



# DMH WAY

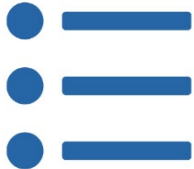
## SKILL OF THE MONTH 2025



### JANUARY

#### Social Styles

Understanding our own social style allows us to identify our own strengths, gaps, and stress responses. Understanding the social style of others helps us to “flex,” communicating in a way they can more readily receive.



### FEBRUARY

#### 3 x 3

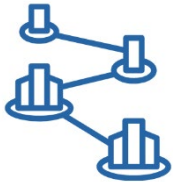
Using the **Headline, Details, and Recap** structure to provide clarity around expectations and structure to better organize thoughts.



### MARCH

#### BASIC Feedback

By using a **Balanced, Authentic, Specific, Impact Focused, and Controlled** approach, we can provide feedback more effectively. This process allows positive, neutral, as well as constructive feedback to be more useful to the receiver.



### APRIL

#### Skills Transfer Process

Ensuring that skills are taught, observed, and practiced in a safe environment, to promote complete acquisition of that skill.



### MAY

#### Growth, Contributions, Goals | Leadership Walks

Having a conversation with your team about how they would like to **Grow**, how they **Contribute**, and future **Goals**. | Creating intentional visibility and accessibility by engaging with your team.



### JUNE

#### CAP

Creating engagement by providing **Clarity** regarding roles/duties, **Alignment** with the Mission/Vision, and **Purpose** to connect that employee's contribution to the impact of the agency.

### JULY

#### Four D's of Time

This time management tool utilizes four strategies; **Do, Defer, Delegate, and Delete**; to help project managers prioritize their tasks. Deciding which tasks require attention now, later, or never increases productivity by allocating resources strategically.



### AUGUST

#### HEAT | TIDES

Authentic conversations asking, **How Are Things Going**; providing/receiving **Expectations**; giving **Accountability & Appreciation**; and instilling **Teamwork**. | Allowing others to empty their bucket, using such open-ended questions as: **Tell Me More, In What Ways, Describe, Explain, Say More**.



### SEPTEMBER

#### Five Whys

By asking **Why** repeatedly, teams can move beyond the obvious symptoms of a problem to discover the root cause. This allows teams to focus on specific problem definition, setting goals, root cause analysis, countermeasures, and follow-up.



### OCTOBER

#### De-escalation Process

Using active listening skills to give voice to someone's concerns, allow them to feel heard, relate to their frustration, focus on the main issue and, eventually, collaborate on addressing the primary issue, then each subsequent issue.



### NOVEMBER

#### Planning Difficult Conversations

Planning and conducting a proactive de-escalation conversation by identifying the involved parties, their styles, the issue to be addressed, the anticipated outcome, potential solutions, follow-up actions, self-management strategies, etc.



### DECEMBER

#### Five S's

The 5S lean production methodology helps create a clean, uncluttered, safe, and well-organized workplace to reduce waste and optimize productivity. The five steps are: **Sort, Straighten, Shine, Standardize, and Sustain**.

