

# **RETENTION 911:**

**Reviving, Inspiring, Engaging, Retaining!**



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Today is based on a few premises..

- You get what you ask for...
- ACTION brings REWARD
- Our comfort zones get in the way of new and favored experiences and feelings!





**You might not be getting  
what you deserve, but you are  
getting what you tolerate.**

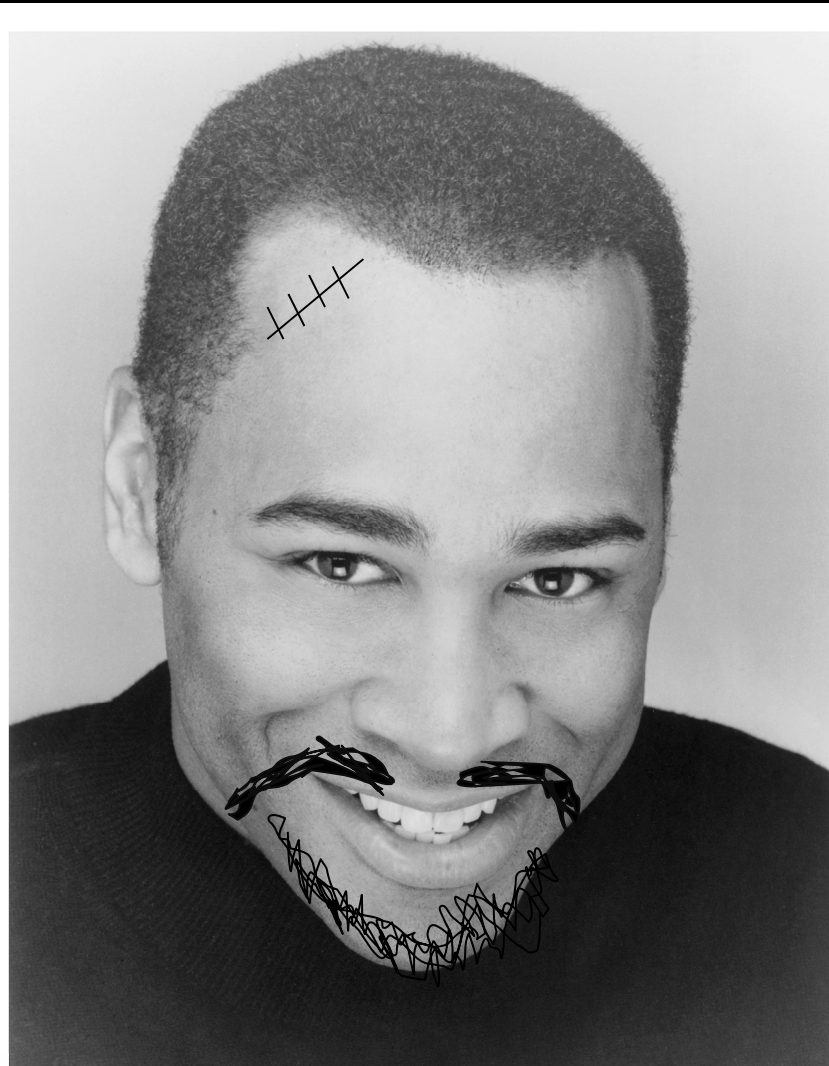




COURAGE DOESN'T ALWAYS ROAR.  
Sometimes courage is the quiet voice at  
the end of the day saying, I will try again  
tomorrow.



# ALMOST 20 YEARS!!



- **Director of Workplace Culture**
- 2015 LeadingAge's, "Facilitator of the Year" (fancy, right?!)
- World Class Hospitality Trainer
- Certified Staff Whisperer
- CZAR of Leadership Retreats
- Team Accountability Coach
- Shenanigan Enthusiast
- Mom's favorite
- Devilish Rogue
- Hyperbole is my specialty!

# HAVE PASSION-WILL TRAVEL

## Visiting communities all over the country



Nebraska, Georgia, Oklahoma, Minnesota, Louisiana, North Carolina, Montana, Maine, New Jersey, Tennessee, New York, Virginia, Vermont, Iowa, South Carolina, Minnesota, California, Ohio, Maine, New Hampshire, Maryland, Pennsylvania, Colorado, Connecticut, Washington, Washington D.C., Oregon, Arizona, Illinois, Texas, Toronto, and one of the Dakotas

### ASSOCIATIONS:

LeadingAge, American College of Healthcare Administrators, American Healthcare Association, Pioneer Network, National Center for Assisted Living, and the Ontario Association for Non-Profit Homes and Services for Seniors, & ALFA

**HAVE PASSION, WILL TRAVEL!**

**Reach out on  
LINKEDIN**





**WE LOVE IT HERE AT.....**  
**(Place your community's name here)!**  
**EVERY** HOUR IS HAPPY HOUR! WHOOPEE!



**We're FIRED UP!**

**We LOOOOVE one another!**

**We even smell "engaged"!**

**And we almost never,  
ever, ever, ever  
eat our young!...**

**well, almost never....**



What does the website  
promise that doesn't exist  
out on the floor?





# Horizontal Violence

(Relational Aggression )

.....is harmful behavior, via attitudes, actions, words, and other behaviors that is directed towards us by another colleague. Horizontal violence controls, humiliates, and injures the dignity of another.

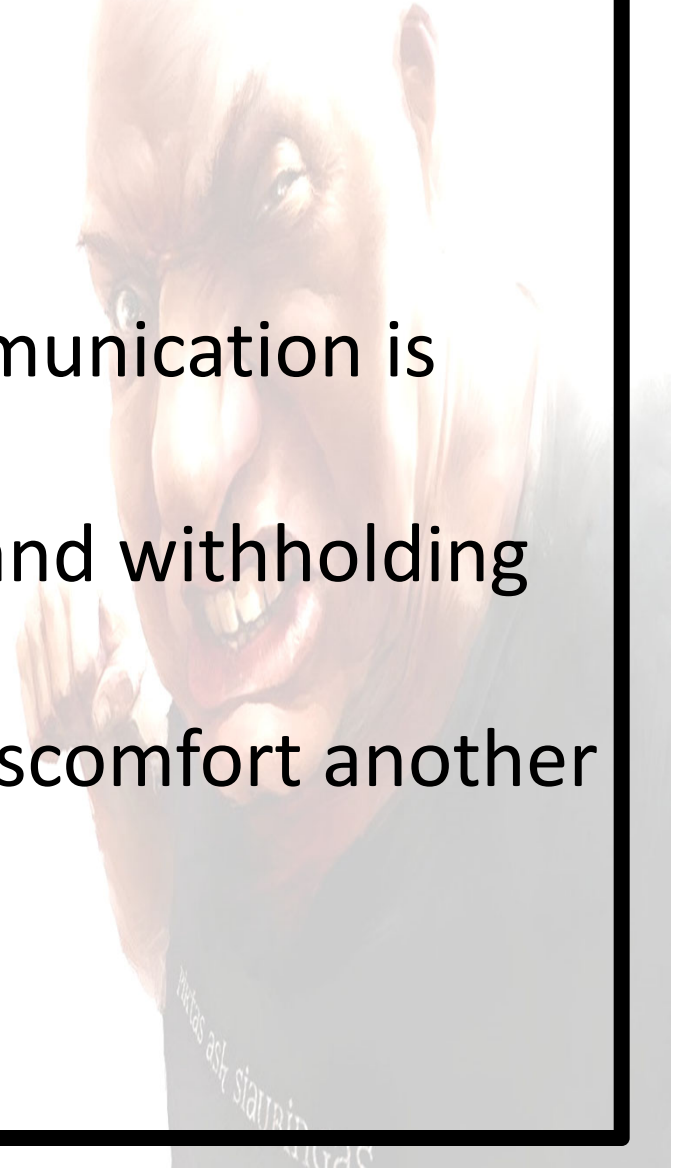


What negative behaviors have you seen or experienced that contribute to lack of engagement and retention?



# RECOGNIZE THESE?

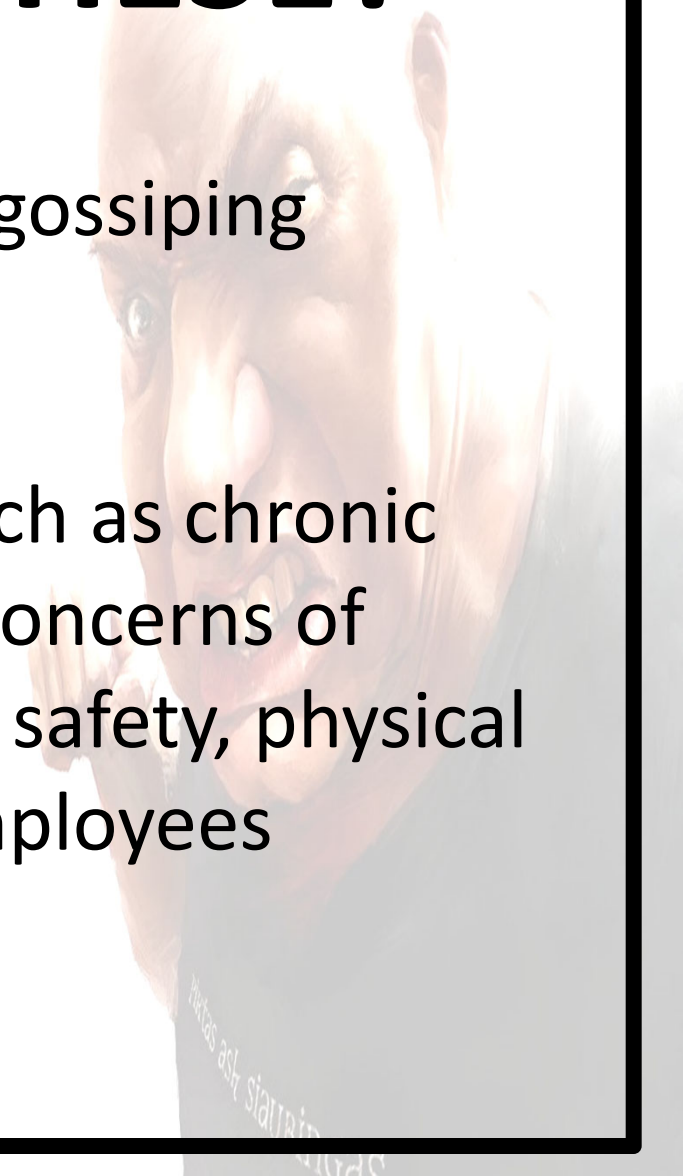
- ☐ Belittling behaviors
- ☐ Deliberate rolling of eyes
- ☐ Staring into space when communication is being attempted
- ☐ Disinterest, discouragement and withholding support
- ☐ Body language designed to discomfort another or others





# HOW ABOUT THESE?

- ☐ Name-calling, intimidating, gossiping
- ☐ Serial Sarcasm
- ☐ “Humorous” put downs
- ☐ Nurse manager practices such as chronic understaffing; belittling the concerns of nurses; and disregard for the safety, physical or mental health of nurse employees
- ☐ Fault finding (nitpicking)



If just one of your  
managers doesn't  
"get it" .....

You can kiss high  
morale, great  
retention, and quality  
service **GOOD BYE!**



*Employee of  
the month*

# A PARADIGM SHIFT IS NEEDED

- SUPERIOR
- MANAGER
- BOSS
- SUPERVISOR
- DIRECTOR

Results "I'm just an "aid"



**FRESH HOT  
SOLUTIONS HERE!**



The background of the image is a bright blue sky filled with soft, white, fluffy clouds. Sun rays are visible, emanating from behind the clouds and spreading across the sky, creating a sense of light and hope.

**WELCOME!**  
**A NEW DAY DEFINED BY COURAGE**

**MIRACLE MONDAY!**



## A NEW DAY DEFINED BY COURAGE

Imagine **IF**...overnight something happened to all the staff in your building

**Then**...you arrived at work the next day and everyone was cooperative, and eager to find solutions, together, to resolve all organizational challenges.

## A NEW DAY DEFINED BY COURAGE

1. What would be the first change you would notice around the community?
2. What new words would you hear from team members and leaders? Be specific!
3. What new behaviors would you see from team members and leaders? Be specific!
4. How would **YOU** experience the new behaviors and attitudes around you? How would you feel as a result?

## A NEW DAY DEFINED BY COURAGE

- What desired future state would like for your agency? How would residents and their families notice and experience the difference?
- How would this miracle improve the experience for team members at all levels?
- What specific actions will you, or the team you lead take to create this “MIRACLE”?

# SELF REFLECTION & SOLUTIONS!

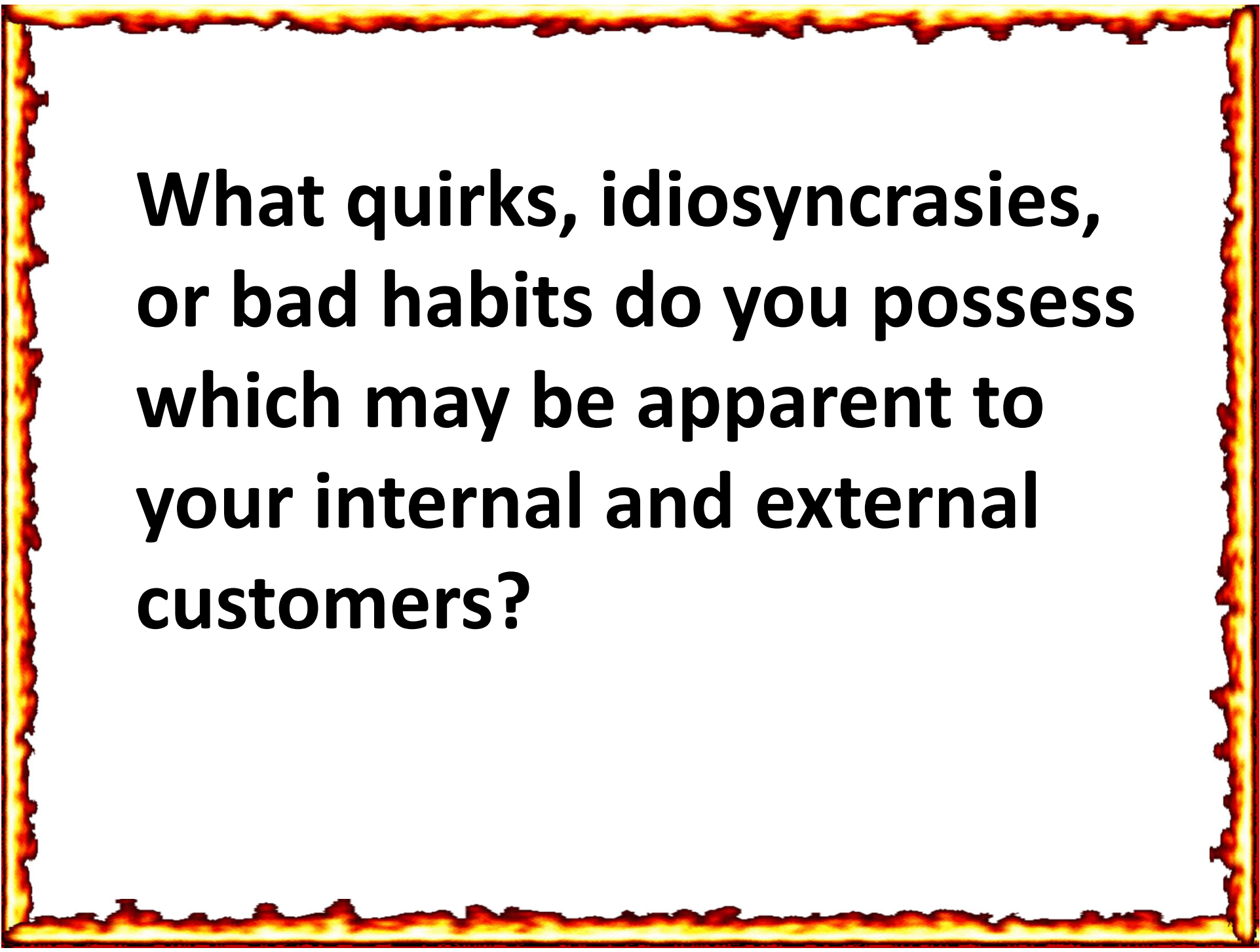




**HUMAN BEINGS  
NEED COACHES, LEADERS,  
MENTORS, and ROLE MODELS!**







**What quirks, idiosyncrasies,  
or bad habits do you possess  
which may be apparent to  
your internal and external  
customers?**

**Dull in-services are the second leading cause of death by boredom in this country!**



**Does your staff training excite, motivate, challenge, or encourage? Are the trainers aware of the different learning styles of adult learners?**

**NO TRAIN**

**NO PAIN**

**NO GAIN!**

You need a subject matter expert involved in the turn around.

Beyond reading an articles, every now and again, who around here is a pro at this?

- Controllers..... control
- Administrators, administrate
- Human Resources, resource humans

**What events or  
educational experiences  
can you create that  
TEACH your MISSION  
and are energizing,  
extremely engaging,  
and affirming?**







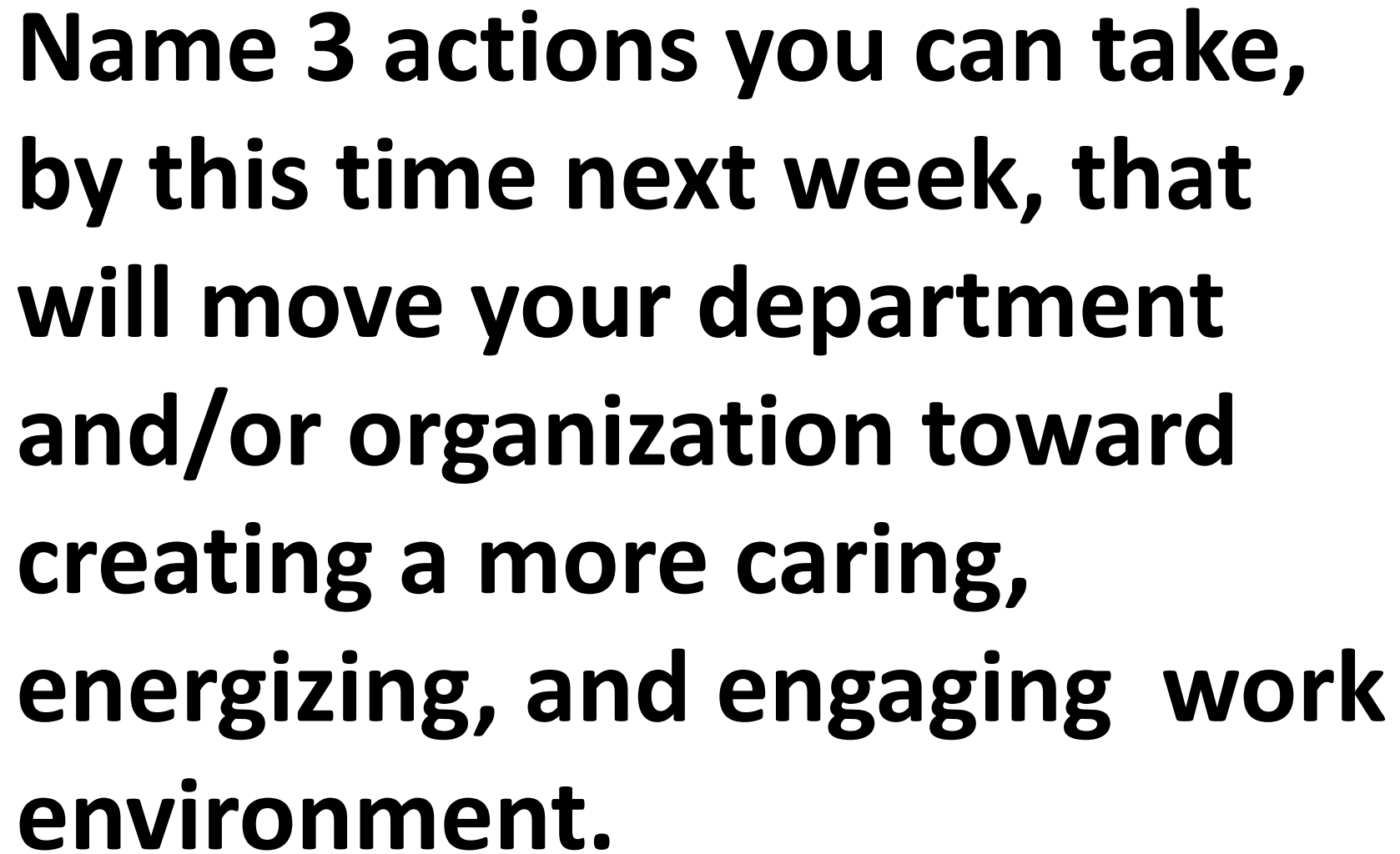
**EVERYONE NEEDS A WORKPLACE MENTOR!**

**ON A SCALE OF 1 – 10, how would you rate yourself as a COACH and GUIDE to those around you?**

**COME UP WITH AN ACTION YOU CAN TAKE TO RAISE YOUR SCORE 2 NOTCHES BY JULY 31<sup>ST</sup>.**

**Does any of your staff training  
inspire, refresh, rejuvenate, or have  
any significant emotional  
impact?**





**Name 3 actions you can take,  
by this time next week, that  
will move your department  
and/or organization toward  
creating a more caring,  
energizing, and engaging work  
environment.**

**If you were your own supervisor,  
what advice would you give  
yourself in order to be a greater  
inspiration to your colleagues  
and/or direct reports?**

**What do you need to STOP?  
What do you need to START?**



**How often over the course  
of the day do you ACT ON  
your responsibility as a  
coach, role model, or  
mentor to others?**

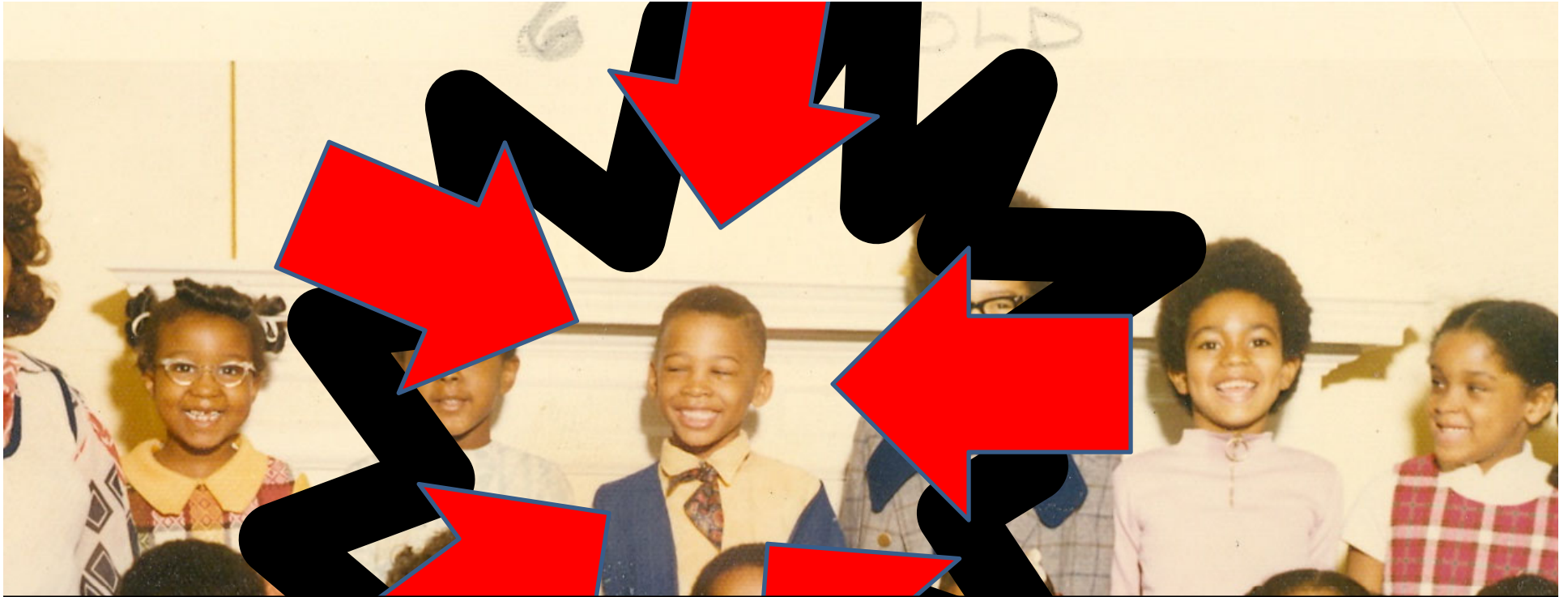


**How much time do  
you actively teach  
or train your  
leaders how to  
inspire their  
colleagues?**



**How much time DAILY do you purposefully help everyone in your department and building feel valued and appreciated?**





**LET'S KEEP THE CONVERSATION GOING!**

**HAVE PASSION, WILL TRAVEL!  
VISITING COMMUNITIES ACROSS THE COUNTRY!**

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