

Notes

Diversity is the Essence of Teamwork

Michael Owens 9:45 - 10:45

Diversity is seeing the differences, distinctions and dividing lines between others with a soft gaze but w/ clear vision
different is not deficient
Barriers to diversity

* - WORKPLACE BULLYING - IF TOLERATED - NO VOLUNTEERS
→ DISAGREEMENT = THINKING + Caring

CONFORMITY IS NOT DIVERSITY / BULLYING = CONTROL OTHERS BEHAVIOR

→ CHANGE THE CULTURE FROM WHERE YOU ARE

LEADERSHIP = VALUE OF PEOPLE

- POLITICS IN THE WORKPLACE → WE'RE ON THE SAME TEAM
GOAL = TO WIN

- CENTRALIZED WORK ENVIRONMENT → DIVERSITY BRINGS *
CREATIVITY + INNOVATION - TAKE RISK + CHALLENGE

- NO REPRESENTATION →

INCLUDE THE DIMENSIONS THAT INFLUENCE IDENTITIES
PERSPECTIVES, PROFESSION
EDUCATION, PARENTAL
STATUS GEOGRAPHIC LOCATION

→ "WRITE A PARAGRAPH ABOUT YOURSELF"

SOCIETY BASED ON STRATIFICATION

CULTURAL + GENERATIONAL DIFFERENCES

YOUNG VOLUNTEERS - SOCIAL ENVIRONMENT IS KEY

IDENTITY - WHO AM I? (THE QUESTION OF THE 21st CENTURY)

WORK FAMILY → VOLUNTEER FAMILY

What is your vision & goal → BUILD TALENTS + GIFTS TO
MEET THAT GOAL → INPUT DESPERATELY NEEDED →

* → FORUM FOR INPUT? E-MAIL - SURVEY?

DON'T CHOOSE THE WRONG PERSON → NOT BASED ON PAST ACCOMPLISHMENTS
EMPHASIZE + CREATE A STRONG CULTURE OF ACCEPTANCE

Notes

DIVERSITY - learning from others who are not the same
dignity is respect for all - creating workplace
environments and practices that encourage
learning from others and capture the advantage
of diverse perspectives

What would you do? then do it!

I DIDN'T KNOW THAT!

Find out + maximizing talent - what do you think?
What do you do?

Hiring the right people
- building your team
- involve your staff

PREVENT GROUP THINK - LOOK FOR THE OPPOSITE VIEW
DON'T BE EASILY OFFENDED - DIVERSITY BRINGS TENSION

→ Don't allow people to walk into dysfunctionality ←

LOYALTY, TRUST, EMPATHY, PEACE
ACKNOWLEDGE + CELEBRATE DIFFERENCES

THINK

Making diversity work for you

- Make it a priority of your organization
- Avoid the barriers - make sure your culture is what it needs to be
- Encourage the celebration of differences

Sigma - a measure of goodness or quality

Define - identify and state the improvement opp.

Measure - current as is state

Analyze - determine root cause

Improve - attack root cause

Control

9:45

Diversity is the Essence of
Teamwork - Michael Owens

The Diversity Code

seeing diff., distinct, and
dividing lines b/w others w/a
soft ~~gaze~~ gaze but w/a
clear vision

The Festivals in WI

9:45 - Michael Owens

Barriers to Diversity:

- workplace bullying, - intimidation and fear doesn't build quality staff/volunteers who bring happiness, uniqueness, creativity, and a passion for what they do
- politics in the workplace
- centralized work environment
- no representation

Why is it a problem?

- based on stratification
- cultural & generational differences
- identity (who am I and how do I fit w/in a given culture or society?)

Garrett

Diversity is the Essence of team
9:45 - Michael Owens

How will you know if your team
is diverse or is missing someone?

- look @ vision of project/
service/program

Diversity is
learning from others who are
different, about dignity and
respect from all, creating
workplace environments and
practices that encourage learning
from others and capture
advantage of diverse perspectives

you don't want group think -
look for the opposite views

Diversity

- make it a priority
- avoid the barriers
- encourage the celebration
of differences

DO YOU CARE?
HOW MUCH?
HOW?

Notes

SOMEHOLDERS

COMMUNITY ENGAGEMENT PROFESSIONAL

Dr. George E. Young

DHS MISSION STATEMENT - TO HELP PEOPLE

Importance & significance of volunteers - Basis in caring
Not technical abilities but caring

Do we see these people who are in need? What do they need?
→ Do they care do what you are doing for them. ←

DO YOU SEE ME?



I CAN DO THIS
FOR SOMEONE ELSE

* KEEP DOING WHAT YOU ARE DOING *

→ TRAINING = DO YOU CARE?

LISTEN FOR THE MOVEMENT OF OUR HEART

YOU ARE IMPORTANT → YOU CAN MAKE A DIFFERENCE

ONE PERSON - ONE FAMILY AT A TIME - DO WHAT YOU CAN DO...

WHAT PORTION CAN I HANDLE

TRAIN FOR WHAT TO EXPECT → CREATE A MEANINGFUL EXPERIENCE

CAMP 1 → what do I get?
Do I belong here?

CAMP 2

CAMP 3 → HOW can we all grow?

*** VOLUNTEER ***

USE as focus group

* DR. George Young * keynote *
speaker

- caring - the basis for volunteering
- giving of time/commitment
- don't have to be an expert or well-educated to be a volunteer
- don't be afraid to get to know your volunteers personally - to lend a listening ear
- Luke 7 - Do we really see those who are in desperate needs who need a hand?

DR. GEORGE YOUNG CONTINUED...

- was taught to help people from the time he was young
- encourage volunteers to remember their calling and let them know that we want them to have a break
- take problems one step at a time and know your limits

ASK staff for more input on volunteer opps

Be transparent about goals of volunteers

send email to staff about current volunteers

Day 2 - 11:00

Volunteering: the
surprising benefits to
your health

Susan Robinson

*see slides



Ending session:

Marla Sanchez

A Lens of Hope & Encouragement:

choose your focus

set realistic expectations

manage your fear

pursue health & wellness

opportunities vs. obstacles

don't ignore the obstacles

focus and capitalize on the
opportunities

Marla Sanchez cont...

We all have a blueprint from which we live

anticipate, judge, feel, process, and act on

- 1) personal life relationships
- 2) work life
- 3) self
- 4) life (goals, experiences)

no 2 people have the same blueprint

Expectation

40
2/

met

"all is well"

- satisfied
- appreciative - say it
- happy
- joyful

not met
"an injustice has occurred"
"not fair"

- disappointed/sad
- frustrated
- angry (inward or outward)
- resentful
- bitter
- hate, rage

M

5 steps
exp.
1)

2)

3) 1

4) 1

5) No

Marla Sanchez cont...

5 step process to setting realistic expectations:

1) conduct expectation inventory

- self, personal world & relationships, professional " " , life

2) assess expectations

- realistic vs. unrealistic -

- probability of them being met based on history and future potential

3) Make a choice

- continue to hold to unrealistic expectations...

- disappointment, frustration, anger OR

- modify expectations to make them realistic

4) communicate your expectations to others

5) Negotiate your expectations

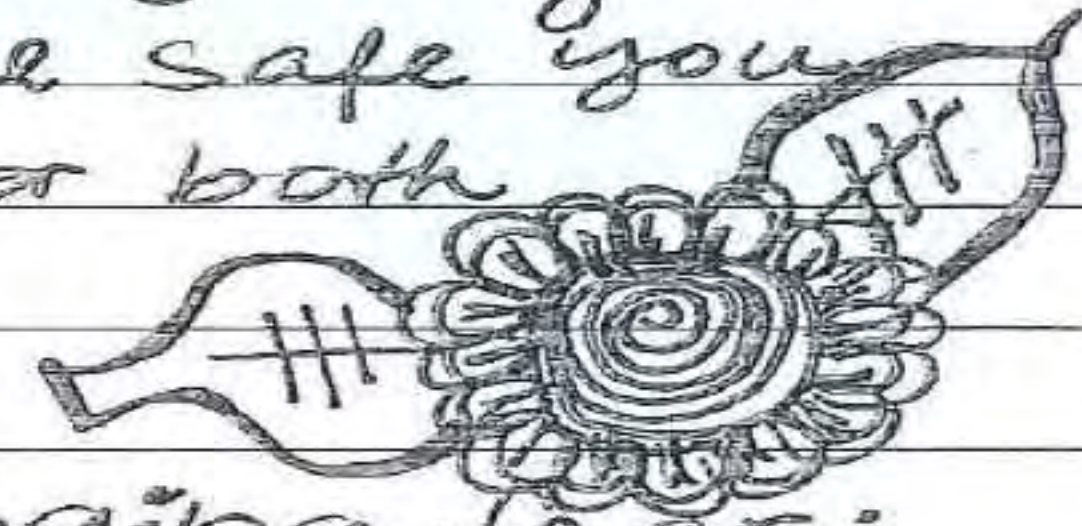
Marla Sanchez cont...

Manage Your Fear

- most overpowering emotion
- basic human need in order to feel safe & secure both physically & psychologically
- when you don't feel safe you don't feel either or both



safe & secure



5 step process to managing fear:

1) write down concerns, worries, and fear

2) Divide fears into possible & probable lists
likely to

- 95-99% ~~things~~ worry about never happen

- talk w/ someone who can help

• you appropriately deal w/ the possible vs. probable



Marla

- this

who

agree

3) Develop

can I

4) Develop

what

the pr

what

prepa

becom

5) Do

DD

Health

Fi

Marla Sanchez cont...

- this person needs to be someone who will be honest and not just agree

3) Develop plan for possible list - what can I do to put it away

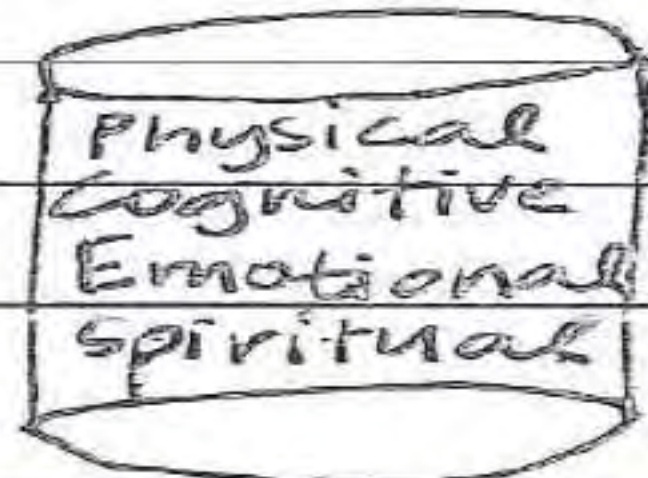
4) Develop plan for probable list - what can I do right now to minimize the probability of this happening? what can I do right now to be prepared to manage if the fear becomes reality?

5) Do it! Implement plans in 3 & 4!

DO IT! FACE IT!

Health and Wellness

Finite - Limited Energy



There is a bottom in our energy tank - we need to refill it

Day 2 - 8:30 am

opportunities for improvement

Lean Six Sigma - Ken Rios

How do we define quality?

valuable, excellence, the best
N high grade; superiority; excellence

Adj degree or standard of excellence

ex: Chickfil A, Apple, Hibdon Tires

Quality for fitness of use:

• product ^{or service} does what it is intended
to do

• poor quality cost users if it
doesn't do what it was intended for

Quality is meeting customer expectations:

• when we just do our jobs good
enough, then just good enough
service is what the customer will
get

• quality is satisfying the cust.

• cust. defines quality

~~Day 1~~ Day 2 - 8:30 am

opportunities for improvement cont...

"customer perceives the quality of a product or service"

- The goal is to exceed customer expectations - going above and beyond

What is a process?

N a series of actions or steps taken to achieve an end

business process: a collection of interrelated work tasks initiated in response to an event that achieves a specific result for the customer

Process improvement:

identifying opportunities to improve quality

Day 2 - 8:30

Opportunities for Improvement cont...

Examples of opportunities =

- helping to free up people's time to do more useful activities
- helping to facilitate sessions to improve teamwork and understanding
- helping to organize work better so that things are easier to find and do
- changing work to cope w/ people leaving, etc...

What is Lean?

- to maximize customer value while minimizing waste
- creating more value for customers w/ fewer resources
- a lean organization understands customer value and focuses its key processes to continuously increase it

Day 2 3:30

opportunities for change cont...

value added

Defects

Eliminating

Overproduction

7+1 waste



Waiting

Not Utilizing Employees

non-value added

Transportation

Inventory

Motion

Excess Processing

Tool:

5 S's

Sort - eliminate the unnecessary

Straighten - proper arrangement

Shine - clean

Standardize - purity (perpetual cleaning)

Sustain - commitment

Six-sigma?

• started in mid 1980s @ Motorola

• too much variation in any process

resulted in poor customer appreciation

• reducing defects will improve

quality and demand

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The Festivals in WI

* Vol conference *

2012

9/24/12

800 - 900 vols in system

~~Don't forget to do the~~

Bright spots: 3 Shining

Moments Activity

that make you proud

Building
your
baby's brain

This is what we want ... what
would that look like?

training

cheat sheet

educate on library materials

Do we understand the expectations
of our vols at our location?

Volunteer conference...

training

list

educate

changing attitudes of staff
towards vol.

communicate goals

Do they have materials I need...

~~~~~

mission: facilitates

access

WORKSHOP - bring it together to  
discuss as staff or  
w/volunteers;  
brainstorming.



# Notes



JERRY SHELTON 521-3315  
WWW.OK.GOV.  
DCAM - FACILITIES - ENERGY  
MANAGEMENT

Shen Up After Yourself - Thu., Sept 25, 2012 8:30-9:30

Division of Capital Assets Management

State agencies reduce 20% by 2020

TOOLS - Portable recycle bins

BOB DOLAN

EASY SET UP - EASY TO BORROW

bud.dolan@OSF.OK.GOV

EASY TO PURCHASE

521-1111

EARTHRECYCLING.COM - PORTABLE BINS - WASTE FOLDER

BUILD THE DESIRE → SHOW IMPACT NOW + IN THE FUTURE → EVENTS

MINIMIZE THE EFFORT → EASIER = WILLING → MAXIMIZE REWARD  
INCENTIVES

GREEN VOLUNTEER → QUOTES

THERE'S NOTHING STRONGER THAN THE HEART OF A VOLUNTEER → PEARL HARBOR

WHEN WERE THE GOOD & BRAVE EVER IN A MAJORITY → THOR ~~ER~~

IT'S NOT EASY BEING GREEN → KERMIT THE FROG

CONTACT DEQ w/ NEEDS FOR POSTERS, ETC.

SEEK OUT OTHERS WHO RECYCLE - REMEMBER THEY ARE VOLUNTEERS

TRY NOT TO ASK TOO MUCH → BALANCE - HIGHLY REWARD & RECOGNIZE

INFO IS KEY



35% OF TRASH IS PAPER 11% PLASTIC

BUILD A CHECKLIST + THEN MISSION STATEMENT

IF YOU BUILD IT THEY WILL COME - MAKE IT CONVENIENT

NEVER LET THEM FORGET - REMINDERS

BE AVAILABLE

OKLAHOMA CITY SUSTAINABILITY +

CLASSY LOOKING TRASH CANS -

OKRA - OKLAHOMA RECYCLING INFORMATION

OK SUSTAINABILITY

OKC BEAUTIFUL

LOOK AT THE FINANCIAL GAINS

DIVISION OF CAPITAL ASSETS MANAGEMENT - FACILITIES MANAGEMENT  
ENERGY MANAGEMENT

