

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

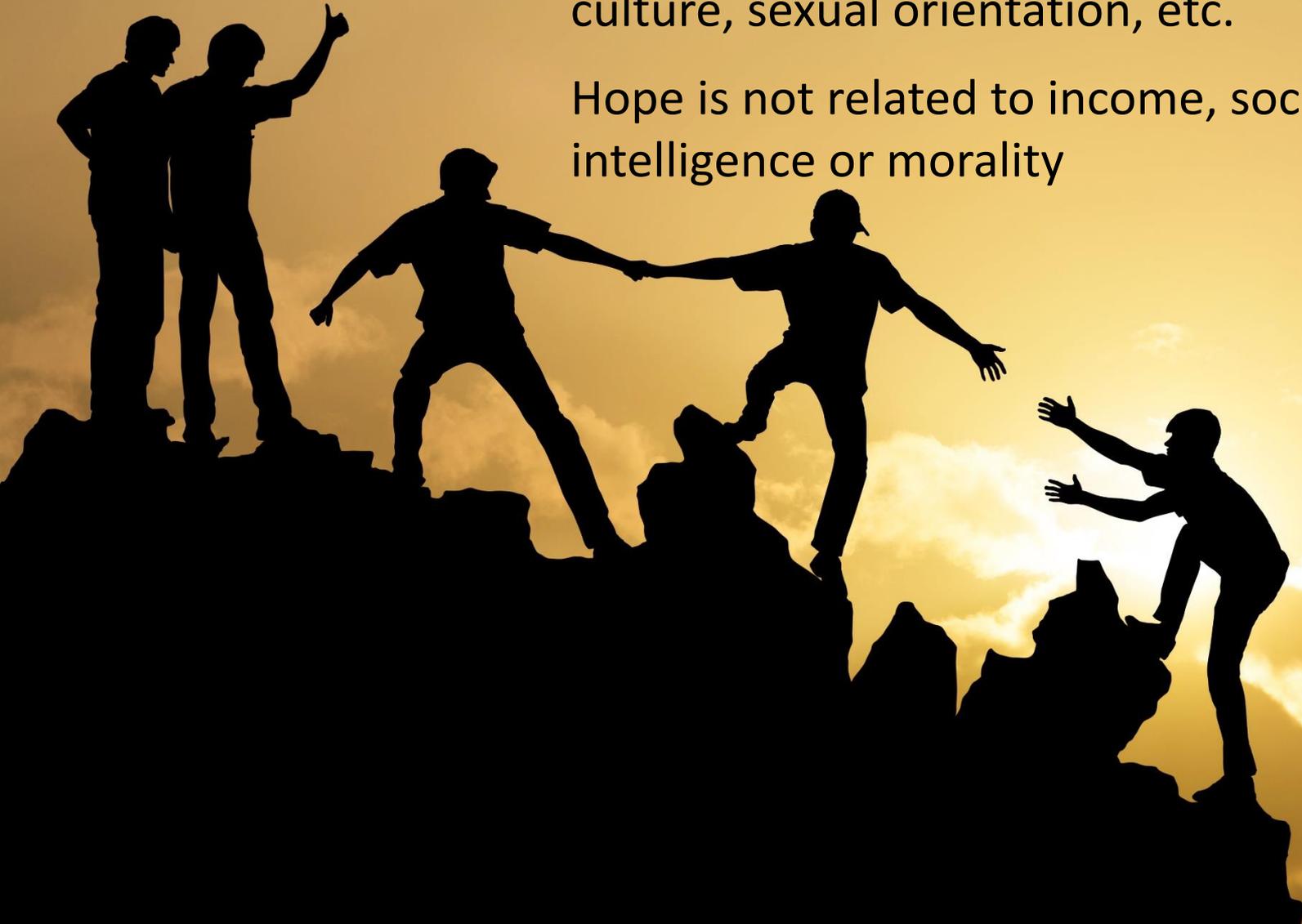
## **Health**

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:

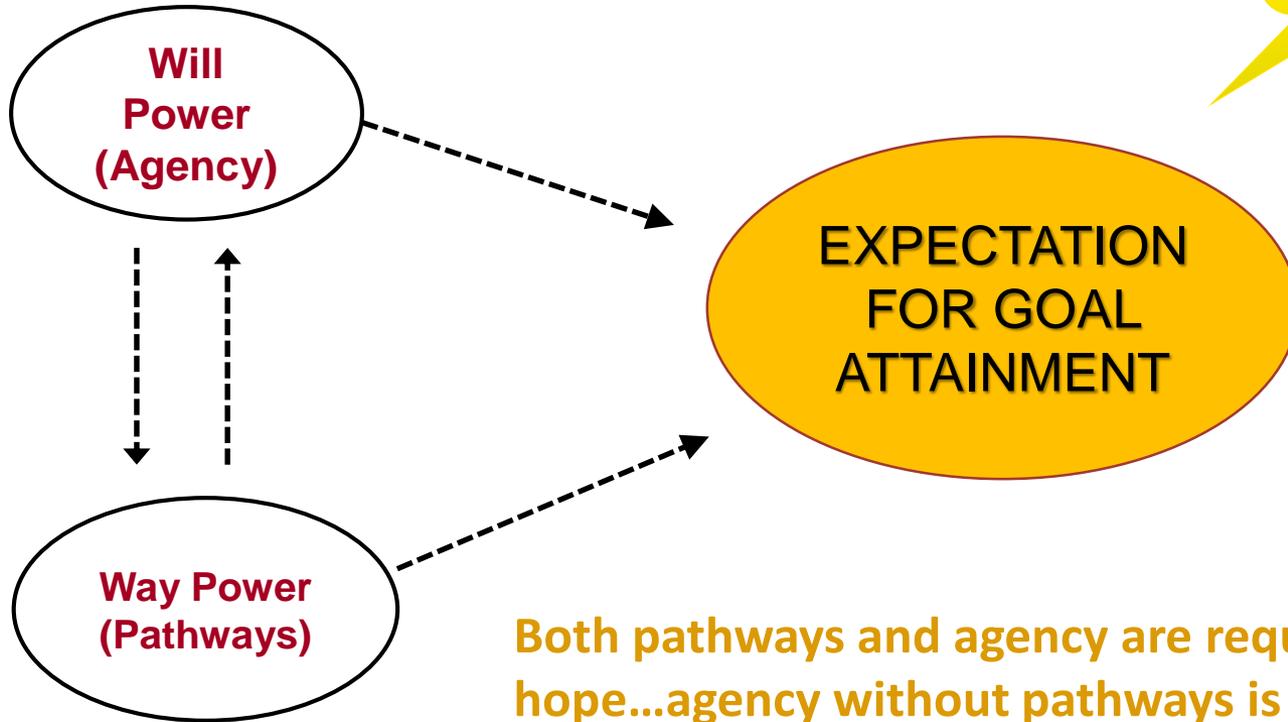
1. The future will be better than the present.
2. I have the power to make it so.
3. There are many paths to my goals.
4. None of them is free of obstacles.



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

# Hope Theory

# Hope Theory

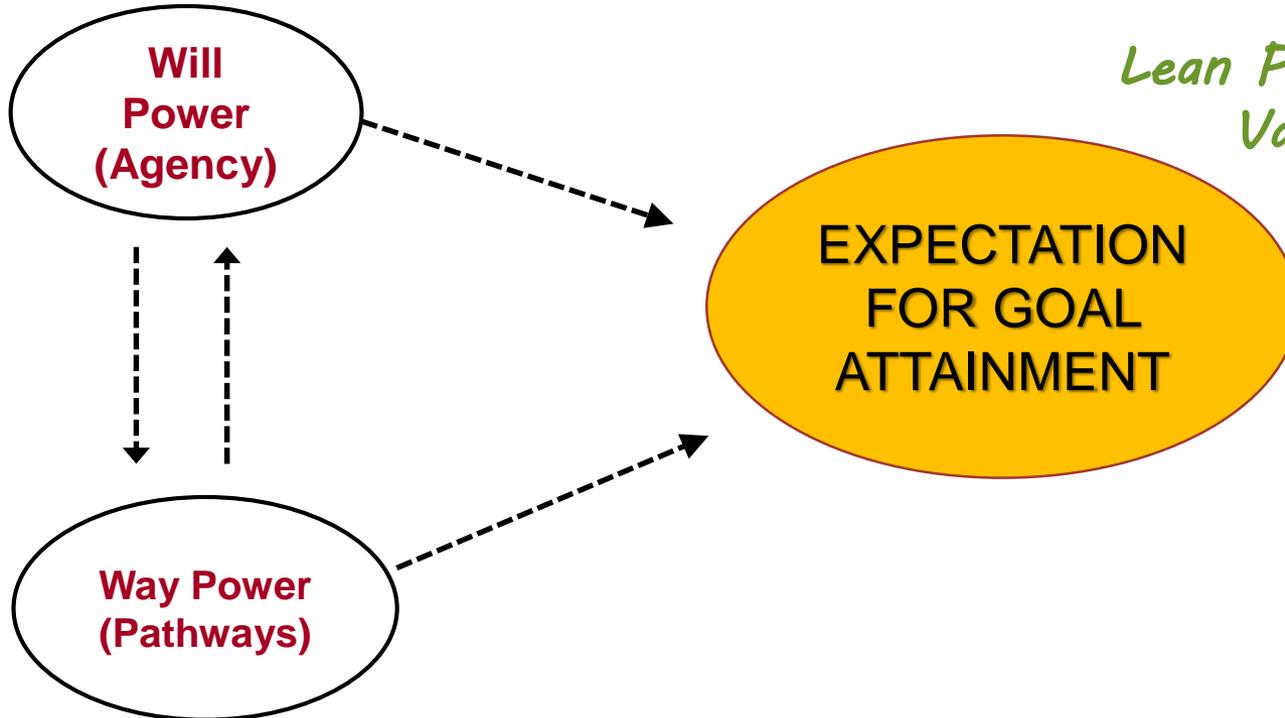


**Both pathways and agency are required for hope...agency without pathways is more likely a wish!**



# Hope Theory and Lean

*Lean Principle:  
Pull; Eliminate Waste*



*Lean Principle:  
Value*

*Lean Principle:  
Problem Solving*



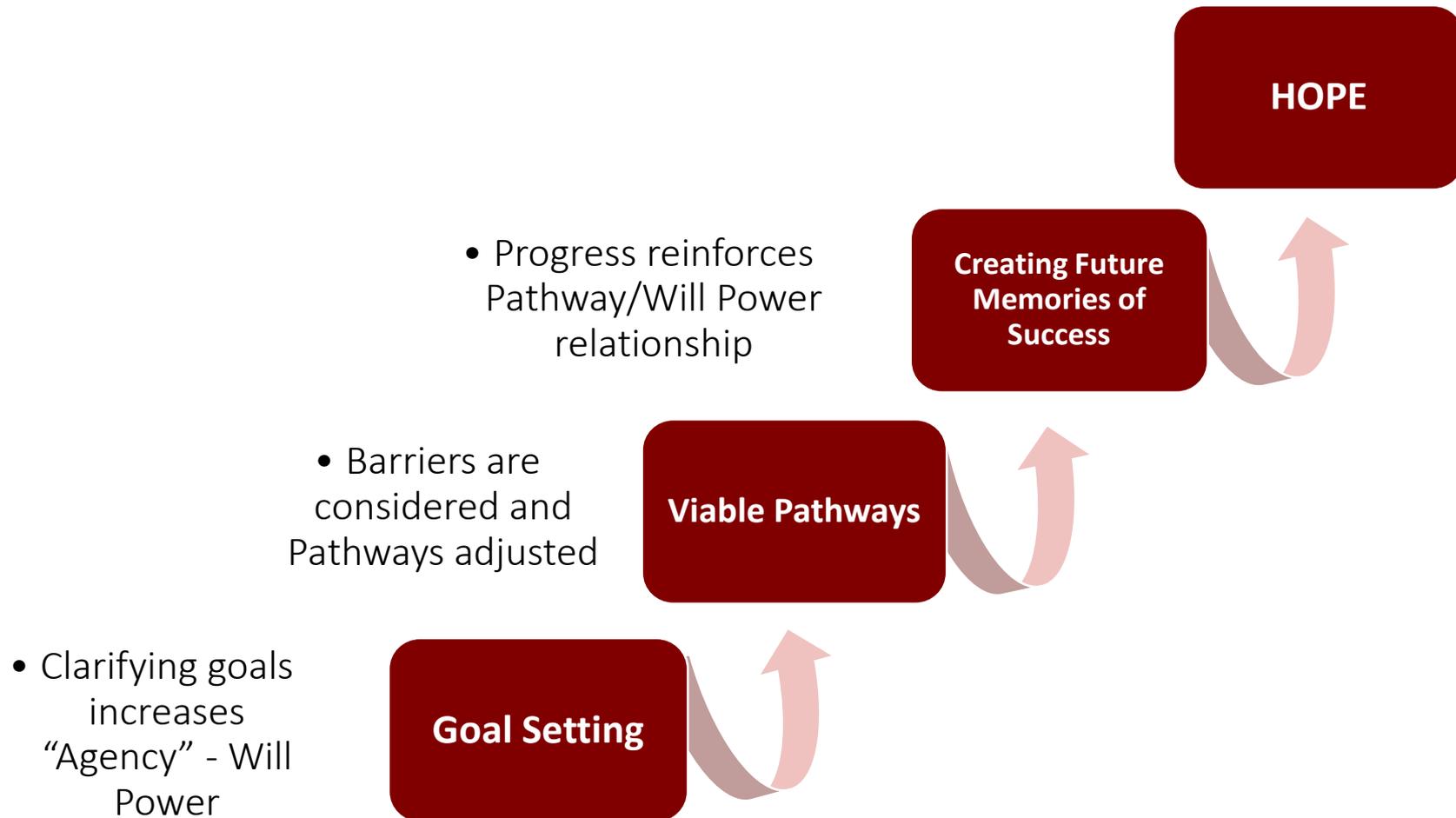
# The Science of Hope

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:***

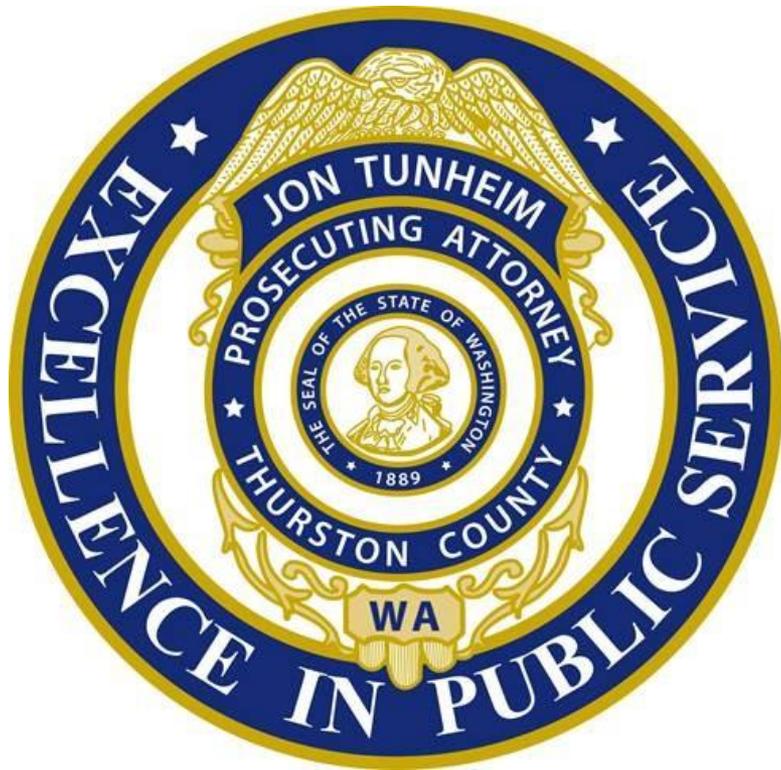
- *I know I will be an important part of this organization in the future.*
- *At work, I set clear, meaningful goals and accomplish them.*
- *I can figure out a way to solve almost any problem at my workplace.*

# 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!

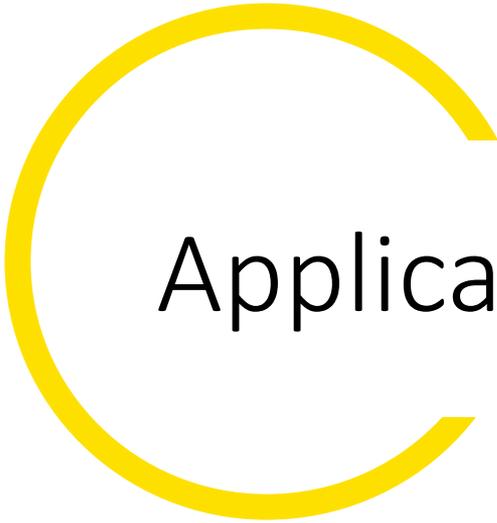




# Application One: Coaching Hope

## **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.

