

People Driven Leadership



The Missing Link in Recruitment & Retention | APCO Wellness & Workforce Summit 2026

Session focus

Culture is operational performance.

My goal for today (write one):

People-driven leadership = clarity + consistency + care.

Key takeaways:

1) Clarity: What is “good” in our center?

2) Safety: Where do people hesitate to speak up / ask for help?

3) Consistency: What standard do we enforce unevenly?

5 People Driven practices (what this could look like in my center):

Make expectations visible: One “non-negotiable” I need to clarify:

Run micro-leadership moments: A 60–90 second check-in I can start using:

Build psychological safety: One way I can normalize help-seeking:

Protect the emotional climate: A recurring behavior I must address:

Convert feedback into development: One coaching beat I can standardize:

My One-Lift Plan (14 days):

Problem I’m trying to solve:

Target behavior (start/stop/continue):

First step in the next 72 hours:

Proof in 14 days (observable/measurable):

Culture Signal Test

People Driven Leadership Breakout | APCO Wellness & Workforce Summit 2026

Instructions:

Rate each signal based on what you observe in your center most days. Check one number for each row, then write 1-2 examples that support your rating.

Scale: 1 = Rare/weak 2 = Inconsistent 3 = Mixed/variable 4 = Often strong 5 = Consistent/strong

Culture signal	1	2	3	4	5	Evidence (1-2 examples)
Clarity: People know what good looks like.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____ _____ _____
Psychological safety: People can ask for help and learn from mistakes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____ _____ _____
Recognition & respect: Good work is seen; baseline civility is protected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____ _____ _____
Accountability: Standards are applied consistently across people/shifts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____ _____ _____
Development: Coaching and training are consistent and skill-based.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____ _____ _____

Reflection (focus on your lowest score):

1) Lowest score (signal):

2) Cost if this stays the same:

3) Proof we improved by +1 in 14 days:

14-Day Micro-Commitment (choose one):

- Make expectations visible (name one non-negotiable and reinforce it daily).
- Run micro-leadership moments (60-90 second check-in at shift start).
- Protect the emotional climate (address recurring disrespect immediately and consistently).

My first step in the next 72 hours: _____ **Date:** _____