

Cultivating Culture: an Invitation to Reinvention

Love Yourself Love your University



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Cultivating Culture: an Invitation to Reinvention

Tiffany Wentz Ma, LMHC



Hello!

- Honest to a fault
- A bit of an odd duck
- Type A
- Passion in life is helping others
- I do hard things



- 20 years leadership
- Therapist
- USMC veteran
- Parent



Who are you?

- Sticktuitiveness
- Service driven
- Organization and structure
- Authenticity
- Honesty and integrity
- Humor and humanity
- Resilience
- Challenge and growth



The Clinic: my biggest challenge

Challenges included:

- Poor reputation
- Financial losses
- Division
- Disrespect
- Lack of knowledge
- Inadequate support
- Lack of structure and leadership
- Finger pointing instead of ownership
- Culture of scarcity and chaos



Invitation to Reinvention

- Who are we?
 - Honest assessment of who we are as individuals and as an organization.
 - Are we aligned with our values?
 - Do we like the culture we have built?
- Who do you want to be?
 - Identify the values you would like to live by.
 - Orient towards who you aspire to be.

DO SOMETHING GREAT



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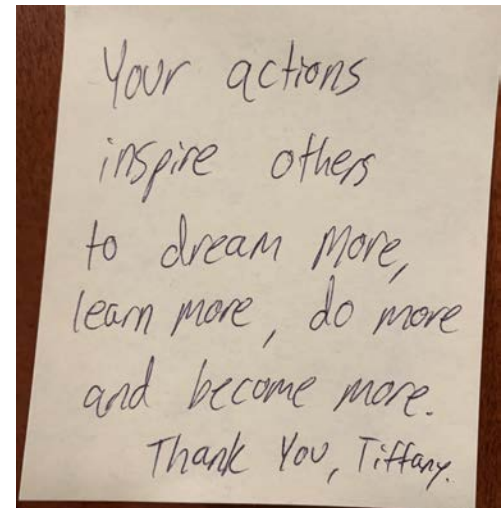
Focus on shared goals & values

- Grit, Grace, Gratitude, and Greatness?
- Helping shape the lives of young people
- Providing education and opportunity
- Direct and respectful communication
- Excellence
- Helping others
- Kindness and compassion
- Growth and learning



Happily, ever after....

- Clinic stabilized
- Retention increased
- Moral Improved
- Restored reputation
- Established great programs for patients
- Created a strong culture of excellence, integrity, authenticity, compassion, growth, and helping
- Impossibly hard to leave.



Challenges & lessons along the way



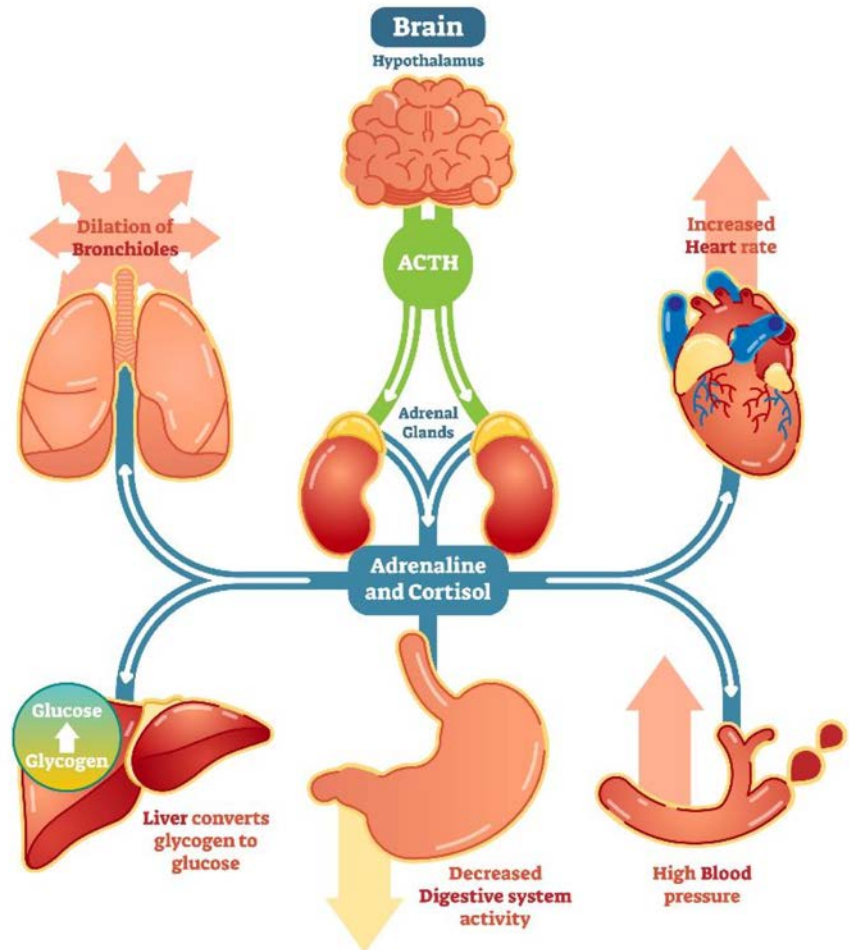
- Pushed too hard for too long
- Failed to attend to my needs
- Ignored warning signs
- Wake up call came while waiting for the ambulance to arrive.



Stress

- State of mental or emotional strain resulting from demanding circumstances.
- Physical and emotional response to change, pressure, or tension.
- Allows us to function appropriately in important situations.
- Requires rest, recovery, and restoration after activation.

STRESS RESPONSE SYSTEM



SELF

- Care
- Respect
- Reflection
- Compassion
- Esteem
- Control
- Worth
- Ish?



What are YOUR signals?





Myths

- Expensive
- Time consuming
- Something to try to squeeze in
- Nice but not essential
- Self-care is selfish
- Something to feel guilty about

Caring for a Tiffany

- Say “no” when you mean “no”
- Stay home instead of going out
- Observe and respect limits
- Take it easy or take breaks
- “No-Push” days
- Zumba
- Eat regular interval meals to avoid hanger
- Hydrate with Mio
- Tell people things are difficult
- Be on time

- Take Lactaid before dairy
- Set yourself up for success (do your laundry, go to bed earl, etc.)
- Play with dogs
- Learn something new
- Quiet environment she can decorate
- Organize things
- Get creative/ do hobbies
- Go to bed on time
- Meditate
- Schedule space between meetings



So what is it?

Engaging behaviors,
on a regular basis,
that promote
YOUR OWN wellness
and wellbeing.

- Respectful and reciprocal relationship with self
- Attending to your own needs
- Setting healthy boundaries
- Ending unhealthy relationships or behaviors



How does that make you feel?

Emotions are information.

They tell us what we like and want more of as well as what makes us unhappy. Our feelings can teach us to take care of ourselves if we learn to listen.

- Observe mood before, during, and after activity.
- Notice happiness, content, and joy.
- Follow feelings of envy and jealousy.
- Ask yourself, “what is this feeling trying to tell me about myself or the situation?”



Culture of Care

- Be intentional about building your culture.
- Workplace stress correlated to burnout, low productivity, and turnover.
- Stop glamorizing poor boundaries and self-care.
- Encourage PTO (and take yours).
- Model and encourage self-care behaviors.
- What you measure matters.



You need strong **VALUES** to cultivate a healthy culture, community, and organization.



You need to ensure that you are **HEALTHY** and **WELL** enough to **ENJOY** the journey.

THANK YOU!

Take care of yourselves, and each other.
Grow from there.

Tiffany Wentz Ma, LMHC
wentztm@outlook.com

www.pacificcrestconsults.com



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Resources for State Employees

EAP – Employee Assistance Program

eap.wa.gov

877-313-4455

eap.wa.gov/worklife

Org Code: ewu

