solving strategies to either overcome the barriers or identify alternative pathways toward our goals.

Willpower (agency) reflects the mental energy we have available engage our goal pursuits. Put simply, willpower is the capacity to focus our attention and intention on goal pursuits. When willpower is higher, we are more likely to have the capacity to self-regulate our thoughts, behaviors, and emotions along the way.

Hope is not wishful thinking!

Wishing is when we have a goal or a future outcome we desire but no pathway is available. Wishing is passive toward the goal. Hope is taking action to pursue the futures we desire.

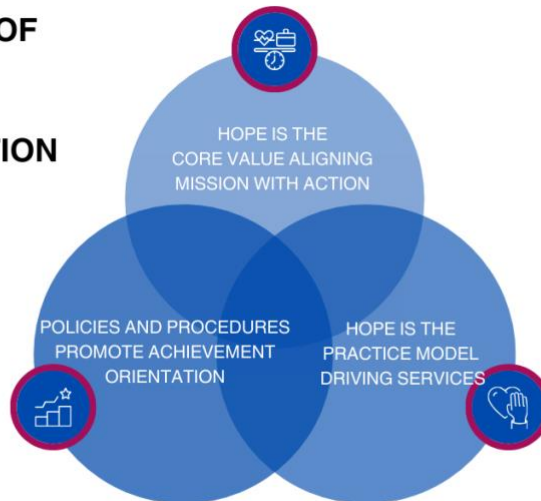
Hope is based upon a robust body of evidence and is recognized as one of the most important factors promoting well-being for children, adults, and families. Hope theory provides a evidence-based approach that can be used by social service providers, educators, and community leaders who are seeking ways to reduce the harmful impact of adversity and trauma. Hope is important for children, youth, adults, families, schools, social service programs, neighborhoods, and communities. In fact, over 2,000 published research studies demonstrate that hope is one of the strongest predictors of well-being.

Creating A Hope Centered Organization

The science of Hope provides the foundation for understanding human behavior in the social environment. Hope provides the framework that can be adapted by practitioners, community leaders, and policy makers to engage, assess, intervene, and evaluate action toward collective or organizational goals. Hope provides an actionable guide to advancing the organization's mission.

Collective hope is the organization's ability to drive shared goals, identify organizational pathways, and engage and sustain motivation towards those goals which is vital for workforce well-being. Collective Hope provides a unifying language and framework to create a positive work culture, to enhance strategic planning, and promote key organizational outcomes. Yet at the same time, it can be adopted into day-to-day services to support staff in creating high-quality, engaged service provision. Therefore, a hope centered organization will intentionally focus their attention to strategies that infuse values, policy, practices, and structure with the science of hope creating an environment where both customers and staff thrive. Our framework of collective hope demonstrates significant reductions in burnout, secondary traumatic stress, and turnover. Moreover, when leaders promote collective hope through the hope centered approach, research shows significant improvements in job satisfaction, commitment to the organization, engagement, and well-being among the workforce.

ELEMENTS OF A HOPE CENTERED ORGANIZATION



Capacity:

Chan Hellman (CEO) has over 25 years of consulting, training, and evaluation experience with human service organizations and is recognized as one of the leading hope scholars in the world. Starting in 2019 with the Oklahoma Department of Human Services, Chan Hellman LLC developed a simple yet effective framework to use the science of hope to promote a culture of well-being. During the next three years, OKDHS saw a trend of increasing hope among the workforce resulting in lower burnout and secondary traumatic stress. Ultimately the science of

hope was identified by former Secretary of Human Services Justin Brown as one of the primary initiatives that resulted in a 17% reduction of turnover in the human service workforce. The science of hope as a framework for action is sweeping across the US with human service state agencies, along with corrections, juvenile affairs, public safety, and PreK-12 education systems.

This hope framework developed by the Chan Hellman LLC team is a registered copyright under the trademark *Hope Centered and Trauma Informed*[®] and based upon over 40 peer-review published research studies by this team. No other training agency exists to provide the scope and expertise using the science of hope as a framework for action at the organization and system level. The international recognition for Chan Hellman LLC as a leader in the Science and Power of Hope is evidenced in the 2021 TEDx talk, invited participation with Jane Goodall's Global Hope Summit with approximately 1,000,000 plus participants, and an invited main stage address "Hope as the Antidote" for the American Psychological Association 2023 Convention.

Research Informed Practice:

The team's efforts to build the science of hope has been published in many top-tier peer review scientific journals and their work has been cited in over 3,600 scholarly publications by other researchers and scholars. The focus of the team's research is specifically targeted to advance an evidence-based curriculum for organizational and policy leaders. Dr. Hellman has also co-authored a best-selling book titled "*Hope Rising: How The Science of Hope Can Change Your Life*" published by Morgan.

Hope Centered and Trauma Informed[®] Multi-Tiered Training/Consultation:

Hope Centered and Trauma Informed[®] Curriculum is comprised of a multi-tiered training program that begins with an introductory presentation to top executives. Participating organizations then engage in an executive leadership interactive hope training. The workforce is then provided an interactive hope awareness training followed by the division specific Hope Navigator training that culminates in project specific implementation of hope centered practice.

Evaluation of these trainings show statistically significant increase in the Knowledge of Hope, Confidence in the Ability to Implement Hope, and Hope as a meaningful framework for culture change. Executive leaders report that increases in their knowledge, skills, and abilities in hope are significant predictors of their leadership effectiveness. Significant reductions in burnout, secondary traumatic stress, and intent leave are identified by workforce following their exposure to the science of hope. Hope Navigator led initiatives show significant benefits for children, adults, and families receiving program services infused with the science of hope.

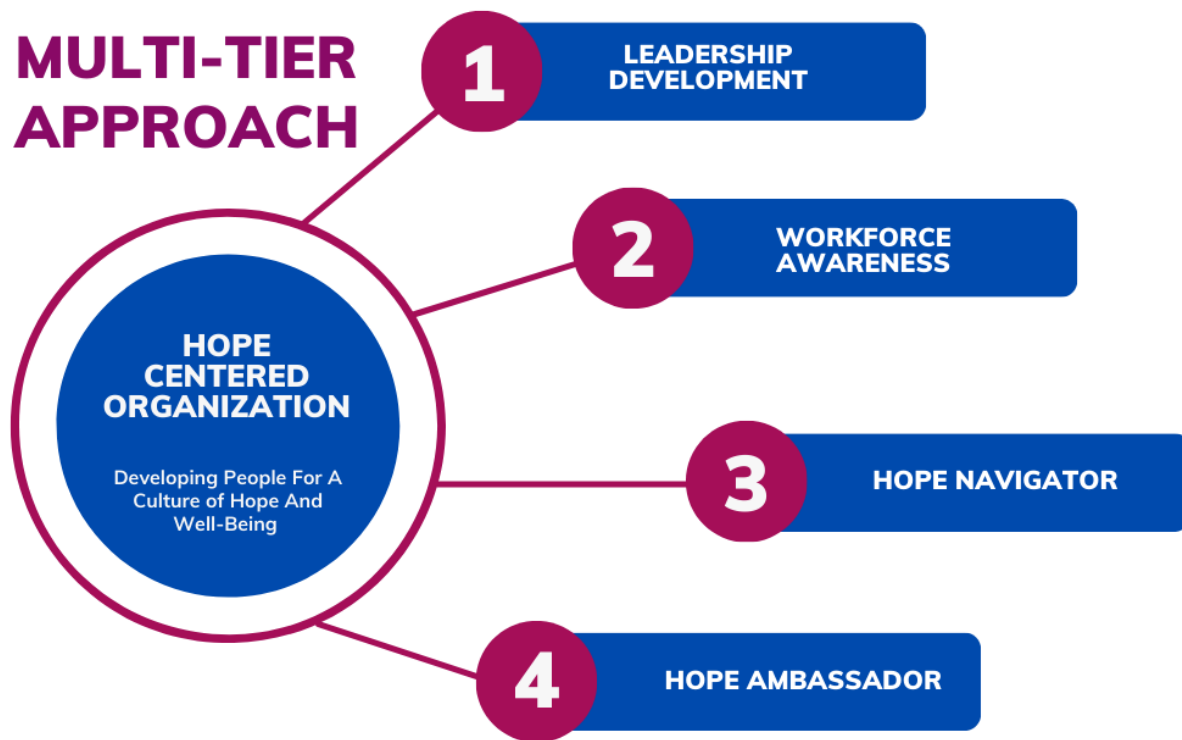
Well-Being is the Outcome:

The Aim of this multi-tiered approach is to promote a culture of well-being for both the workforce and clients receiving services. The research is clear. When organizations infuse hope as a framework a culture of well-being follows. Over 2,000 published research studies demonstrate that hope is one of the strongest predictors of well-being for children, adults, and families. Based upon this understanding, hope is not the outcome; well-being is always the

outcome and hope is used as the framework that provides actionable steps (goals, pathways, and willpower) agencies use to pursue their mission.

To that end, the multi-tiered Approach identifies four priorities:

1. Introduce and increase awareness of the science and power of hope to promote well-being.
2. The framework of hope is based upon a person-centered approach to goal setting and is one of the best descriptions of human service programs.
3. The framework of hope can support and guide system transformation.
4. Well-being is the target outcome and hope is the framework that guides action at all levels of the agency.



Developing People and Building Capacity: The Multi-Tiered Approach

Executive Leadership: Introduction to the science of hope, the framework for becoming a hope centered organization, benefits to organizations (e.g., reduced burnout and turnover, increased well-being and job satisfaction).

Hope Awareness: Workforce training introducing the science of hope and strategies to improve goal setting, pathways development, and willpower in the employee's personal and professional development.

Hope Navigator: 12-hour training across two days. Participants gain a deeper understanding of hope through reviewing the published research and hope's connections to the field of positive psychology. Hope Navigators learn how hope provides a framework for creating a hope centered organization and develop a specific strategic implementation plan for their organization. The focus is on creating strategies for change in policy, practice, and/or structures to improve staff and client wellbeing.

Hope Ambassador: Hope Ambassadors are the agency's experts on the science of hope. Hope Ambassadors attend all hope navigator trainings (including community of practice meetings). Hope Ambassadors become the sustainability plan for the agency with a core focus on moving implementation efforts forward.

Leadership Consulting & Advising: Through structured recurring meetings, leadership teams have access to learn more about the science of hope, how organizations and states have implemented hope. This consultation and advising is intended to support leadership in on-going planning and problem-solving as they navigator toward a culture of hope and wellbeing.

Hope Navigator Consulting & Advising: Hope Navigators have ongoing structured meetings to create a community of practice as they implement their hope centered strategies. It is intended that hope navigators create hope as a practice model for the program.

One aim of the multi-tiered approach is to enhance the capacity of the human service agency to take action in building a culture of well-being. A core foundation of this model is to develop the workforce in their understanding of hope and ability to apply the science of hope to improve well-being both personally and professionally. In a hope centered human service agency, the workforce recognizes the agency values their contribution and is concerned about their well-being.