



2024 PACD MANAGEMENT SUMMIT

SEPTEMBER 18, 2024

CHRISTOPHER W. RIDENHOUR, GFN

20 YEARS OF CHANGING CULTURE IN ORGANIZATIONS ACROSS THE COUNTRY!

Website: christophermotivates.com

EMAIL: christophermotivates@yahoo.com PHONE: (215) 495-2590

BUILDING BLOCKS FOR INSPIRED LEADERS

How about a “TGIM” Culture!?

What if.... as you slept, over a random Sunday night, a “miracle” occurred across the entire organization? You arrive on Monday and notice a remarkable increase in kindness, teamwork, openness, courage, faith, and fellowship. Every position and department have been affected by the change. As you walk the halls, everyone appears energized and absorbed in collaborative conversations. You watch as your fellow managers engage their teams with confidence and compassion. They are committed to modeling behaviors that encourage each of their team members to feel capable and important. The impact of this “*miracle*” impacts the spirit and energy of non-managers as well. Your coworkers take on the challenges of their duties with a renewed sense of loyalty and purpose. They see themselves as cherished partners and key contributors in the life of the organization. As a result of this widespread transformation, the PACD’s influence grows, and partnerships deepen within the organization, but also across the state. You think to yourself, “We are winning!” and then pinch yourself to see if you are still dreaming!

1. How does your current department and/or workplace culture compare to Miracle Monday?
2. How and why would this widespread change impact retention and morale?
3. While we can’t do everything, each of us can do SOMETHING to affect change! Come up with 3 actions you CAN/WILL take within the next 7 days with the potential to move your culture closer to Miracle Monday?

ALL POSSIBILITIES START WITH YOU!

SELF-AWARENESS AND THEN SELF-IMPROVEMENT ARE CRITICAL

Great for

1. Name 3 core values that guide your personal and professional actions and decisions.
2. What habits, behaviors, or beliefs prevent you from being the best role model possible? What steps can you take to reduce its impact on those around you?
3. On a scale of 1 to 10, rate your ability to inspire your colleagues to greater commitment and loyalty to the organization. What changes do you need to make in your approach that will improve this score?
4. Share the way(s) in which your colleagues have become better people due to your influence and the quality of your relationship with them. Give examples.
5. What is your connection to the levels of trust, retention, and professional self-esteem of your colleagues or team?

STEPS FORWARD – ACTIONS AND TOOLS

2024 AND BEYOND! SUCCESS CAN ONLY BE ACHIEVED WHEN:

(In no particular order of importance.)

- 1) Each of us commits to prioritizing relationships with our colleagues before responsibilities.
- 2) Every leader, without exception, becomes a Role Model of your organization's Mission, Vision, and Values.
- 3) Every Department Head sets "Team Culture Goals" and takes accountability for team performance.
- 4) Organizations identify at least 3 "non-negotiable" leadership competencies focused on Retention, Cultural Competence, and Emotional Intelligence on which every leader will be evaluated.

Which one of the following terms communicates a deep spirit of appreciation, importance, and/or respect?

A) "Employees" B) "Staff" C) "Subordinates" D) "Frontline Workers" E) "Direct Reports"

NONE OF THE ABOVE. Replace each of them with "Team Member," "Colleague," "Partner" and "Coworker" The Workforce Crisis and Great Resignation feeds on disconnection and the lack of appreciation. Changing our language is a great start to profoundly impacting culture and team success.

LEADERSHIP MANTRAS (Self-Awareness and Self-Management)

Based on an honest inward look, choose 3 of the mantras to incorporate into your daily leadership practice.

- | | |
|--|---|
| <input type="checkbox"/> "I take responsibility for the energy and attitude I bring to my team." | <input type="checkbox"/> "I will get CURIOUS, and not furious." |
| <input type="checkbox"/> "I will connect before I correct." | <input type="checkbox"/> "I commit to relationships over tasks." |
| <input type="checkbox"/> "Not on my watch!" | <input type="checkbox"/> "No one offends me without my permission." |
| <input type="checkbox"/> "It's not the skill, it's the will." | <input type="checkbox"/> "Whatever I permit, I promote." |

- 1) **"FEEDBACK FREELY"**: Dedicate time each week for team members to share mistakes or challenges they encountered and steps they took to solve them. As the leader, you start first. This activity normalizes discussing "do-overs" and focuses on learning, growth, open communication, trust, and a culture of accountability.
- 2) **"MEANINGFUL MEETINGS!"** Make a STRONG commitment to ending boring, uninspired meetings! Change the format in recognition that everyone is overloaded with tasks, demands, and problems. We are overwhelming folks who are already burned out. And, we are also burned out. Team meetings and the one-on-ones must be positive, supportive, and address emotional needs. How do we do this? At each meeting:
 - Share team and individual "wins," "bravos," and accomplishments achieved since the last meeting.
 - Dedicate time to giving Progress or Status Updates about ongoing challenges.
 - Brainstorm solutions to improve team culture and sustained open communication.
 - Include an activity, conversation, or reading that builds psychological safety, camaraderie, and honesty. Avoid calling it an "icebreaker." Just launch it.
 - Praise and encourage the team **EVERY** single time you gather.
- 3) **"DECLARE IT, THEN SHARE IT!"**: Identify a 6 month – 1-year departmental theme or goal where a focused approach to building a great team culture can be measured.
Examples: 1) "The Year of Retention" 2) "Operation Open Communication" 3) "Year of Professional Development"
- 4) **"PURPOSEFUL PARTNERSHIPS"**: Revise one-on-one meetings to reflect a ratio of 33% "business," 33% identifying how to professionally support their work, and 33% relationship-building through learning about their goals, perspective, and experience at work.

NOTES AND QUOTES.

Summit 0918 Session Suggestions

Ideas to Inspire:

- not scheduled = not happening
- Show appreciation *tangible
- Opportunities for fellowship
- Practice the Pause – before speaking or acting
- Intentionally connecting (sharing & understanding needs)
- Find & use your charging station(s): self care, etc.
- RELATIONSHIP BEFORE TASK (focus on wellbeing)
- Allow space for staff expression, value their opinions
- “No Frills Friday”
- Consciously setting the tone for the team
- “59 Minutes” (good job, go home early)
- Focus on culture
- Support team cohesion
- Know Yourself, practice appreciative inquiry