

POST PRESENTATION REPORT



LANCASTER COUNTY YOUTH DEVELOPMENT CENTER

JUNE 1, 2017

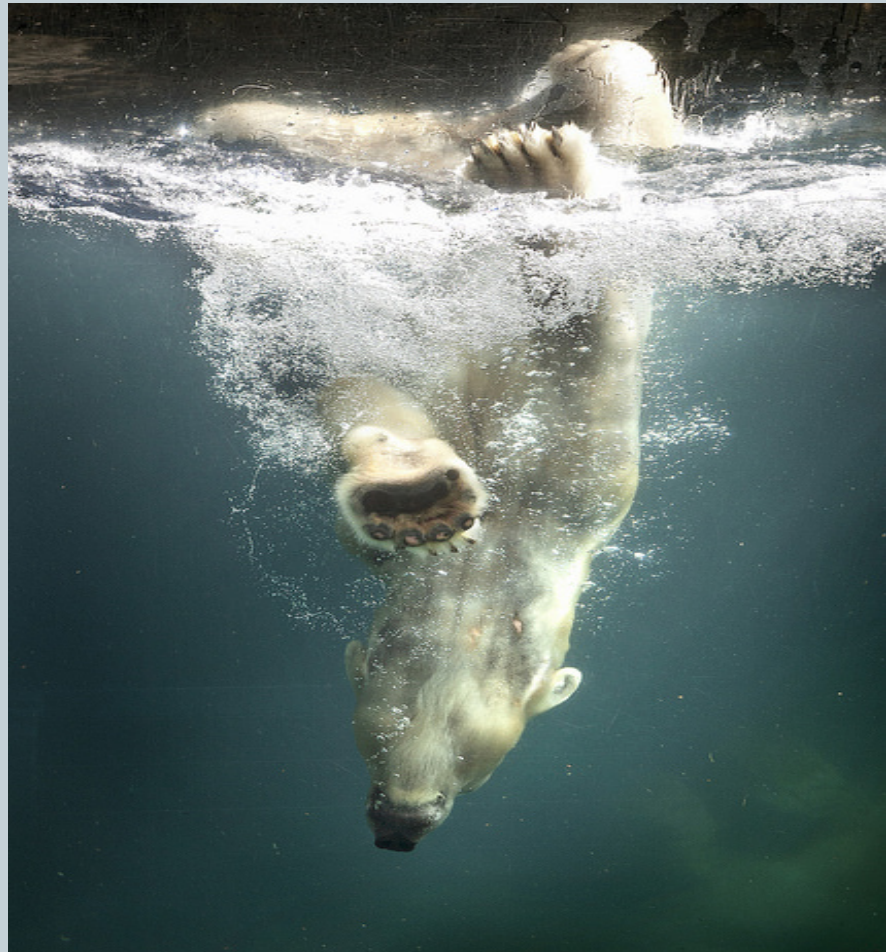
E & S CONSULTING
A MEMBER OF THE COOL MANAGEMENT GROUP
LINCOLN, NE

Perceptions



“We don’t see things
as they are, we see
things as we are”

Anais Nin



Diversity at Work



- Provided a baseline of information regarding our ethnic and cultural differences/values
- Examined how our values determine our behavior and how we determine our level of acceptance or rejection of another individual or group.



Workshop Outcomes



- Provided an interactive exchange of beliefs, norms, customs and social conditioning between staff members.
- Increased awareness levels and recognition of differences between co-workers and youth in the work environment and how those differences (positively/negatively) impact team work and interactions with youth.
- Eighty staff members completed the training.
- Overall rating of the training experience and relevance to the staff member's job was a 4.3 on a 5 point scale (5 = Strongly agree and 1 = Strongly disagree)

Building a Learning Culture



- ❑ Promotes individual and professional growth
- ❑ Focus on management and staff development
- ❑ Internal and External offerings
- ❑ Individuals take charge of their careers



Next Steps

Staff members were asked what additional training would be beneficial to enhance staff performance. Based on the collective evaluations of those in attendance, there was a strong recommendation for the Center to move forward in addressing two critical elements of an effective workplace/environment:

- ❑ **Team work**
- ❑ **Effective communication**



Continuing Staff Development

TEAMWORK/TEAM BUILDING

- Trust
- Managing Relationships with co-workers/customers
- Reacting to change
- Individual Accountability and
- Performance Based Outcomes.

EFFECTIVE COMMUNICATION

- Maintaining Dignity,
- Empathy,
- Conflict Resolution/Complaints
- Positive Reinforcement Behaviors and
- Value Modeling

