

## Bite-Size Learning Journeys

In this document, you'll find examples of bite-size, self-paced learning journeys. These are aligned to a variety of VA Strategic Priorities and frequent requests from the DLO community. The links will take you directly to the listed learning item in your All Access Pass Portal or Jhana microlearning website. Should you have any questions around using these resources or assigning the learning in your AAP Portal, please reach out to [vacare@franklincovey.com](mailto:vacare@franklincovey.com) . Happy learning!

### Table of Contents:

- [High-Reliability Organization](#)
- [Servant Leadership](#)
- [Diversity and Inclusion](#)
- [Resilience and Well-Being](#)

Explore these five learning modules aligned to HRO's five principles for a sense of the kind of short impact you can make with your learners in support of this strategic priority:

- **Sensitivity to operations : Store 334** - heightened awareness of the state of relevant systems and processes -  
<https://link.allaccesspass.com/mod/scorm/view.php?id=7851&directlaunch=1&display=popup>
- **Reluctance to simplify: The Six Rights** - the acceptance that work is complex, with the potential to fail in new and unexpected way -  
<https://link.allaccesspass.com/mod/scorm/view.php?id=7858&directlaunch=1&display=popup>
- **Preoccupation with failure: Your Best Moment** - viewing near misses as opportunities to improve, rather than proof of success -  
<https://link.allaccesspass.com/mod/scorm/view.php?id=2321&directlaunch=1&display=popup>
- **Deference to expertise: Uncovering needs** - valuing insights from staff with the most pertinent safety knowledge over those with greater seniority -  
<https://link.allaccesspass.com/mod/scorm/view.php?id=7749&directlaunch=1&display=popup>



- **Practicing resilience: Western Digital** - prioritizing emergency training for many unlikely, but possible, system failures -  
<https://link.allaccesspass.com/mod/scorm/view.php?id=2376&directlaunch=1&display=popup>

FranklinCovey's principle-centered content is uniquely aligned to the key pillars of Servant Leadership.

- **FOCUS ON THE MISSION AND PERSONAL CHARACTER:**
  - GAIN SELF-AWARENESS
    - **LEARN** with this 5-minute Insight - **"Your Brain and Bias"** -  
<https://link.allaccesspass.com/mod/scorm/player.php?cm=10210&scoid=16020&display=popup>
    - **APPLY** it with these tips - **"Identify an Emotional 'Trigger' and Develop a Plan for Dealing with It"** -  
<https://aap.jhana.com/blog/identify-an-emotional-trigger-this-week-and-develop-a-plan-for-dealing-with-it/>
    - **ENGAGE** your team with this 20-minute group discussion guide – **"Keeping Stress Levels in Check"** - <https://aap.jhana.com/activities/keeping-stress-levels-in-check/>
  - SEEK FEEDBACK
    - **LEARN** with this 5-minute Insight – **"Blind Spots"**
    - **APPLY** it with these tips - **"How to ask for feedback"** -  
<https://aap.jhana.com/receiving-feedback/how-to-ask-for-feedback/>
    - **REINFORCE** your learning with this practical tool – **"Feedback log"** -  
<https://aap.jhana.com/wp-content/uploads/2016/01/Receiving-Feedback.Feedback-Log-1.pdf>
  - LEAD BY EXAMPLE
    - **LEARN** with this 5-minute Insight – **"Credibility"**
    - **APPLY** it with these tips - **"9 simple ways to be seen as a leader (even if you don't feel like one)"** - <https://aap.jhana.com/establishing-credibility/9-simple-ways-to-be-seen-as-a-leader-even-if-you-dont-feel-like-one/>
    - **REINFORCE** your learning with this practical tool – **"Establishing credibility"** -  
[https://aap.jhana.com/tools/?fwp\\_topics=establishing-credibility](https://aap.jhana.com/tools/?fwp_topics=establishing-credibility)



- STAY TRUE TO PERSONAL VALUES
  - **LEARN** with this 5-minute Insight – “80<sup>th</sup> Birthday”
  - **APPLY** it with these tips - “What do you want to be known for? 6 steps to shape your reputation as a leader” - <https://aap.jhana.com/blog/what-do-you-want-to-be-known-for-6-steps-to-build-your-reputation-as-a-leader/>
  - **REINFORCE** your learning with this practical tool – “Workplace user manual” - <https://aap.jhana.com/wp-content/uploads/2019/05/Workplace-user-manual.pdf>
  
- **FOCUS ON OTHERS**
  - CREATE A CULTURE OF CONTINUOUS LEARNING AND DEVELOPMENT
    - **LEARN** with this 5-minute Insight – “Multiplier Moments”  
<https://isnewui.allaccesspass.com/mod/scorm/player.php?cm=14257&scoid=19370&display=popup>
    - **APPLY** it with these tips - “Give your direct report a stretch assignment where they can fail safely” - <https://aap.jhana.com/blog/what-do-you-want-to-be-known-for-6-steps-to-build-your-reputation-as-a-leader/>
    - **ENGAGE** your team with this 20-minute group discussion guide – “Delegate to increase autonomy” - <https://aap.jhana.com/activities/delegating-for-less-email-overwhelm/>
  
  - INSPIRE SERVICE FOCUSED ENVIRONMENTS
    - **LEARN** with this 5-minute Insight – “Legacy of Loyalty”
    - **APPLY** it with these tips - “How to lead your team in pursuit of a goal” - <https://aap.jhana.com/team-goals/how-to-lead-your-team-in-pursuit-of-a-goal/>
    - **ENGAGE** your team with this 20-minute group discussion guide – “Applying direct reports’ work to company goals” - <https://aap.jhana.com/activities/team-development-through-applying-reports-work-to-company-goals/>
  
  - PROVIDE OPPORTUNITIES FOR OTHERS TO ACHIEVE THEIR HIGHEST POTENTIAL
    - **LEARN** with this 5-minute Insight – “Offering Bigger Challenges” - <https://link.allaccesspass.com/mod/scorm/player.php?cm=14265&scoid=19386&display=popup>



- **APPLY** it with these tips - “**How to delegate a task**” - <https://aap.jhana.com/delegating/how-to-delegate-a-task/>
- **REINFORCE** your learning with this practical tool – “**Delegation prep worksheet**” - <https://aap.jhana.com/wp-content/uploads/2016/01/Jhana-Delegation-prep-worksheet-1.pdf>
  
- **FOCUS ON ORGANIZATIONAL RESULTS**
  - **MAKE TIMELY DECISIONS**
    - **LEARN** with this 5-minute Insight – “**Diagnose Before You Prescribe**”
    - **APPLY** it with these tips - “**Before making an important decision hold a team debate to discuss it**” - <https://aap.jhana.com/blog/before-making-an-important-decision-hold-a-team-debate-to-discuss-it/>
    - **ENGAGE** your team with this 20-minute group discussion guide – “**Team problem solving**” - <https://aap.jhana.com/activities/team-problem-solving/>
  
  - **HOLD SELF AND OTHERS ACCOUNTABLE**
    - **LEARN** with this 5-minute Insight – “**Green and Clean**”
    - **APPLY** it with these tips - “**8 ways to increase accountability on your team**” - <https://aap.jhana.com/accountability/8-ways-to-increase-accountability-on-your-team/>
    - **REINFORCE** your learning with this practical tool– “**Difficult conversation planner**” - <https://aap.jhana.com/activities/team-problem-solving/>
  
  - **COMMIT TO PROVIDE SUPERIOR SERVICE AND CARE TO VETERANS**
    - **LEARN** with this 5-minute Insight – “**Store 334 From the 4 Essential Roles of Leadership**” - <https://link.allaccesspass.com/mod/scorm/player.php?cm=7851&scoid=15970&display=popup>
    - **APPLY** it with these tips - **APPLY** it with these tips - “**Zipp’s tips: Connecting your team’s daily work to the company mission**” - <https://aap.jhana.com/team-goals/zips-tips-connecting-your-teams-daily-work-to-the-company-mission/>
    - **ENGAGE** your team with this 20-minute group discussion guide – “**Setting goals and vision for a team**” - [https://aap.jhana.com/activities/?fwp\\_topics=setting-team-vision](https://aap.jhana.com/activities/?fwp_topics=setting-team-vision)



We've received many inquiries about diversity and inclusion and what is available to support your D&I learning needs on the All Access Pass so here is a snapshot of all of the relevant content available to you in the Pass and Jhana:

#### LEARN:

- [Unconscious Bias: Understanding Bias to Unleash Potential](#) (1 day, four x 75 minute webinars or 3 – 9 e-learning modules) - This course sets the foundation for the business case for inclusion and provides actionable steps for leaders and learners at all levels to make progress on bias and build an inclusive work environment that fosters a sense of belonging.

#### REINFORCE & APPLY:

- Learners can also sign up for a five week email series of microlearning actions and articles around Unconscious Bias [here](#) and explore these Jhana resources:
  - Topic Area: [Addressing Unconscious Bias](#)
  - Topic Area: [Cultural Differences and Collaboration](#)
  - Article: [How to reduce bias in your hiring process](#)

#### Learn from our VHA AAP Program Manager, Pamela Fuller here:

- Article: [4 tips for talking with your team about racial injustice and inclusion](#)
- Video: [3 things you can do to foster inclusion on your team](#)
- Video: [An effective way to refresh your relationship with a disengaged direct report](#)
- For a deeper dive, Pamela Fuller's book, "**The Leaders Guide to Unconscious Bias**" is available now! [Check out the book here](#). You can order the hard cover book for your leaders at the AAP discounted price of \$15/each. Contact [vacare@franklincovey.com](mailto:vacare@franklincovey.com) to order!

#### PREPARE & ASSESS:

- We've also designed three supplemental resources that, while not loaded in the AAP portal, are available for your use and implementation of Unconscious Bias content.
  - [An Unconscious Bias self-assessment](#) for learners to complete as pre and post work
  - [A three-part pre-work document](#) to ensure learners are prepared to dive into the topic during the learning session
  - **An Unconscious Bias huddle guide** for your leaders to implement with their teams after the learning session



Managing a global pandemic has placed unprecedented strain on the healthcare system and the people who work to care for America's Veterans. Now more than ever, focusing on resilience and well-being is key to engagement, patient experience, and the successful execution of VHA's mission.

- **Paradigms** - The difference between success and failure often lies in how we see the problem. Dr. Stephen R. Covey teaches us to challenge our assumptions and think more productively. <https://link.allaccesspass.com/mod/scorm/view.php?id=2348&directlaunch=1&display=popup>
- **Western Digital** - This video shows how a highly effective team that has the 7 Habits as their operating system responded during a crisis. <https://link.allaccesspass.com/mod/scorm/view.php?id=2376&directlaunch=1&display=popup>
- **All of Us** - So often we see what makes us different from those around us. It is interesting to see what happens as we see how we are already similar. <https://link.allaccesspass.com/mod/scorm/view.php?id=10211&directlaunch=1&display=popup>
- **Organizational Trust** - A discouraged team of British surgeons learns from an unexpected source how to transform their work processes and save lives. <https://link.allaccesspass.com/mod/scorm/view.php?id=10517&directlaunch=1&display=popup>
- **Circle of Influence** - In tough times, you might feel helpless to direct your destiny. Dr. Stephen R. Covey explains how to make your worries shrink and your Circle of Influence® grow. <https://link.allaccesspass.com/mod/scorm/view.php?id=2342&directlaunch=1&display=popup>