



**ALL HANDS, ALL HEARTS, ALL IN!** (PRINT THIS DOCUMENT IN LANDSCAPE ORIENTATION)

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Traveling to organizations, nationally, dramatically increasing morale and retention.

**20 YEARS OF CHANGING CULTURES IN SENIOR SERVICES.**

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### **THE MOST USEFUL TOOL IN A LEADER'S BAG IS A MIRROR!**

**BUILDING YOUR SKILLS WILL DIRECTLY INFLUENCE RETENTION AND ENGAGEMENT! TAKE A LOOK AT THE FOLLOWING OUTCOME-BASED FACTS AND STRATEGIES.**

1. Emotional Intelligence is a leadership **necessity!** Your emotional state directly affects **everyone** around you. If you are not energized or enthusiastic, you can't expect it from others. When you are stressed, how can others feel anything but your stress? What can you start doing or stop doing that will bring additional joy and peace to YOUR professional life over the course of your day? Your positive choices will dramatically influence retention!
2. Get **CURIOUS** about the **REASONS** behind situations rather than using the lens of judgment and words of blame and shame that label the reactions/responses of others.
  - "She's so emotional!" "He's always flying off the handle." "I question their work ethic." "I think you're overreacting!"
  - "She's such a Debbie Downer." "Nobody wants to work anymore!" "They'll never change." "Those darned millennials!"
3. Take consistent steps to intentionally build relationships that inspire, esteem, and encourage elevated loyalty from those around you, including colleagues who are neither your favorites nor your usual crowd. Take into consideration race, position, country of origin, and department. If you do not stretch, no one else will.
4. **PLACE A MORATORIUM ON COMPLAINING:** It is easier to criticize and complain than it is to hold ourselves accountable for the same patience, energy, empathy, and grace we expect from others.
5. We **JUDGE** others by their actions/reactions, but often overlook how OUR actions, biases, triggers, and areas for growth impact those around us and their actions.
6. While often uncomfortable, soliciting feedback is the **most ignored** tool to conquering low retention, poor morale, and uninspired resident care. How often do you invite your team to share their feedback about your leadership? What can/will you do to ensure that your peers and team members feel more comfortable in sharing their sincere feedback?
7. In what ways are your colleagues better people as a result of your relationship and influence? Do they work harder? Are they better professionals? Are they more kind? Are they more patient? Are they less anxious in the face of great challenges and change? Describe your impact on their professional and personal growth.
8. **WE ALL HAVE "ISSUES."** We have to examine **our own habits and behaviors** before we demand accountability from anyone else. Leaders are just as responsible for the team's successes as they are for the team's dysfunction.
9. Unlike "write-ups," purposeful, consistent **COACHING** changes culture and behaviors. Those who have the least influence within our organizations, "get in trouble" at a **dramatically** higher percentage than leaders. The more emotionally intelligent the leader, the greater the team performs, and retention rates skyrocket.

**WHAT OTHER GOALS AND GIFTS HAVE YOU RECEIVED DURING TODAY'S SESSION? JOT HERE!**

# MIRACLE MONDAY!

## Engage your team with this same activity.

What if..... while you were sleeping, over a random Sunday night, a miracle occurred within your organization? You arrive on Monday morning and can't help but notice a dramatic increase in kindness, teamwork, openness, courage, and positivity across every position, shift, and department. As you walk through the halls, it appears that everyone feels like a superstar. Every "manager" has fully taken on their accountability as a **Role Model, Confidante, and Coach**. These transformed leaders make every effort to create a workplace culture where everyone, across all walks of life, feels like an integral part of the community. These leaders don't let discomfort stop them from fully engaging and supporting everyone. The impact of this miracle extends to team members as well. You also notice that your colleagues, currently described as "frontline workers," "staff," and "employees," no longer see themselves as expendable. On this this Miracle Monday, they go about their work with the confidence and commitment of **Cherished Partners**. They see themselves as ambassadors of your organization's Mission, Vision, and Values. As a result, the quality of Resident care has skyrocketed! You pinch yourself to see if you are dreaming! WOW!

1. How would this Miracle Monday impact retention, morale, and engagement?
2. What are specific **words** and **conversations** you would hear indicating a great change had taken place?
3. How would this **Miracle Monday** impact the services you offer to your residents? What, specifically, would they notice as different?
4. How does your current workplace culture compare to Miracle Monday? Describe the difference in the quality of relationships between the different levels, roles, and across departments?
5. How would Miracle Monday impact you? How might your words, feelings, and/or behaviors be affected by this shift in culture?
6. **What are the top 3 skills you would need to feel confident and competent in your ability to bring about a Miracle Monday?**
7. Why wait for a miracle? What is your role in creating such an event? Be specific!
  - With whom do you need to partner to start these changes? Name names!
  - Who would you team up with as an ACCOUNTABILITY PARTNERS (someone who challenges you and holds you to your words and commitments)?
  - What actions are you going to take, and by when?

**COURAGE IS OFTEN THE MISSING INGREDIENT! "It's not the skill, it's the will!"** Acts of courage do not have to feel like mic drops. They more often show up as "baby steps." Our buildings would be profoundly different if we were more courageous in our words and actions. The success of our organizations and departments depend on our ability to rise as **Role Models of Emotional Intelligence**. Today's session demonstrated just how fast "culture" can change with the right tools and enthusiasm. Authenticity and collaboration creates the Psychological Safety that guarantees high morale and high engagement. **YOUR bravery and intention can spur a movement within your department/organization and lead to everyone feeling honored and cherished! Until that happens, the Workforce Crisis, Quiet Quitting, and "Nurses-Eat-Their-Young" will continue.**

**MANTRAS ARE POWERFUL! Choose at least 3 of the following statements to work into your daily leadership practice.**

**You can also use these phrases as points of discussion for team meetings or in-services.**

1. Relationship Before Task!
2. Whatever I'm not actively changing, I'm actively choosing.
3. I will take responsibility for the energy and attitude I bring to my team.
4. No one offends me without my permission.
5. I will get curious, not furious! (Interested not angry or defensive, snippy, punitive, sarcastic, etc.)
6. Not on my watch!
7. As a role model, I will hold myself more accountable than I do anyone else.
8. I am a lightning rod for positivity and optimism.