

Innovation in Workplace Learning

Exploring innovative strategies used in the course
RESPECT, Disrespect & Abuse



Valuing
People



Fostering
Belonging



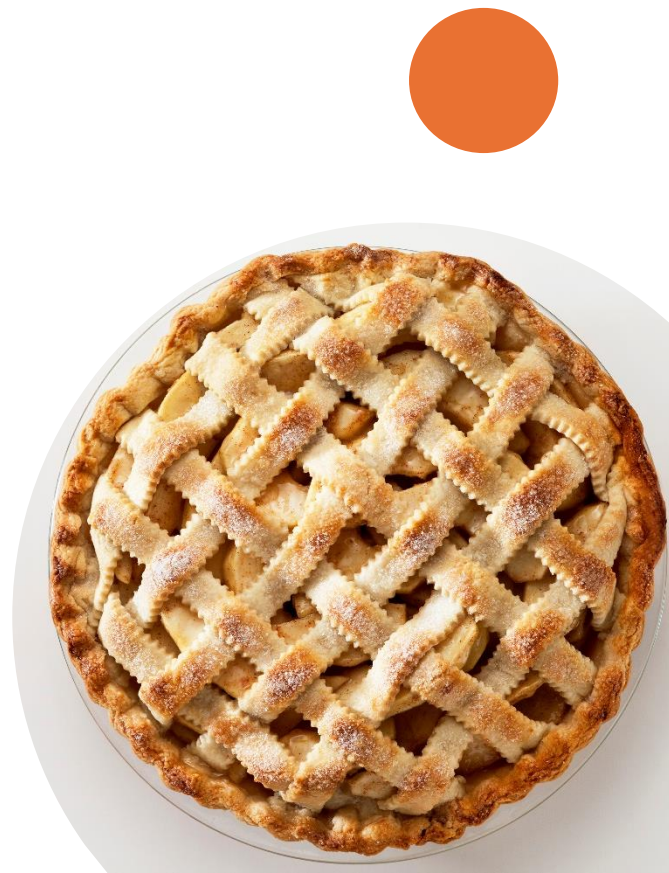
Serving
Others



Celebrating
Gifts



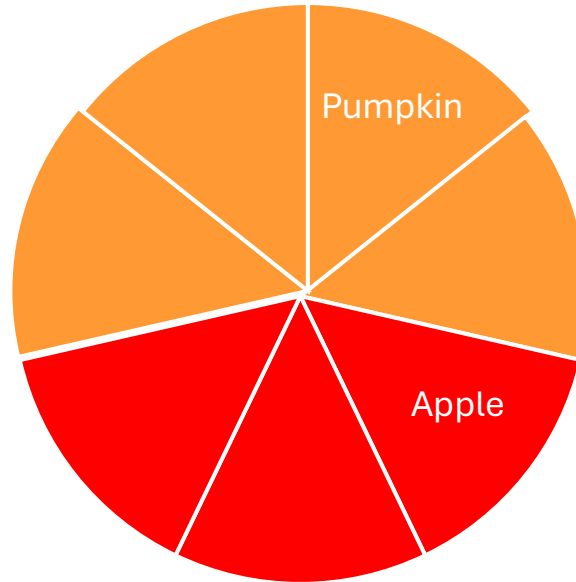
Apple vs. Pumpkin



The Results – A “Pie” Graph

DSHR RESULTS

- 70% Pumpkin
- 30% Apple



Get curious...

What do we KNOW?

What is NOT KNOWN?



Tip 1 - Get curious about your data

2017 – A common abuse inquiry outcome.

Not ABUSE, but DISRESPECT.



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Three Big Questions

1. Whose **right/wrong?** (disrespect vs. abuse)
2. What was their **rationale?** Was it sound?
3. How can we **help people** to distinguish
 - **Respect** from **Disrespect**, and
 - **Disrespect** from **Abuse?**



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Innovation
Strategies
in
Workplace
Learning

- 1 Start with a **Big Picture Overview**
- 2 Keep it **Real, Practical** and **Engaging**
- 3 Focus on Achievable **Next Steps**

1 The Big Picture



01

Make it
positive

02

Make
connections

03

Make it
memorable

The Big Picture

01

Make it
positive

02

Make
connections

03

Make it
memorable

Ai

The Big Picture

A = **action**

What **Action** do we want people to take?

i = **involvement**

Create curiosity, or a “hook”.
Make it fun.

The Big Picture

Make it **positive**

Video



The Big Picture

Make it **positive**

Start with

*Steer where you want to go...
not toward the ditch!*



The Big Picture

Make it **positive**

1. **PROVIDE/MODEL** respect
2. **PRACTICE** self-care
3. **PROMOTE** positive environments

The Big Picture

Make it **positive**

What **FILLS** you?

What **DRAINS** you?



The Big Picture

Make connections



- ✓ DS Core Competencies
- ✓ Organizational Values/Statements & Policies
- ✓ Support Plans, Protocols & Profiles...

The Big Picture

Make **connections**



People **DEPEND ON ME** for...
Which tasks do you perform in your role?

Values, Principles, Training, Documents, etc.

The Big Picture

Make it memorable

Three white sticky notes with red headers, each pinned with a red pushpin. The first note has the number '1', the second has '2', and the third has '3'. They are arranged in a horizontal line from left to right.

1

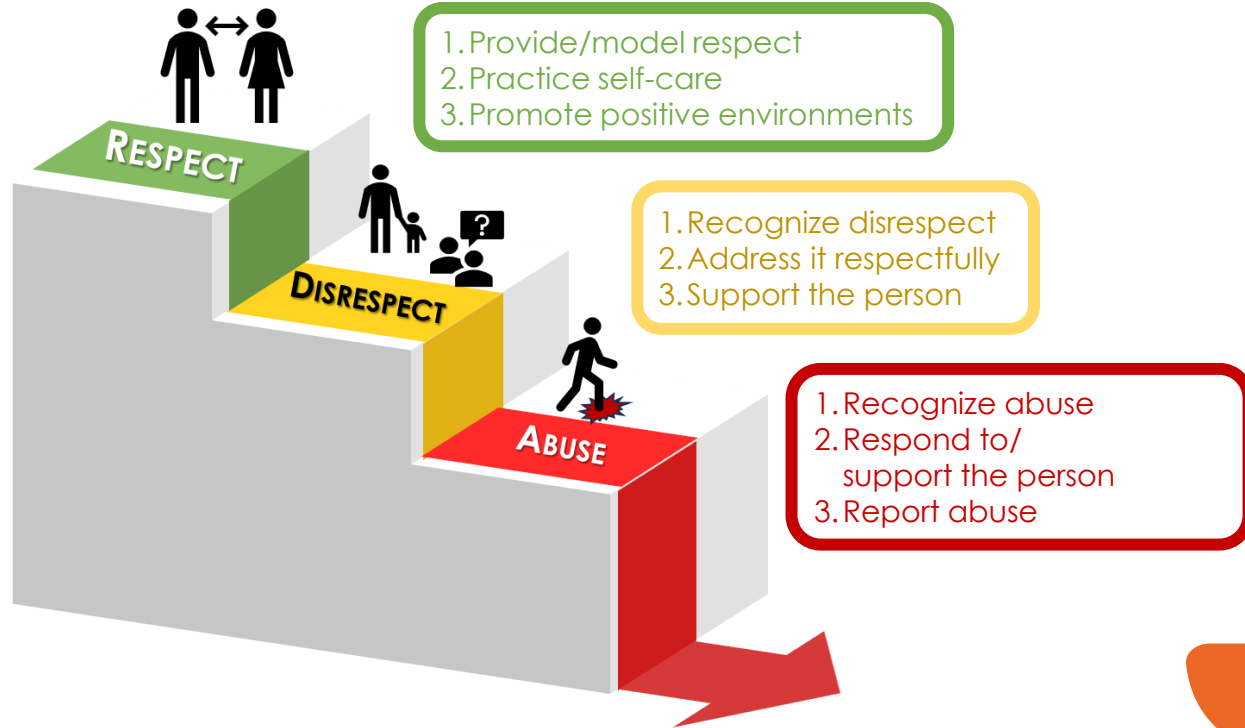
2

3

*If you want something to stick, put it
in a sequence of THREE!*

The Big Picture

Make it memorable



1 The Big Picture



01

Make it
positive

02

Make
connections

03

Make it
memorable

2 Real, Practical & Engaging



01

Use **visuals** that will later remind of key concepts

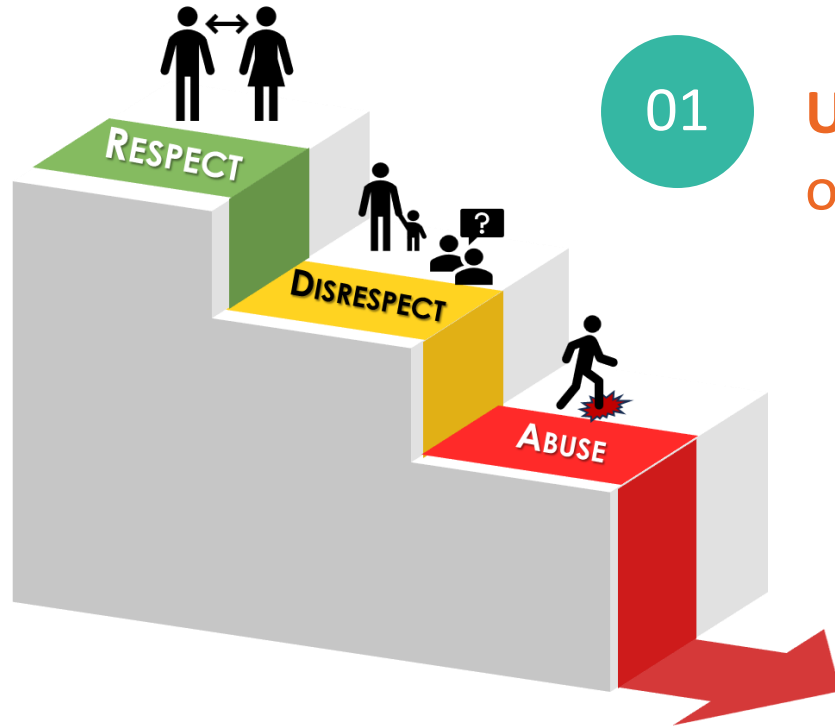
02

Create brief videos that foster **empathy**

03

Address the **hard stuff**

Real, Practical & Engaging



01

Use visuals that will later remind of key concepts

02

Brief videos that foster **empathy**

Video



Which **guides** and **safeguards** may have been disregarded?

- *Values/Statements*
- *Codes of Conduct and Policies*
- *Plans and Profiles*

Scene #1

Tim's Coffee

Scene #2

Wipeout

Scene #3

Not So Smartphone

Which Core Competencies were not practiced?

1. Advocacy
2. Problem Solving & Decision Making
3. Facilitating Growth & Development
4. Valuing Equity, Diversity & Inclusion
5. Strategic Thinking
6. Championing Change & Innovation
7. Building Relationships
8. Inclusive Leadership
9. Resource Management
10. Resilience

Scene #1
Tim's Coffee

Scene #2
Wipeout

Scene #3
Not So Smartphone



If you witness **DISRESPECT**

**Address
Disrespect
Respectfully**

Make an observation,
I've noticed that Bill can wipe his own face.

then ask a question.

Could you pass him a napkin?

2 Real, Practical & Engaging



01

Use **visuals** that will later remind of key concepts

02

Create brief videos that foster **empathy**

03

Address the **hard stuff**

Focus on achievable next steps



01

Review Strategies

02

Stop/Start/Continue

03

Finish with Hope



Focus on achievable,
positive next steps

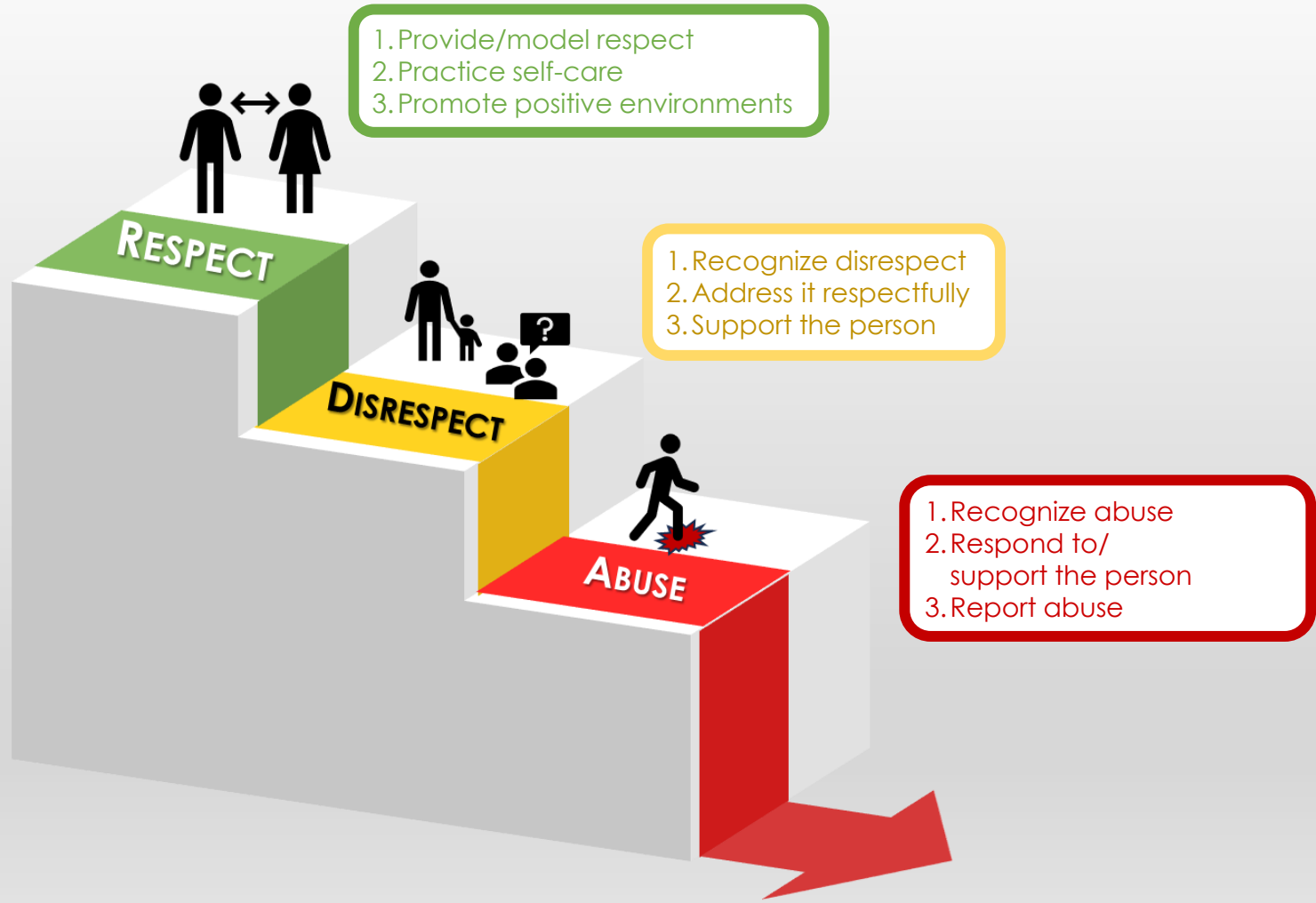
01

Review Strategies

State *(briefly)*

Demonstrate *(Participate)*

Explain *(Debrief)*



1. Provide/model respect
2. Practice self-care
3. Promote positive environments

1. Recognize disrespect
2. Address it respectfully
3. Support the person

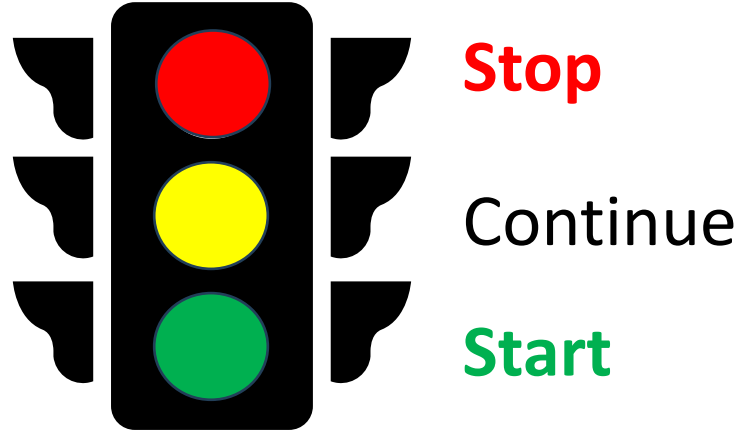
1. Recognize abuse
2. Respond to/
support the person
3. Report abuse

Focus on achievable,
positive next steps



2

Stop/Start/Continue



Focus on achievable,
positive next steps

03

Finish with **Hope**
(why it all matters)

Video

What does
respect
mean to you?









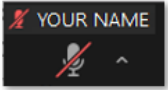

karis
Disability Services

BONUS – Three Lessons Learned



Lessons Learned

01 Virtual delivery has many **benefits**

	BEFORE WE BEGIN	DURING OUR SESSION
	 Access handout	 On Camera
	 Distraction-Free	  Participate
	 Properly Named (Right click + Rename)	

Lessons Learned

02

Collaboration =
Better Together



03

Do what you **SAY**

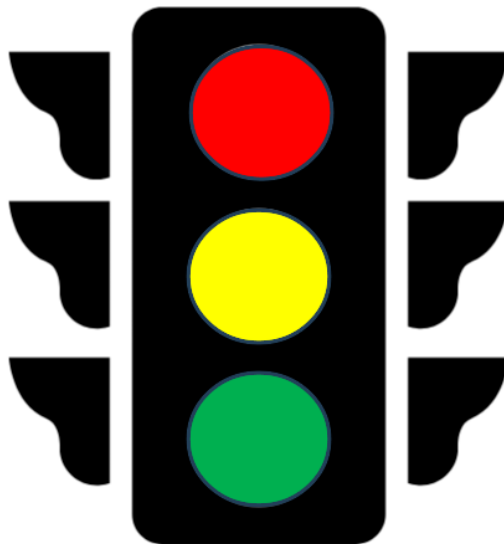
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Get curious about your data

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03

Do what you **SAY**



Stop

Continue

Start

Thanks for attending...

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