



# MENTAL HEALTH KC CONFERENCE 2024

MAY 23 & 24, 2024

Thank you for joining us!

Disclaimer: The views and opinions presented are those of the speaker and do not necessarily represent the opinions of Metro Council.





# **Creating a Positive Workplace Culture**

# Welcome

1. Importance of a Positive Workplace Culture
2. Rapport Building
3. Communication & Conflict
4. Check in's, Rounding, & Retention
5. Unique ways to build connection among staff members





# Who are we?

## Susie

Licensed Professional Counselor,  
Motivational Speaker



## Lindsey

Director of Human  
Resources  
Client Care Coordinator





# County Crossroads Counseling



Help people at all points  
in their life

EMDR, play therapy,  
couples, family

Animal Assisted Therapy

Get the word out to the  
Masses about mental  
health

School Based Therapy

We host LOTS of events

slido



**What is your "official" job title?**

① Start presenting to display the poll results on this slide.



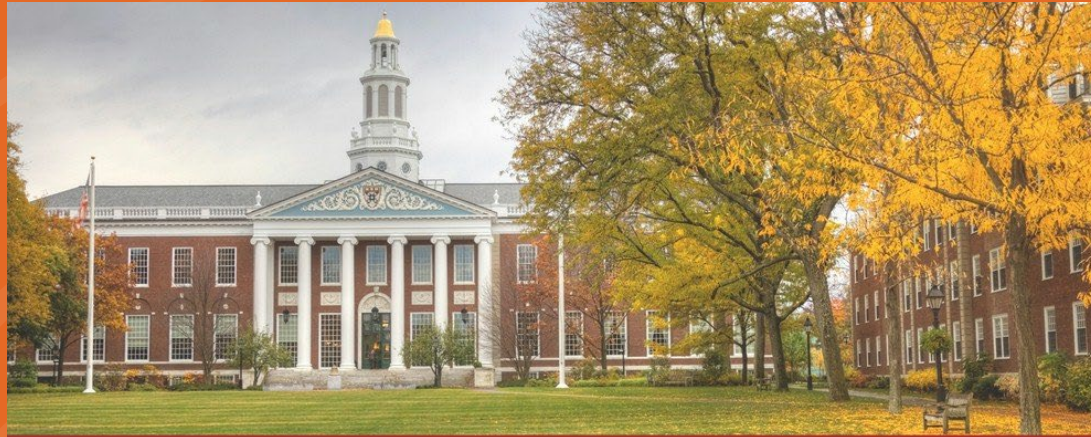


# **1. The Importance of Workplace Culture**




# Why do we need to talk about this?

**It's estimated that the average adult living in the United States will spend 90,000 hours — or one-third of their lives — at work.**



**HARVARD**  
UNIVERSITY



# People's behaviors at work are shaped by the organization's collective beliefs and values

- Workplace culture is not just about sticking a list of values on a wall in the break room and then going about your day.
- It's a commitment that every person in the organization, including senior leadership, will model their behavior to support those values.
- The idea of letting harmful or hurtful behavior slide is not acceptable in organizations that truly embody a healthy workplace.



# A sense of belonging



People want to feel like they belong and that they matter. When employees feel like they are part of a team and that they are contributing, they are more engaged.

Team Connection activities that help people get to know each other on a more personal level are great ways to foster a sense of belonging among employees.





## **2. Rapport Building with Staff**

# It starts with the hiring process!

Multiple steps of screening

Hiring people you want to hang out with

You can train clinical skills

You can't change personalities (negativity example)

We want a diverse population of employees

**Therapist:** You saw the red flags though, right?

**Me:** I thought it was a carnival



# One on Ones are POWERFUL

- ❑ Building relationships
- ❑ Improved communication
- ❑ Feedback
- ❑ Better teamwork





# Coaching

**We believe “most” people can improve with time and investment**

- People are worth giving an opportunity to
- Provide them with feedback and have conversations about what they are doing well and what needs improvement
- Give them a mentor
- If you have genuinely tried and they make no effort or improvement or you are working harder than them that's a red flag they are not a good fit for your organization at this point

**INVEST  
IN YOUR  
PEOPLE**



# CREATE PSYCHOLOGICAL SAFETY

For staff to be real with you



- Encourage empathy by trying to understand the unique challenges faced by staff members
- Promote patience and a supportive attitude, allowing individuals to communicate at their own pace.



# Meetings are still important!

While virtual meetings can help teams stay connected, in-person meetings allow for deeper, more meaningful relationships to grow.

According to a survey by Harvard Business Review, 95% of people say face-to-face meetings are key to successful long-term relationships in the workplace. May 2, 2024



# Tips for a Steller Meeting

Ideas taken from Traction

Opening	Shout outs	Identify, Discuss, & Solve	K. P. I. (key) (performance) (indicator)	Rocks	Call to Action
Connection Activity	Anybody doing well you need acknowledge?	Big Items that need input	SMART goals	Goals that better your staff and are good for the organization	Leave your team with something to work on for the next month to better the organization
3 W's Highs and Lows	Is there someone who passed a test? Got licensed?	This is your main points of your agenda	A way to track goals	Description	Description



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# **3. Communication & Conflict**



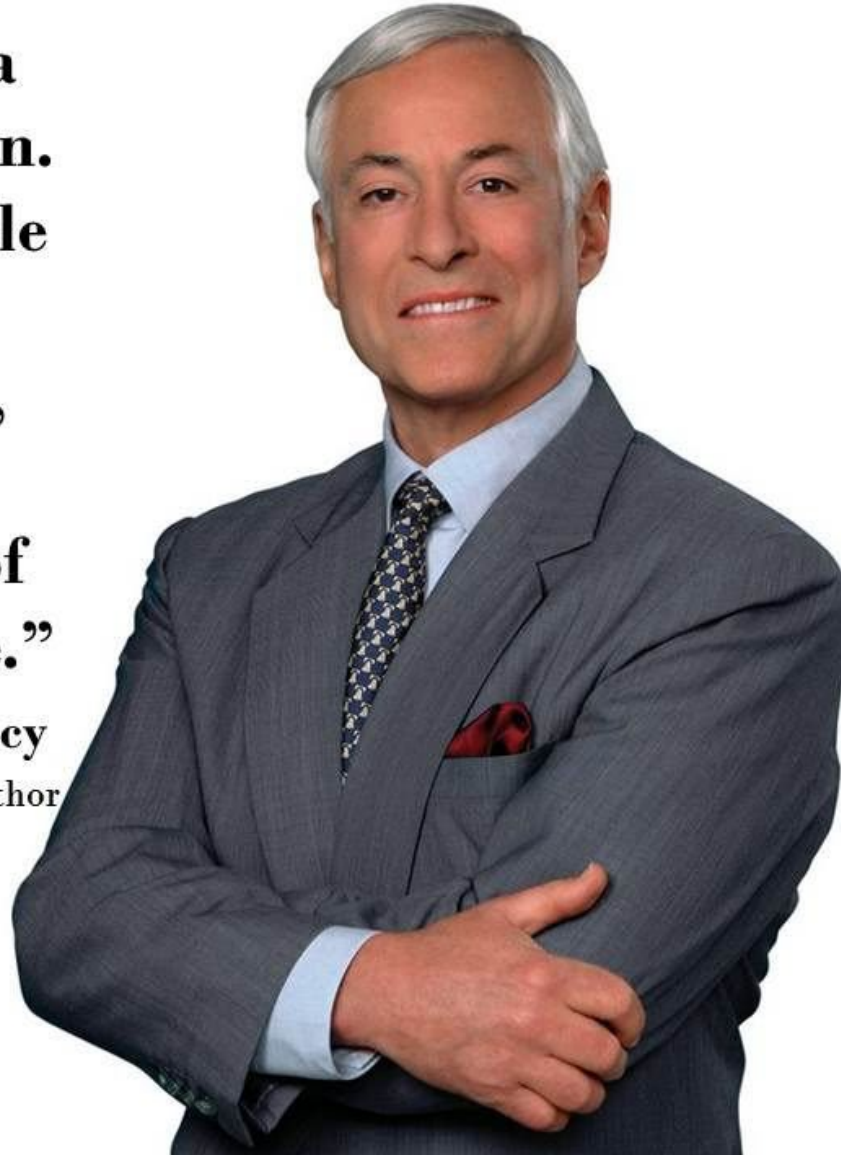
**LET'S TALK  
ABOUT IT**

**80% of Problems in the  
Workplace are  
Communication Related**

**“Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life.”**

**~Brian Tracy**

American Motivational Speaker & Author

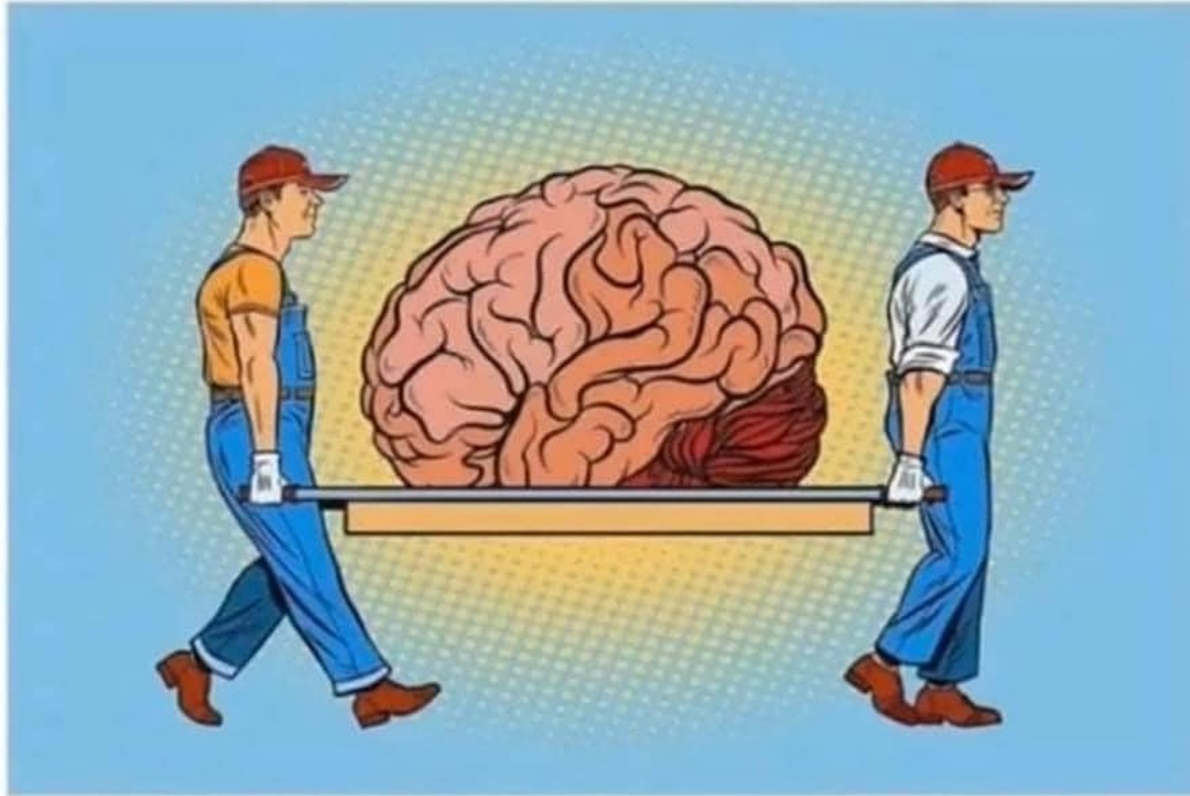


[www.cjbaxtergroup.com](http://www.cjbaxtergroup.com)





You are not responsible for the programming you received in childhood. As an adult, you are 100% responsible for fixing it.



# Communication

YOUR RELATIONSHIP IS  
WHAT'S IMPORTANT

BODY LANGUAGE AND  
FACIAL EXPRESSIONS  
93% NON VERBALS

KEEP IT SIMPLE, GENTLE,  
BE DIRECT, TELL THEM  
WHAT YOU NEED,  
WELCOME FEEDBACK

“PEOPLE DON'T CARE HOW  
MUCH YOU KNOW UNTIL  
THEY KNOW HOW MUCH  
YOU CARE”

WE MAKE NOT LIKE EVERYONE ON  
OUR TEAM, BUT WE HAVE TO BE  
RESPECTFUL,  
FOCUS ON THEIR  
STRENGTHS

# Encourage your team to COMMUNICATE

Have conversations

Even if you think people should just know, tell them AGAIN or tell them in a different way

Don't assume you know what other people are thinking or feeling, avoid making assumptions on peoples behaviors

Have a zero drama tolerance

People have different stress thresholds






# Are people stressing you out?

We are relational people.


Social weather/climate.

Nothing other people do is because of you!



Don't take anything  
personally.

Miguel Ruiz

 quotekey

The background of the slide is decorated with stylized, overlapping leaves. On the left side, there are leaves in shades of green, orange, and a light blue. On the right side, there are leaves in shades of orange, light blue, and green. The leaves are drawn with simple outlines and internal vein patterns.

**What if there is  
conflict?**



# **Conflict is a normal, and even healthy, part of relationships**

**After all, two people can't be expected to agree on everything at all times. Since relationship conflicts are inevitable, learning to deal with them in a healthy way is crucial. When conflict is mismanaged, it can harm the relationship. But when handled in a respectful and positive way, conflict provides an opportunity for growth, ultimately strengthening the bond between two people. By learning the skills you need for successful conflict resolution, you can keep your personal and professional relationships strong and growing.**



If you want a gift, it comes in the form of a problem...  
if you want a bigger gift,  
it comes in the form of a bigger problem.



AddTracy, B. (1993). Maximum Achievement:  
Strategies and Skills That Will Unlock Your Hidden  
Powers to Succeed. Simon & Schuster. a footer

# Hold people in the “CUP” of your hand during difficult conversations

We are just “working through”  
this situation

COMPASSION  
UNDERSTANDING  
PRAISE  
Sandwich approach



Burchard, B. (2022). The Six Habits to Growth.

Pick the Right time!



# FEELINGS SCALE

10 (BIG FEELINGS)

9

8

7

6

5

4

3

2

1 (FEELING CALM)

**Emotional**

**Logical**

When emotions  
are high,  
logic is low.

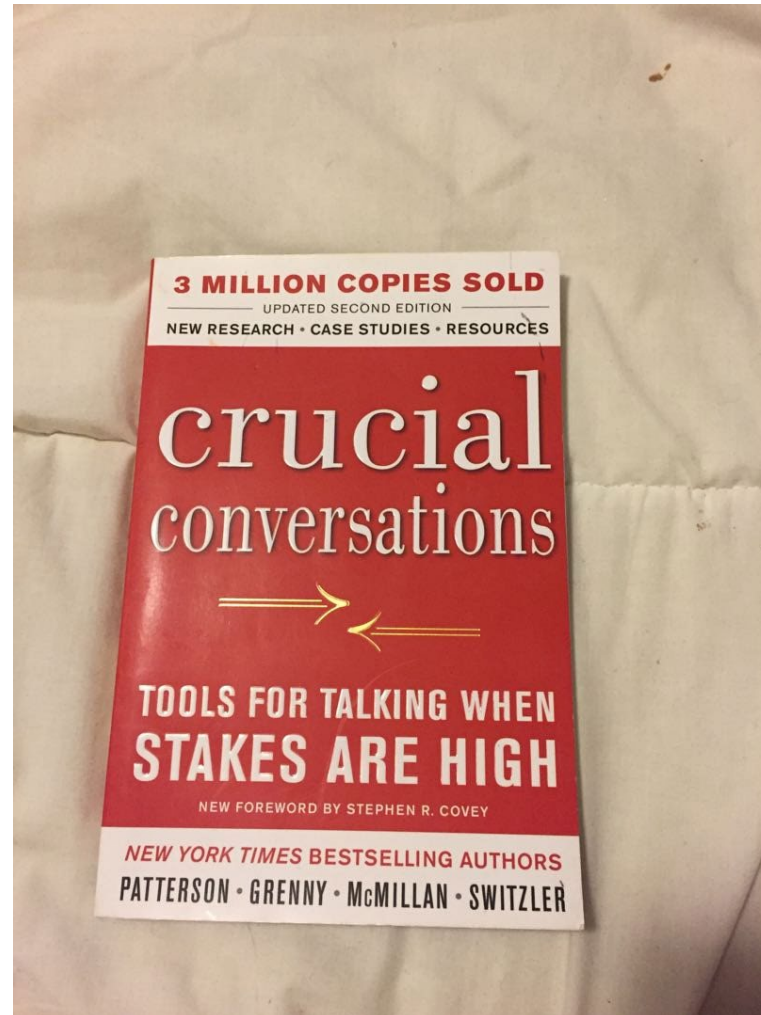






# 1 Hour/1 Day Rule

# CRUCIAL CONVERSATIONS



**Choose the right time and location**

**Everyone finds the conversation difficult**

**Ask yourself what do I want for myself? For the other person? The relationship?**

**Ask yourself what don't you want from this?**

# DON'T HOLD A GRUDGE!

- If someone has hurt us or upset us
- We look for them to do it again
- Let it go
- Most people are doing their personal best
- Forgive people





## 4. Check in's, Rounding, & Retention



# Retention

**We want people to stay long term so do you**

**1/3 of new employees quit within 6 months**

**Huge cost of time and money to the company**

**Gives off the wrong vibe when there is a high turnover**

**Importance of orientation and training**



# Types of check-in's with staff:

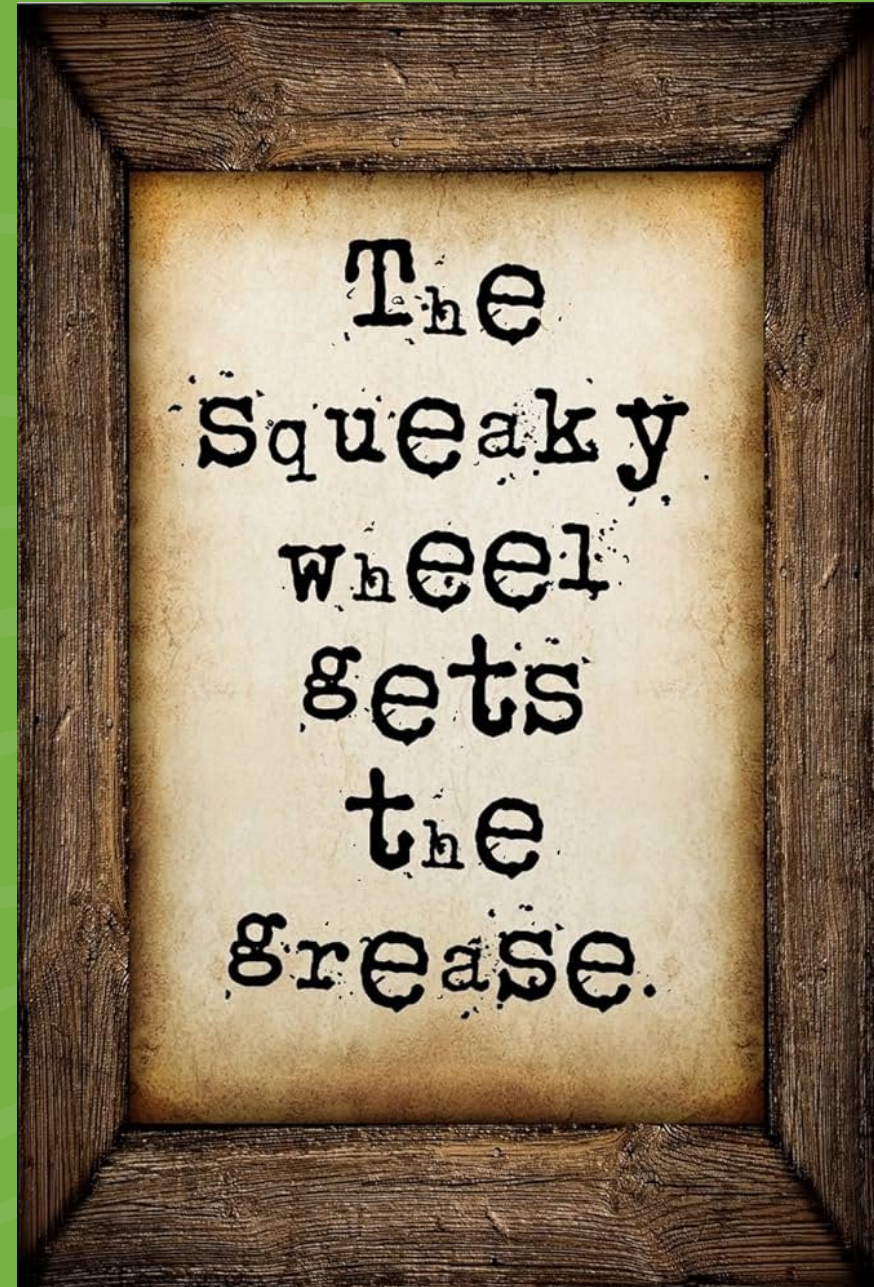
- 30 day orientation
- 90 day orientation
- Exit interviews
- Stay interviews
- "Rounding"



# “Rounding” with employees

## Benefits

- People feel valued
- One on One time
- Direct & meaningful communication





# "Rounding" Form



Country Crossroads Counseling, LLC

**Rounding Log**

Date \_\_\_\_\_

Name \_\_\_\_\_ Location(s) \_\_\_\_\_

KEY WORDS OR QUESTIONS	SPECIAL EMPLOYEE ISSUES

COMMENTS		
Relationship Building/Personal Connections		
What is working well for you today?		
Staff member(s) I can recognize and why?	Who?	Why?
Do you have the tools and equipment needed to do your job?		
Do you believe there are any systems that you'd like to see improved? What are your ideas to fix?		
Any quality or safety issues you see?		
Client perceptions? What are your clients saying?		
Tough Questions: Is there any reason that you would consider leaving our practice?		
If you had a magic wand to make work better, what would you do?		
Is there anything I can help you with right now?		

SUMMARY OF ROUNDING	
<ul style="list-style-type: none"><li>• Anyone to reward/recognize?</li></ul>	
<ul style="list-style-type: none"><li>• Any barriers or issues to address/resolve?</li></ul>	



# Closing the Feedback loop

## Rounding Report

Country Crossroads Counseling is committed to providing a transparent and open line of communication between all staff. We strive to do better and continue to touch the lives of those we serve and each other.

Area of Improvement	Action
--Group Me overwhelming to some ee's and missing important information.	03/29/2024 All Team GroupMe posts are for celebrations, prayer requests, pics, etc. Between the hours of 8a-8p Important information needs to be sent via CCC email and/or direct text/email to person needing info.
--Shredders at all CCC locations	--All locations have been provided shredders.
--Intern program to help assist through the process and how to complete licensure.	--Country Crossroads Cultivate Program is rolling and Geni Harms, is the director of this program. We are continuing to grow it and learn as we build this amazing program.
Under Review	Update
--Billing phone # for clients to call and talk to someone in billing	04/02/2024 hired Taylor to assist with billing and she will be taking all calls for the billing line. Will move to completed once trained and ready to share phone #. Goal June 1st
--Play room at Kingsville location	--Under review with Susie and Merle- current layout/size of location there isn't space to utilize.
--Warrensburg parking lot (back of building) is very dark/creepy. Would like a motion light or something like it.	--Under review with Susie and Merle, & landlord.
--Warrensburg would like an outdoor sitting area to use with clients.	--Under review with Susie and Merle, & might have to discuss with landlord.
--Pleasant Hill location would like to have a way to know who is there. When they're alone some counselors are unsure if they should lock up or not because they don't know who is there.	--Consider making some type of way that counselors can mark when they are there and how long they are there until. Still discussing options on how to make this work. Lindsey to work with Suzie about options.
--Review & coaching on what an intake should look like.	--Discuss with Susie and have covered at the July mandatory training with all staff.
--Would like to have coaching on diagnosing clients.	--Discuss with Susie and have covered at the July mandatory training with all staff.
--Crisis training and coaching on how to assist in crisis situations.	--Discuss with Susie and have covered at the July mandatory training with all staff. Working with Gage & Dawn on crisis program to assist.
--Procedure manual with policy and procedures for all CCC staff.	--Lindsey to review and create.
--Pleasant Hill would like some balls or stuff that they can take to do with the kids outside to incorporate nature and outdoors instead of staying in the office all the time.	--Under review with Susie, Merle, Suzie, & Lindsey. Unsure of all the options as being limited on space outside at Pleasant Hill.
--Would like a directory of all staff with photos and information about them. To know what everyone looks like (to help recognize) and know all the different types of counselors.	--Lindsey to get approval from Susie to move forward with creation.
--Resources guide at each location/shared location. (Possibly intern job)	-- Review current resources and compile to make more accessible and share the information to all staff.
--Blue Springs can be loud while in session because of the working clinic outside the office. Would like to have "Quiet please, session in progress". Signs to hang on the door when in session.	--Under review with Heather, Susie, Merle & Lindsey to see if we can make happen.
--Pleasant Hill play room. Move to a dedicated room and not in the break room to allow access for all to the breakroom without interfering with sessions that are in the "play room".	--In process to move to different office within Pleasant Hill.
--Blue Springs printer- would like one that can feed more than one page at a time to make copies. When copying a "packet" currently has to do one page at a time. Would like one that can feed several pages at once.	--Under review with Merle & Susie.
Not Now	Why
--Sedalia/Versailles/Carrollton location	04/03/2024 Needing to find the right location/staff to man the location. Will happen- just at the right time.

# “CAP” or Corrective Action Plan

## Benefits

- Specific intervention
- Direct communication
- Action plan
- Accountability



# "CAP" or Corrective Action Plan

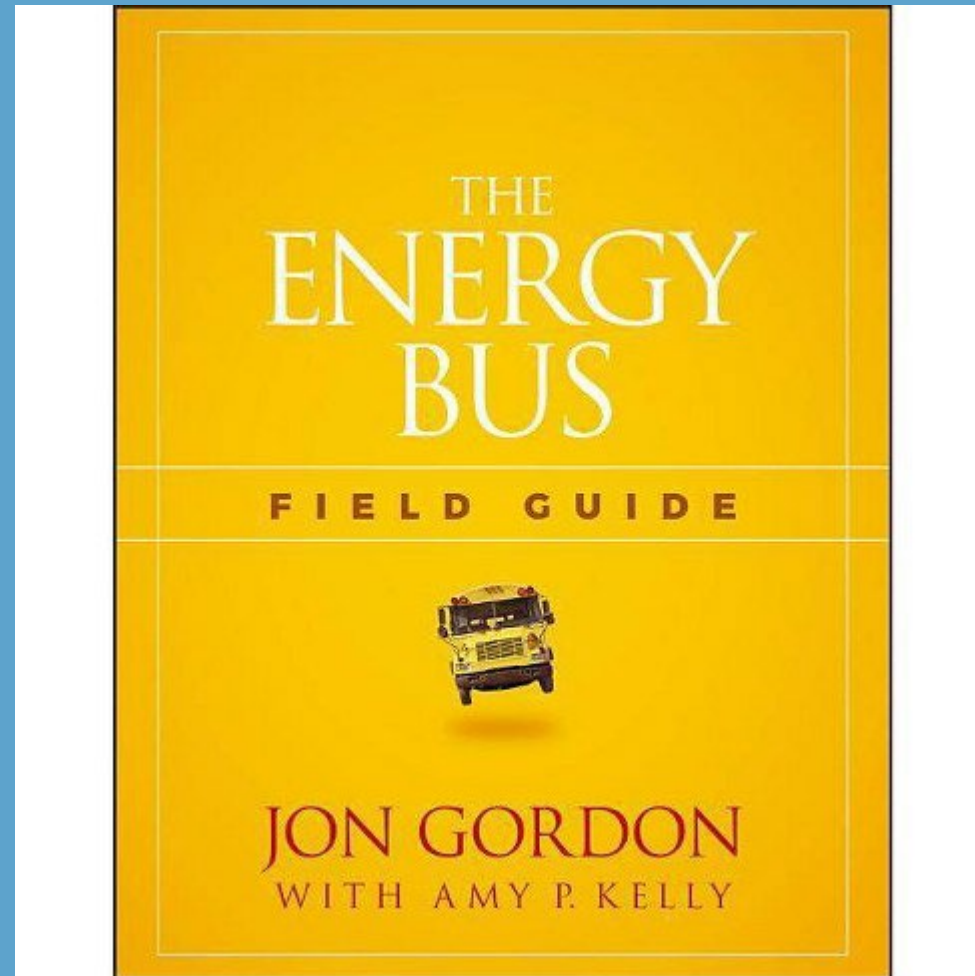
## COUNTRY CROSSROADS COUNSELING, LLC

### Employee Corrective Action Program

Employee Name:		Date:	
Job Title:		Supervisor:	
<b>Level of Correction Action</b>			
Verbal Warning/Counseling		Written Warning	Suspension
Termination			
Other:			
Facts:			
Solution(s):			

Action Taken:			
Comments:			
Re-evaluation meeting scheduled for:			
Employee Signature		Date	
Supervisor Signature		Date	
HR Signature		Date	
A copy of this correction action will be placed in your personnel file for reference.			

# The Energy Bus







## **5. Ideas to build the culture**

# EMPLOYEE SATISFICATION SURVEY

How do you rate our company's culture?	How valued, supported, and cared for do you feel by the team members here at CCC?	How would you recommend this company as a place to work?	How meaningful do you find your work?	How would you rate your schedule flexibility & work-life balance ?
--	---	--	---------------------------------------	--

CCC is flexible and open when it comes to change?	Do you receive enough recognition for your work?	Does our company offer enough professional development opportunities?	Do you have all the necessary tools and resources to do your job well?	List 3 areas that CCC exceeds your expectations. (Explain if desired.)
---	--	---	--	---





# Why we stand out!

**Monthly buddies**

**Photo shoots**

**Merchandise**

**Mingles**

**Community Connections**

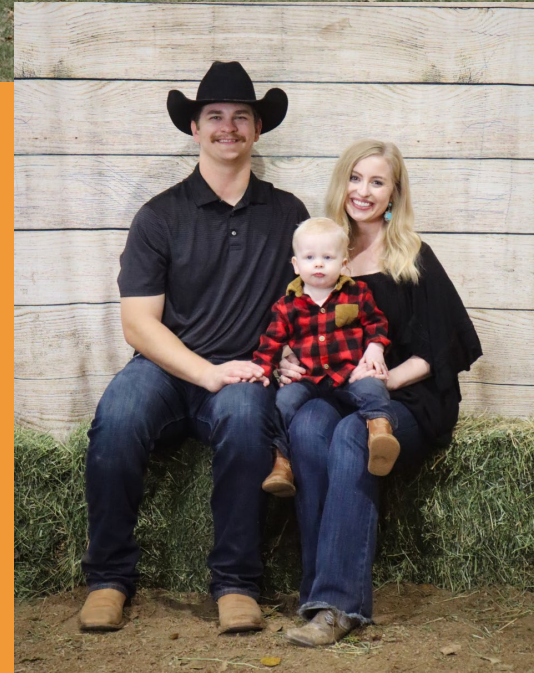
**Conferences**

## **EVENTS**

**THRIVE, REFRESH, FALL FESTIVAL,  
GALA, SUICIDE WALK, GOLF  
TOURNAMENT**









# Ways to Connect!

**Monthly consult group for provisional/interns**

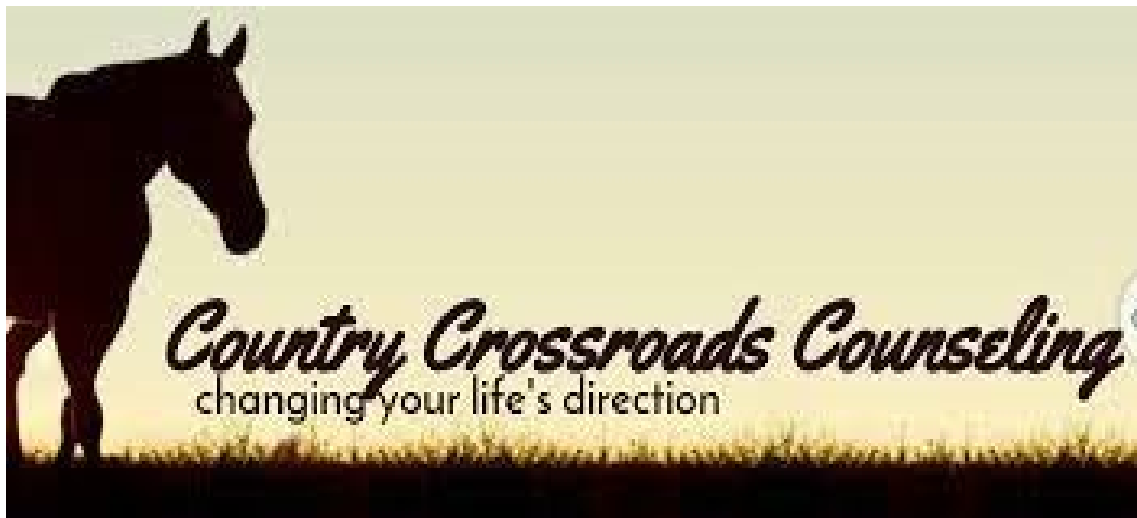
**Leadership Retreats L-10**

**Location/yearly meeting**

**Mandatory Trainings**

**Give people a role to grow into**

**Newsletter**



# Help people feel connected, give them a title!

People who are passionate about certain need a role! That will keep your superstars with you!



**Suzie Setiz**

**Director of Training to Succeed**



**Jessica Janis**

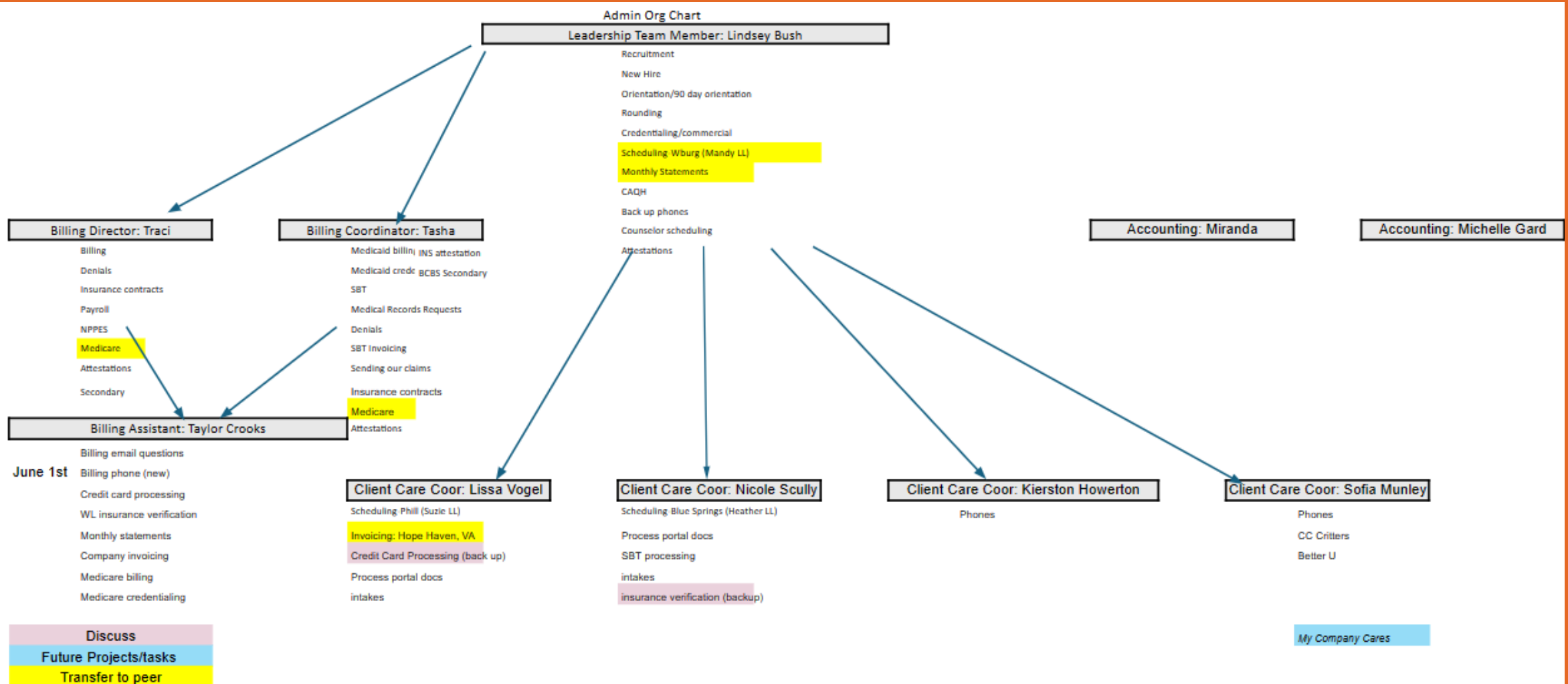
**Employee Wellness Director**



**Jon Stackhouse**

**Director of 4KEEPS Suicide  
Prevention Program**

# CCC Admin Organizational Chart





# How we Celebrate Folks!

Newsletter shout outs

Meetings

Birthday Bash

Christmas party/bonus

Group



Let's  
Celebrate



# Positive Workplace Culture

Few will thrive in a workplace culture that puts pressure on them to perform, punishes mistakes, or ignores personal problems.



- Shut down negativity, cultivate the positivity.
- Recognizing staff's love language.
- Offer people praise for their abilities & give compliments.

slido



**How do you motivate and inspire employees to stay connected and passionate about their jobs?**

① Start presenting to display the poll results on this slide.

**Go to work happy,  
come home happy...  
repeat!**



Letting your people know that you care about their mental/emotional health will keep them there long term.





**You have such important  
jobs, thank you for  
investing in yourself and  
your employees!**

# You did it!

1. Importance of a Positive Workplace Culture
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# Questions & Answers

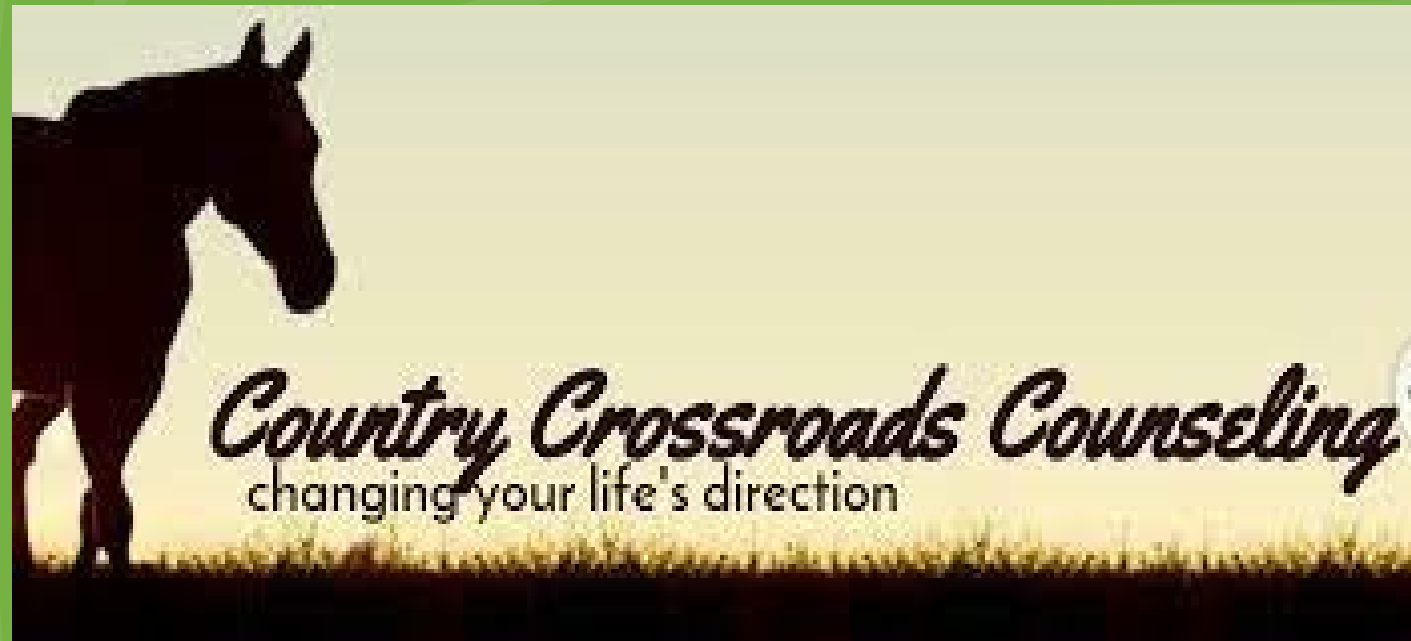
Thank you for listening!



# Don't be a Stranger!

## Follow us on FB

Ask about booking us for your next company training!





Thank you for attending the 2024 Mental Health KC Conference.

We value your feedback as we continually work to improve this conference. Please scan the QR code below to complete a brief session evaluation.

SCAN ME





# Resources

## List the resources used:

- Source #1: Traction
- Source #2: <https://envoy.com/workplace-management>
- Source #3: <https://professional.dce.harvard.edu/blog/why-workplace-culture-matters/>
- Source 4: Burchard, B. (2022). The Six Habits to Growth.
- Source 5: Tracy, B. (1993). Maximum Achievement: Strategies and Skills That Will Unlock Your Hidden Powers to Succeed. Simon & Schuster.