

HOW TO Pivot and Shift Your Mindset

While it's difficult to get an entire population to agree on anything, we can all agree on one thing – COVID-19 affected everyone. While there are some positive things that have come from this worldwide pandemic, it's very hard to see them when there is so much change going on, and many of those changes are difficult to deal with.

“Pivot” seemed to be a universal term that was used in disguise to get people to do one thing we can find scary: change. But for many of us, it wasn't pivoting, it was completely changing our mindset, which can be very hard to do.

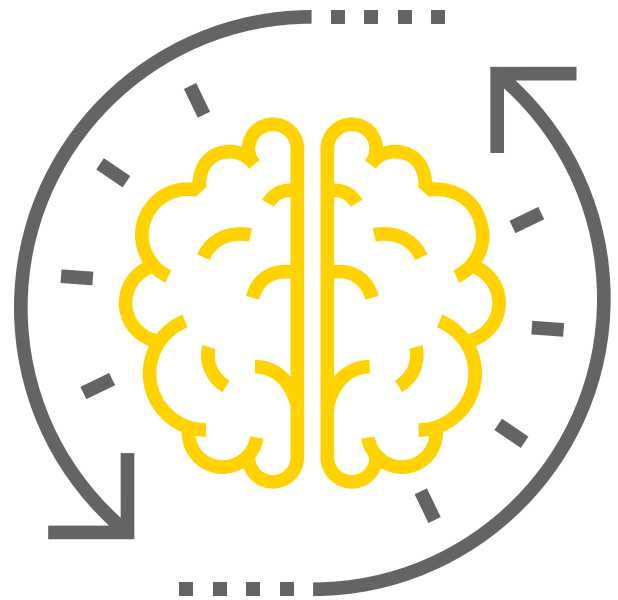
Change may have been something many people would have vowed they loved before COVID-19, so why is changing your mindset so difficult now? First of all, although it sounds great and like something we could all get behind, change is actually really hard. So hard that even the most optimistic person could feel like giving up. Besides being hard, it is scary!

Change involves difficult conversations, which is not something most people enjoy. These difficult conversations aren't just with coworkers or loved ones. These conversations are sometimes necessary to be had with yourself. And that conversation can be the most difficult one to have, because usually the outcome involves taking responsibility (who wants to do that?) and relying on one person: you.

MINDSET & CHANGE

A lot of times, change requires us to change our whole mindset. And changing mindset is not easy. Our mindset and way of doing things are like a security blanket. We feel safe there. It is habit.

And mindset is something you can't “fake it until you make it.” It is very clear to yourself and to others when



your mindset doesn't change. And sometimes, you can't even name why you can't change your mindset.

HOW CAN WE HELP SHIFT OUR MINDSET?

► **First, we can phone a friend.**

Make sure you are selective on that friend. Don't pick a friend that can join you and be a complainer, that will validate the mindset you are supposed to be changing. Don't pick a devil's advocate that may make you angry and even more stubborn against the change you need to embrace. Find a friend who listens just for the sake of... listening. That is hard to find. Many of us, as a friend, want to help fix whatever it is that we see needs to be fixed. You aren't looking for a fixer. You are looking for an ear to release your emotions on. During this time, you may even find an answer to what you need to do.



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▶ **Another way to help change your mindset involves gratitude.**

This may be something you have heard before. Write down something you are grateful for every day. It may sound cheesy, and it may not be your thing. But I would suggest giving it a try.

▶ **Lastly, take back control...even if it is with just one thing.**

It could involve a short walk every morning. Maybe it is reading one page of a book every night before bed. It could involve lowering your self-expectations and celebrating checking one thing off your daily to-do list. Figure out one thing you can control, and do it. Every day.

Once we are in the right space to be able to change our mindset, then we can start to make specific changes to our employee environment within our organizations.

HOW CAN WE HELP SHIFT THE MINDSET OF OUR ORGANIZATIONS?

▶ **Change from acceptance to embracement.**

By accepting something, you may feel like you are admitting defeat, and it may seem forced. Embracement takes on a feeling of the change being your choice. Something you are starting instead of something you are following.

▶ **Change from reactive to predictive.**

Right now, there is so much that is needed from employees in senior living that it may feel like all you have time for is putting out fires. Instead of reacting to everything, can we move past that, and even past being proactive, to being predictive? This involves looking at current trends, considering the future and doing things now to be ahead of the fire. Doing this may actually prevent future obstacles you have to spend time on.

▶ **Change from department to team.**

Now more than ever, we need to work with everyone in our organization. Realize that our team does not mean the person who works by our side in our department but is someone who can help us be successful and care for the resident, no matter who they report to. We are being required to take on more responsibilities, and working with as many people as possible is going to be the only way we can make it through these challenging times.

▶ **Change from transactional to investing.**

The cost of onboarding someone is very high. More and more, we are adding a hiring bonus, which is a transactional act in recruiting an employee, but it is not going to help retain an employee. Is there a role in your community that may cost you money but could help you keep good people? Would that cost offset turnover issues? Would that cost engage and enhance your employee's environment?

▶ **Change from a quick fix approach to strategic planning.**

This is especially important while we are trying to recruit new team members. While interviewing, look for red flags and ask questions about them. It may be appealing to just fill the position with anyone who will take it, but will those easy hires isolate your good employees? Will they create unhappy residents? Will they get you in non-compliance during surveys? Strategic planning does take time, and no we don't have much of that right now, but we also can't afford not to make time to make smart decisions. If you have made the change to being predictive, adding the ability to strategic plan will make you even more successful as you make a workforce transformation.

No one can predict the future, yet we know that COVID-19 has changed things, and we won't be going back to the way things were. Changing our mindset will be mandatory in order for us to pull ourselves out of this staffing crisis and develop an environment that employees will want to join and thrive in.



The banner features a background image of people in a meeting. In the top right corner, there is a logo and the text "2022 TRAINING PROGRAM". The main title "Workforce Transformation" is prominently displayed in the center. Below the title, a subtitle reads "Shifting from surviving the staff shortages to enhancing the employee environment". At the bottom, there is a white button with the text "LEARN MORE".



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