



THE 55TH THERAPEUTIC RECREATION INSTITUTE – JANUARY 8, 2024

YOUR DEI SUCCESS: NAME IT, AIM IT, AND CLAIM IT!

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20 years of kicking the workforce crisis in its tail!

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We can't "WING" Diversity, Equity, Inclusion, Psychological Safety, and Belonging

MIRACLE MONDAY!

(You can engage your team with this same activity.)

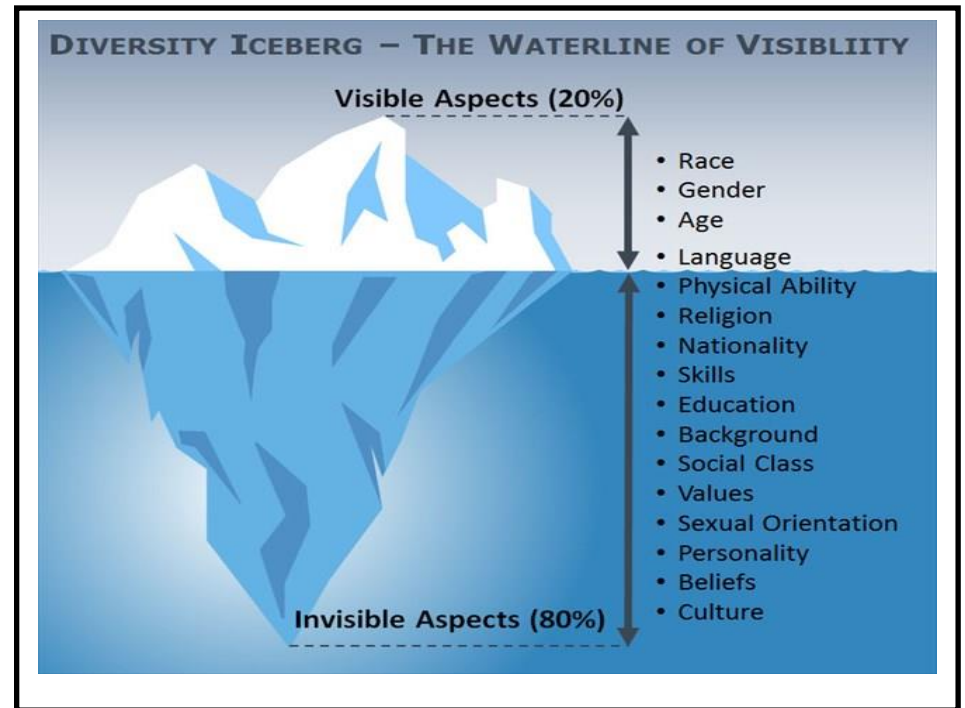
What if..... while you were sleeping, over a random Sunday night, something miraculous occurred within your organization. You arrive on Monday and notice a dramatic increase in kindness, teamwork, openness, courage, and relationship-building across every position, shift, and department. As you walk through the halls, it appears that everyone feels like a "favorite." Every "manager" has fully owned 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, even outside of their departments. The impact of this *miracle* extends to your team members as well. The colleagues, currently described as "frontline workers," "staff," and "employees," no longer see themselves as expendable. **On this Miraculous 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. The quality of resident care has skyrocketed! You pinch yourself to see if you're still dreaming! WOW!

1. How would this change impact retention, morale, and engagement?
2. What are specific **words** and new **conversations** would have to occur to indicate a great change had taken place?
3. How would this **Miracle Monday** impact the services you offer to your residents/elders? What would they notice as different?
4. How does your current workplace culture compare to Miracle Monday? Describe the difference in the quality of interactions between managers, managers to team member, team members to team members, and team members to clients.
5. How would Miracle Monday impact you? How might your words, feelings, and/or behaviors be affected by this shift in culture?
6. What specific skills would leaders need to possess in order to create Miracle Monday?
7. What are the top 3 skills you would need to feel confident and competent in your ability to manifest Miracle Monday?
8. Why wait for a miracle? What is your role in creating such an event? Be specific!
 - With whom would you need to partner to start this movement?
 - Identify ACCOUNTABILITY PARTNERS!
 - What are you going to do by when?

THE “DIVERSITY ICEBERG”

...is a common analogy of our understanding of diversity.

1. ABOVE THE WATERLINE: Characteristics we readily observe through seeing and hearing. (“race,” gender, accent, age, etc.)
2. AT THE WATER LINE: The dividing point between the portion of the iceberg that we observe and portion we can’t see below. The characteristics that we readily observe that are more fluid than those we’re more likely to identify above the water line.
3. BELOW THE WATER LINE: Characteristics that define the majority of our identities that can’t be determined solely through observation.
4. Nine-tenths of the iceberg is unobservable and sits below the surface.
5. How much do we get wrong about a person based on our brief experiences and/or our limited understanding and errant beliefs?



ABOVE THE WATER LINE!

WE react to the behaviors of others without considering the rationale for their responses, especially when they differ from our own.

BELOW THE WATER LINE

Influences on other’s feelings and behaviors.

WHAT IS RARELY SHARED OR INVESTIGATED.

- Immediate circumstances
- Beliefs
- Preferences
- Past Experiences
- Cultural and/or family values, customs, and traditions

DIVERSITY: The range of the expressions of human identity including “race,” gender, sexual orientation, culture, etc., which encompasses the qualities we have in common with some others, all others, and no others.

EQUALITY vs. EQUITY: Equality means each individual or group of people is given the same resources or opportunities. Equity recognizes the conditions (bias, prejudice, “isms” and” institutional barriers) that prevent equal success of an individual or group, and then corrects by allocating the precise resources and opportunities needed to create equality.

INCLUSION: The active and intentional operationalization of diversity and equity within every facet of our organization (intellectual, social, cultural). Inclusion requires the identification and removal of barriers (e.g., physical, procedural, visible, invisible, intentional, unintentional) in a way that shares influence.

CREATING A CULTURE OF “CHERISH”

“**PERSPECTIVE-TAKING**”... is the ability to understand how a situation appears to the other person, and how they interpret the world through the lens of both their head **and** heart. By exercising self-accountability, and self-management, especially during conflict and misunderstandings, we have the opportunity to support everyone across the organization.

RELATIONSHIP BEFORE TASK IN ACTION

	Them	You
Them	What they THINK about <u>themselves.</u>	What they THINK about <u>You.</u>
You	What you THINK about <u>them.</u>	What you THINK about <u>yourself.</u>

PERSONALLY COMPETENT = SELF-AWARENESS + SELF-MANAGEMENT/MASTERY.

THE INTERNAL MONOLOGUE OF ROLE MODELS, COACHES, AND MENTORS:

1. “Have I taken any accountability for how **MY** actions and attitude have influenced this situation?”
2. “Am I asking questions, to understand, **OR** am I predicting/making assumptions?”
3. “Am I communicating with the same compassion I give to someone I care about or a favorite colleague?”
4. “Am I checking with them to make sure I hear and understand their concerns and perspective?”
5. “How is the stress of this conflict/situation affecting both of us?”
6. “Have I done enough to build trust and goodwill in our relationship and this conversation?”
7. “Am I holding their past or a negative experience against them?”
8. “Do I look like I’m open to listening, rather than just waiting to respond?”
9. “Am I, honestly, working for a “win/win” rather than fighting hard for a win/lose?”

SOCIALLY COMPETENT = SOCIAL AWARENESS + RELATIONSHIP MANAGEMENT.

THE WORDS THAT BUILD REAL CHANGE AND TRUST:

1. “I don’t have all of the answers, but we’ll figure this out together.”
2. “Your feedback allows me to grow as a manager.”
3. “It is extremely important to me that you feel heard and appreciated.” “I never want my struggles to impact you, but I know that they do.”
4. “One of my goals is for us to be better team members by the end of this conversation.”
5. “Help me understand how you see the situation.”

DEI COMPETENCIES ARE INHERENTLY INSEPARABLE FROM OUR ORGANIZATION’S MISSION, VISION, AND VALUES.

- Your ability to show courage and conviction through the chaos and turmoil will determine how many people stay in the department and organization.
- SELF-MASTERY is the only superpower you’ll need. Conviction, commitment, competence, and courage is an unbeatable combination.
- If you haven’t elevated your emotional intelligence skills to match the intensity of the times,...GOOD LUCK!
- Even though the journey to SELF-MASTERY is a little scary, consider the tragedy of diminished resident care that results from horrific retention.



Lt. General Jay Silveria, Superintendent of the US Air Force Academy

1. Use three words to describe the General's message and approach.
2. What is his overall goal for the US Air Force Academy?
3. Who stands to benefit from the General's stance?
4. How would YOUR workplace culture be different if ALL leaders committed to the organization's mission, vision, and values with the same energy, conviction, and purpose as the General's?
5. What other approaches/strategies exist?

HERE'S YOUR OPPORTUNITY TO TURN IT AROUND!

Based on the discoveries, ideas, thoughts, observations, confirmations, what are your next steps?

GOAL: DELIVERABLE	MONTH/DAY	MONTH/DAY	MONTH/DAY
PERSONAL: What will you do that will increase your skill, courage, and ability to enact the change necessary?			
PROFESSIONAL: What can you do based on your level of accountability and influence that will observably and measurably increase and aspect of DEI success?			