



BUILDING PEACEFUL COMMUNITY

Reconnecting Humanity with Humane

**Refreshing our Workplace[®] Workshop
December, 2017 - Staff Feedback and Ideas**

1. What does our best work with and for one another look like? What can we do on a continuing basis to connect and support each other in our work?

Emotional support - invitation of both professional and personal support for one another; Sharing knowledge, information and resources at meetings; Coaching; Celebrating, respecting and validating each other; Fun!; Treats!; Acknowledging humanity; Team building meetings and events; Taking and investing time to learn about and with each other, build relationships and respect, affirm one another, value and celebrate various perspectives and differences; Support one another to increase accountability & follow through; **Connection Before Correction.**

2. What does our best work with our families and clients look like? How can we build on these practices to enhance and strengthen our work of investing ourselves in the families and communities we serve?

Treating families with respect and making them feel welcome when they first walk in; Do the little things that make them feel they are valued; Being stress relievers; Relationship building and building rapport; Help clients identify their strengths; Give support and resources; Help them understand what the system is and how it affects them; Planning for when they are no longer in the system, e.g. food, job, child care, rent; Timely and effective communication; Explain client rights; Being interested to hear and respond to client needs

3. Something important that I learned today?

I learned that we aren't that different and it seems we have solutions to many of each other's problems;

Today I learned about our common humanity - both between ourselves and our fellow co-workers and between ourselves and our clients - and how important it is to stay mindful of it;

I learned how to be transparent and more aware when meeting with my clients.

Because of today's discussions, I will be more prepared and available for my clients and I will be open with them and help them to the best of my abilities;

Criticism is a hard word/concept to deal with and utilize;



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I learned today to be more caring with/of my co-workers, build connection to have a better work environment;

Different psychology and approaches to humanity - favorite today is Affect Script;

That we are on the right track, but improvements still need to happen when it comes to how we are with our clients;

How important it is to staff to feel connected to one another in the workplace;

More ways to look outside the box, ways to look at things differently;

I work with some really amazing people;

Connection before correction!;

The importance of how goals, roles & process can impact relationships;

How many years old our agency is & how my co-workers view me in a positive way :-);

I learned about being a better team member and understanding others;

I will be more open to getting to know other co-workers better;

I learned to appreciate and really listen to an individual. Everyone is different;

That I have a personal/professional mission statement and that it does not have to be complex or hard;

Our Agency's Top 5;

Important thing I learned today is to speak up if I don't agree with or understand something, be more challenging and involved in making better changes;

I learned that we all pretty much do the same thing but in different ways, or ways that work for us and our clients;

I enjoyed learning about the theory regarding our instinctual and biological responses to conflict and surprise;

I learned how much I value my co-workers;

Giving criticism/feedback as a "gift", understanding others' goals/roles better;

Across the board our employees desire to connect with each other at a deeper level and across offices and communities;

There are many ways to approach and assist families to move forward;

That we are not just an organization, but a "Team";

I learned that I am a hairy mammal :-), and to better understand our clients and meet them where they are;



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I learned that as a team if we work together and bring our thoughts together it helps us meet our clients and their needs;

I learned the importance of community support and understanding to one's success;

To be mindful of the words we use, and how they may affect or trigger others;

That as a team others see things that you might not see. Use each other in a positive way;

Our current group is very diverse and have great ideas for serving our families;

We might not be able to change the system but we can change one client at a time;

Activities today were effective ways to interact with co-workers in order to build a team - great presentation, thanks for the stories;

How different words/phrases may have different meanings for different people;

It's important to have meetings like this, and I learned my values for our agency and what I want to bring to the organization;

I learned that we are working toward a common goal but have different ways of getting there;

Continue to do meetings like this where we can talk about the big picture. It is easy to feel burnt out and carry the weight of everything going on with our clients on our shoulders. Being able to talk about and share with others in the company makes it easier;

Fundamental Attribution Error - too much value on character (assumptions), not enough focus on situation;

We have a great team. We work for a committed agency. "Connection before Correction";

That this group of people all shares one common goal through different approaches, and remembering my humanity and that connection to my coworkers' and clients' humanity;

Abilene paradox;

I learned that there are more people involved on staff side than I thought

4. Something I will practice in the future based on today's discussions?

In providing feedback, I will try to come from a place of openness and understanding and value the relationship first. Be mindful of our shared humanity every day;

Connecting with co-workers to strengthen on workplace and community -

Connection Before Correction;



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Continue to have conversation, sharing and standing up for the work that we do;
Connect with each other. Bring my best self to work for the betterment of my clients, the agency, and team (Awesome snacks and lunch!);
Give more verbal, written praise to staff. NEED: better team environment, trusting management;
I liked the view of conflict as dangerous opportunity. I will try to view it more as opportunity in the future;
I will be aware of "blind agreement" and work to share my ideas and thoughts on topics and discussions. Be aware of differences and similarities in a respectful way;
Maintaining a supportive relationship with clients as well as co-workers;
Continue to build meaningful relationships with my co-workers. Continuing to be intentional with our humanity with each other and the people we serve;
Build workshops for clients and continue meetings to discuss new ways to serve;
Work better as a team, talk, share and bring it back to your work;
To speak up in situations where it may not seem relevant;
I will continue to keep an open mind when working with people and always be willing to learn;
I will practice patience, understanding and empathy. I do this currently and will continue to be that counselor that strives to meet our client needs;
Be more welcoming...you never know what someone is going through;
I will practice building rapport with more of my clients;
Listen and use different methods to work with families, as each family is in a different stage in their life;
Continue coming together and meeting each other where we're at to keep a dialogue open;
I will practice better patience with clients;
I would like to make more of an effort to welcome input and sharing from my co-workers;
The next steps to continue to enhance our workplace are to continue to get to know co-workers better, to make time to know each other better;
Not be afraid to tell others when they are doing good. Don't wait until it is too late!
Take time to work on the business and not just in the business;
Strengthen workplace -- affirm the work of one another in an environment that is open and respectful, built on a trust relationship.