



Challenges, Changes, and Triumphs, 2021 and Beyond!

Spring 2021 PACAH Spring Conference

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If you are tired of fighting to keep folks in your department/organization,

If you are in desperate need of tools to raise engagement, enthusiasm, and morale

REACH OUT!

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A “new normal” implies that there was *ever* a “normal”!

What is the PARADIGM SHIFT **YOU** need to make?

What new thought about yourself, your role, a particular circumstance or relationship do you need to adopt in order to find new ideas, new energy, and a renewed sense of purpose?

Notes here!

MAGIC MONDAY!

What if, on Sunday, while you slept, something incredible happened overnight! Every aspect of your organization or department improved!

Then...you show up at work the next day and every relationship in the building improved. Acts of trust, kindness, understanding, empathy were all taking place...across shift and position. Everyone felt like a “favorite.” Supervisor and bosses turned into **LEADERS, COACHES, and MENTORS**. “Frontline workers”, “staff” and “employees” felt like partners and **true team members** whose voice mattered in resolving organizational challenges and they were inspired to help create an amazing and cooperative culture.

If this change occurred, what would you **notice** in the halls or in meetings? Specifically, what would behaviors you see/observe? What specific words would you hear? Name all the ways you would feel if this change took place. What would change about you that you think others would notice?

- ▶ How would this *magic miracle* improve the services to your residents/patients/elders? What would they notice as different?
- ▶ What is your greatest wish for your organization or department?
- ▶ Would you be willing to work with your team to make part of this miracle come true? What is the first thing you can do toward making it real?

PEACE COMES AFTER YOUR “SHIFT”

1. What will you do more of that will bring more joy and peace to **YOUR** life? Each day? Each week?
Your EMOTIONAL state directly affects your team and the elders. When you are not happy, they cannot be. When you are stressed, so are they.
2. Courage does not have to be a mic drop. It often takes baby steps. Our buildings would be quite different if more people were courageous. No one, at any level, would feel underappreciated or undervalued. We would be more confident in our ability to speak up whenever someone needed our support, including ourselves.
3. Name a challenging situation or person that you know you’ve needed to address for a while. What is the first small step you’ll take, by Friday, that will bring you more peace.
4. If you were your own supervisor, what advice would you give yourself to be a stronger role model to those around you? What do you need to STOP AND START doing?
5. When was the last time you invited your team to share their thoughts about your impact on them? How do you accept constructive feedback from others? Is it something you do often, and if not, why not?
6. Are your team members better people because of your contribution, influence, and mentoring?
Are they better professionals? Do they work harder? Are they more kind? Are they more patient?
Are they less anxious or more confident in the face of great change?
7. Honestly, how are you coping with the current craziness occurring outside of your building/organization? How can you help those with whom you work most closely feel supported, encouraged, and capable of managing the additional anxiety?

List the actions of Leaders, Coaches, Mentors, and Role Models:

What are the steps you need to take as soon as you get back to your team?

- 1.
- 2.
- 3.
- 4.
- 5.