RETENTION 911:
Reviving, Inspiring, Engaging, Retaining!

Christopher Ridenhour
christophermotivates.com
christophermotivates@yahoo.com
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


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! WHOOOPEE!
We’re FIRED UP!
We LOOOOOVE one another!
We even smell “engaged”!

And we almost never, ever, 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!
WELCOME!
A NEW DAY DEFINED BY COURAGE

MIRACLE MONDAY!
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 31ST.
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!

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