

Mid-Program Event

Mentors

12:00 p.m. ET, Thursday, Nov. 21, 2024

EMERGE

Trinity Health Mentoring Program



Housekeeping

- To minimize background noise, all participants are on 'Mute'
- If you have a camera AND are able, please have your camera on
- If you have a question or would like to comment, please use the 'Raise Hand' button OR place the question/comment in the chat
- This session will be recorded

Agenda

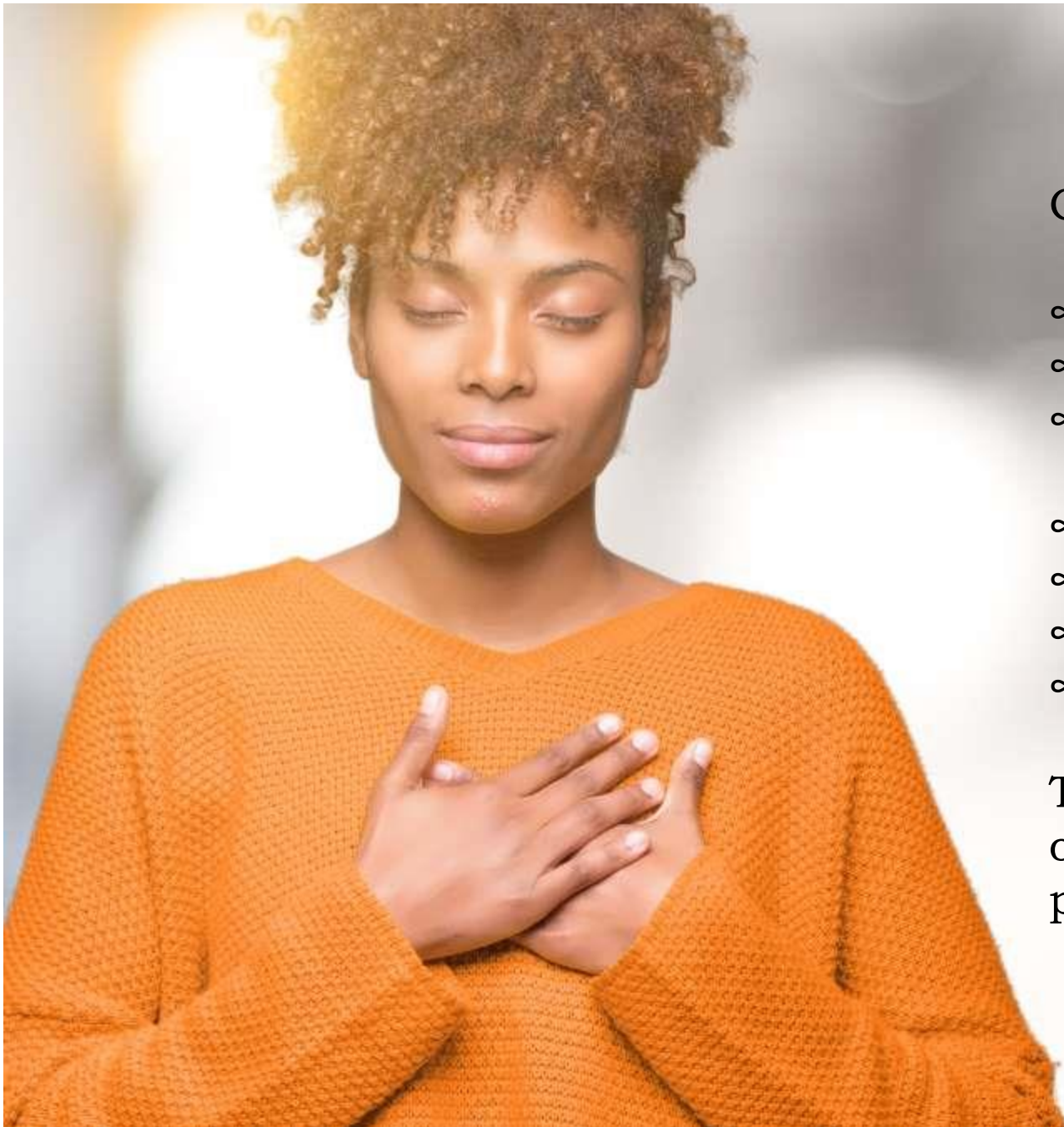
- Welcome and Introduction
- Reflection
- Program Recap
- Mid-Program Survey
- Mentor Testimonial
- Sigred Group
- Next Steps and Reminders

Reflection



LaRonda Haller
SVP, Diversity, Equity, and Inclusion
Trinity Health





Gratitude Changes **Everything!**

- ∞ Improves physical health
- ∞ Builds stronger relationships
- ∞ Improves the ability to deal with adversity
- ∞ More robust immune system
- ∞ Fewer aches and pains
- ∞ Lower blood pressure
- ∞ Deeper, more restful sleep

The key to an abundant life is in our own hands... Choosing to grateful produces joy unspeakable joy!

Overview of Cohort 9 and Mid-Program Survey



Kelly Choyke, PhD
DEI Regional Director
(CA, ID/OR)



The Emerge Mentorship Journey – Program Recap



Emerge provides professional development for Mentees and Mentors

**Mentees
are saying:**

92%

Emerge is providing professional development opportunities

92%

Feel supported by Trinity Health leaders

72%

Feel better prepared to take on increased leadership

75%

Are applying skills learned from participation in Emerge

**Mentors
are saying:**

90%

Contributing to your own development as a leader

99%

Greatly satisfying contributing to the development of Trinity Health colleagues

90%

Challenges facing our emerging talent

93%

Recommend serving as a mentor

Mentor Testimonial



Sharon M. O'Leary, MD
Chief Health Equity Officer
Medical Director of Michigan Data Analytics
Trinity Health Michigan





Shannon Allen
Sigred Group
Emerge Program
Manager



Kristi Stepp
Sigred Group
Partner



Mike Dergis
Sigred Group
Partner



Mid-Year Check-in



01

Consistently show up for your mentee, demonstrating your dedication to their growth.

02

Ask about their specific goals. Have they met them? Do they need to change?

03

Introduce your mentee to someone in your network to help them build connections.

04

Actively listen by giving your full attention to understand your mentee's needs and perspectives



Consistently show up for your mentee. 01

- Are you meeting regularly?
- Are you scheduling your next meeting before you end your meetings?



Ask about your mentee's goals. 02

- Have they accomplished any of your goals?
- Have their goals changed?
- Are there new goals they want to focus on with your mentor?



Introduce your mentee to someone in your network. 03

- Have you made any connections for your mentee to help to build their network?
- Help them look for future mentors outside the program.



Actively listen. 04

- Are you actively listening to their needs and experiences?
- See “50 Ways to Grow Your Career” in the Resources section of the Platform.

GETTING THE RESULTS YOU WANT



Understanding beliefs and
leveraging feedback for success

Agenda



01

Defining Desired Results

02

How Beliefs Drive Results

03

Leveraging Feedback to Support Success

04

Mentoring and Growth Mindset

05

Close

Definition of Activity:



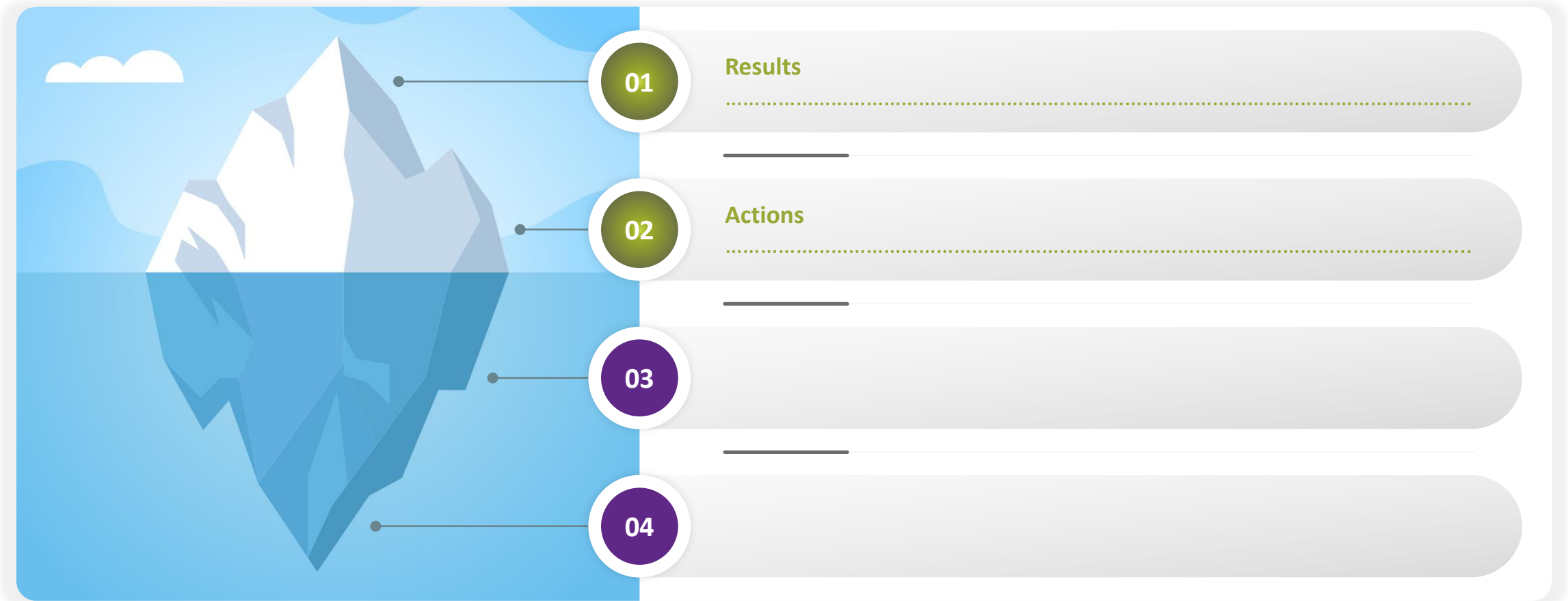
Actions that people take that leads to results

Definition of Results:



The desired and **undesired outcomes**
of taking actions

Getting Results



Source: *Oz Principle* [The Oz Principle: Getting Results Through Individual and Organizational Accountability](#) Roger Connors, Tom Smith, and Craig Hickman. 1994

What do we tend to do when we have undesired outcomes?



We tend to focus on new actions



To achieve
the results we
desire, we have
to dig deeper



Results
(intended and/
or unintended).

Underlying
beliefs



Actions

Getting Results



Source: *Oz Principle* [The Oz Principle: Getting Results Through Individual and Organizational Accountability](#) Roger Connors, Tom Smith, and Craig Hickman. 1994

Beliefs influence behavior, actions and results



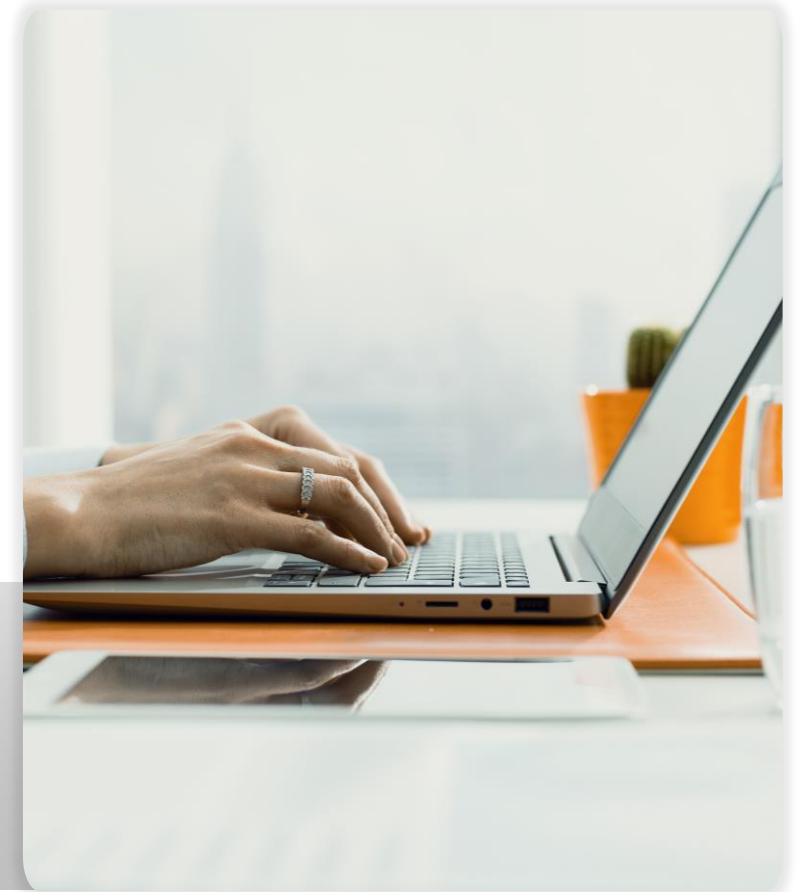
If you can name and shift a belief, you can have a greater influence on the result

Getting Results



Source: *Oz Principle* [The Oz Principle: Getting Results Through Individual and Organizational Accountability](#) Roger Connors, Tom Smith, and Craig Hickman. 1994

Our process of completing expense reports is time consuming and tedious



What actions will employees take?

We sometimes try to “persuade and convince” others to change their beliefs



Can you force someone to change a belief?

**So, how can you
determine what
people believe?**



You have to ask and listen



**WE GAIN GREATER PERSPECTIVE THROUGH
COLLABORATION AND FEEDBACK**

BARRIERS TO GIVING AND RECEIVING FEEDBACK





**SOME OF US RECEIVE LOTS OF FEEDBACK,
YET WE ACT ON VERY LITTLE OF IT**

Barriers to receiving feedback



Can I trust this person?



Do I respect this person?



Is the feedback motivated
by something/someone
else?



Is the feedback
right or wrong?



Is the source of the
feedback credible?



Over time, you may not receive the feedback you need to be successful because of how you react



We have to shift our mindset to receive a larger amount of feedback

Instead of asking ourselves these questions



Can I trust this person?



Do I respect this person?



Is the feedback motivated
by something/someone
else?



Is the feedback
right or wrong?



Is the source of the
feedback credible?

We should ask ourselves:



What beliefs might drive the feedback I received?



Is that a belief I want them to have?



Will that belief prevent me from reaching my goals?



Do you have any feedback for me?

VS

What feedback do you have for me?



Say: Thank you for the feedback!

Valuable feedback is lost when:

Some people are trying to persuade or
convince someone that something is true,
and
the others are defending their behavior

Identify the objects



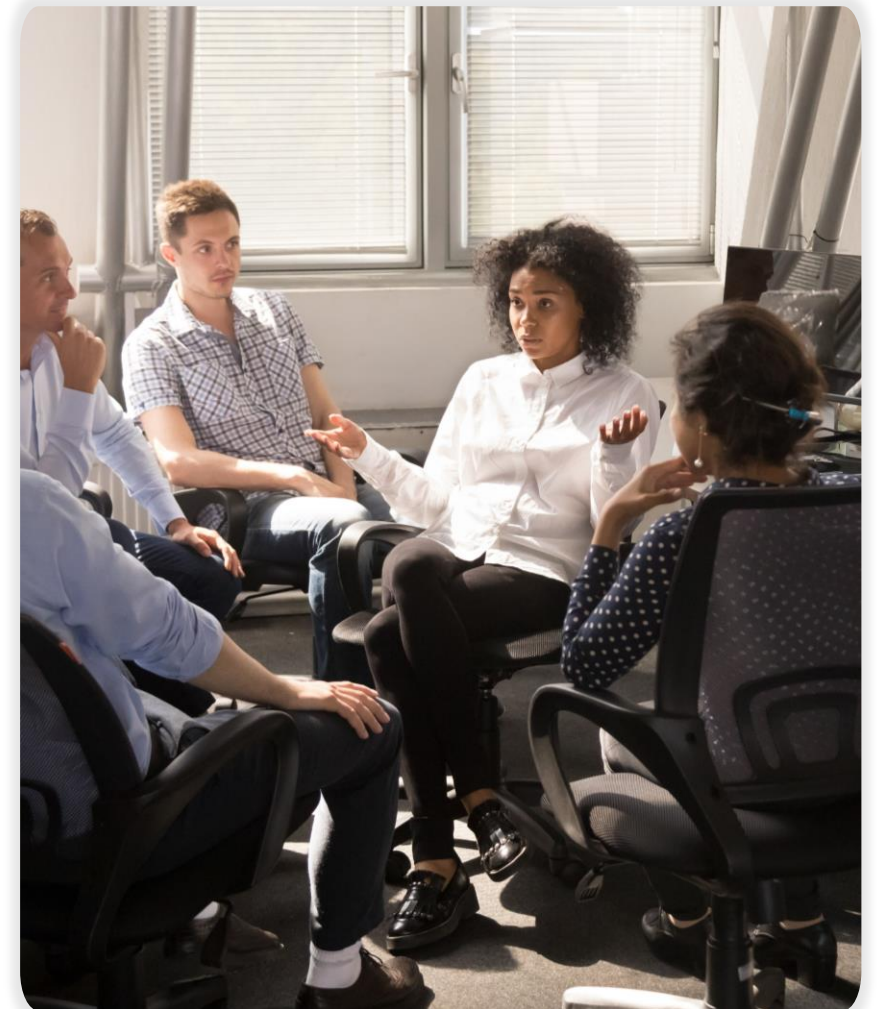
What do you see?



What causes us to see certain things and block others out?



**If we want to see
the entire picture,
what must we do?**



Beliefs and Monopoly



Beliefs and Monopoly



In order for me to win, everyone else has to lose

Beliefs: In order for me to win everyone else has to lose



What are the outcomes if you see this belief demonstrated in a work team?



You have to “name” the belief to do something about it. There are reasons we think the way we do.

Your co-worker is always late



What beliefs might you form about your
coworker?

Your coworker is always late

You provide feedback, and your coworker is on time for two weeks in a row



Then she is late again

To shift beliefs, you need to provide new experiences that support the belief you desire



It may take more experiences to shift some beliefs

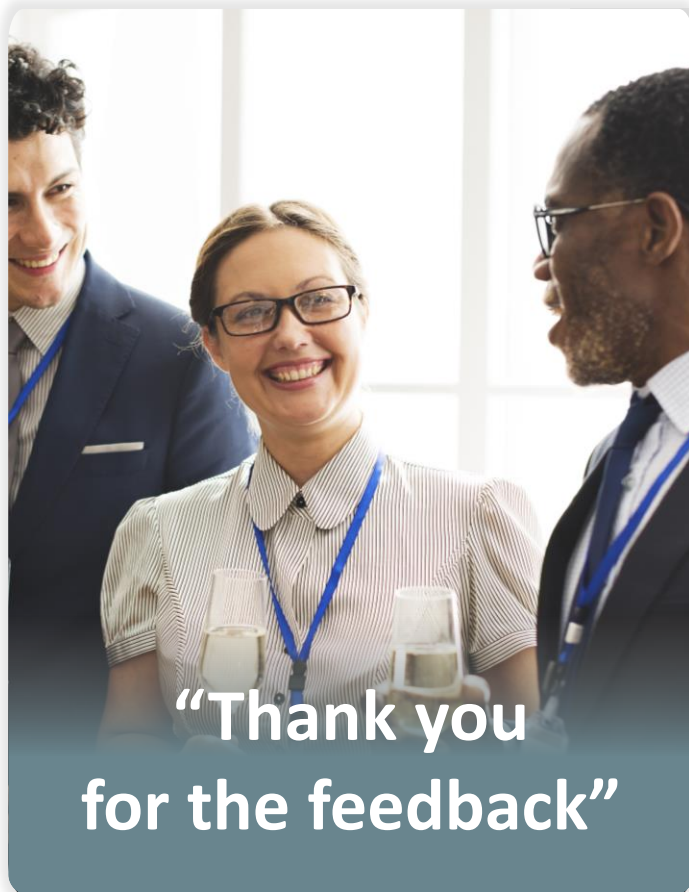
Beliefs and Feedback:

Is that a belief I want them to have?

Will that belief prevent me from achieving my goals?

The best response to feedback:

“Thank you for the feedback”



We thank the person for the feedback:



It shows appreciation



It doesn't indicate if you agree or disagree with it



It demonstrates you are open to feedback,
so you can receive more in the future

Skill practice: ask for feedback

**01**

Identify a person from whom you would benefit from feedback

**02**

Ask: “What feedback do you have for me?”

**03**

Listen and practice KYMS, with attention on your facial expressions and body language

**04**

Say: “Thank you for the feedback.”

**Seeing sometimes has as much
to do with your ears as your eyes**

Constructive Feedback



Appreciative Feedback



Types of Feedback:

“Your performance on that project was great”

“Your performance on that was terrible”

Types of Feedback:



Your performance on that was great because



Your performance could have been better if you

Specific Feedback



A Successful Feedback Exchange:



Positive



Informative



Not Career
Limiting

What Causes Feedback Exchange to Fail?



Three-to-Five Data Points Make a Trend



Prepare for a Feedback Exchange



Identify one person to whom you would like to give feedback

01

Name the specific area on which you would like to give feedback

02

Consider how providing feedback is value-added and beneficial to this person

03

Consider how providing feedback is value-added and beneficial to you

04

Use the “three to five data points” exercise to describe the behaviors

05

Ask the person what beliefs they might have about another person if they saw these behaviors

06

Ask: “Can you reach your goals if someone else believes this about you?”

07

Ask: “What experiences can you give that person to shift their beliefs in that area

Mentoring and Feedback



Provide Great Feedback:



01

Feedback needs
a two-way
dialogue



02

Feedback should
include both
appreciative and
constructive
comments



03

We need to be
specific when we
give feedback



04

Take the time to
provide the
“big picture”





Shannon Allen
Sigred Group
Emerge Program
Manager



Kristi Stepp
Sigred Group
Partner



Mike Dergis
Sigred Group
Partner



Next Steps and Reminders



Claire Ofiara
DEI Program Manager
(System Office)



Next Steps and Reminders

- Mentoring partnerships formally run through April with the Program Close Celebration on April 23, 2025, 12:00 p.m. ET
- Please **ensure you maximize the remaining months of your program**
- Quarterly Connection #3: Strategic Leadership on Dec. 10, 2024, 12:00 p.m. ET
- Mentee Mingle on Feb. 7, 2025, 12:00 ET
- Please look out for the year-end survey in March 2024
- Quarterly Connection #4: Program Management on March 4, 2025, 12:00 p.m. ET
- For additional support or to discuss your partnership further, contact Emerge@trinity-health.org

Thank You for Your Participation in and
Support of Emerge!

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Trinity Health Mentoring Program

