Colorado Case Management Redesign

Authentic Self
May 11, 2022

HEALTH MANAGEMENT ASSOCIATES

Public Meeting Notice

- Please note this meeting is open to the public and is being recorded.

- Anything said during this meeting may be part of the Public Record.

- We will not discuss the CMA RFP or related issues; please direct your questions about the CMA procurement to HCPF.

Presenters

Deborah Rose,
Associate Principal

Megan Beers,
Senior Associate

Courtney Thompson,
Consultant

Doris Tolliver,
Principal

Agenda

- **Introductions, Recording, & Meeting Guidelines (5 min)**

- **Poll: Who is here? (2 min)**

- **Presentation (20 min)**

- **Breakout (10 min)**

- **Discussion (10 min)**

- **Closing (3 min)**

Poll: Who Is Here Today?

Video: Uzoamaka Nwanneka Aduba

Being Seen, Heard, and Valued

- Feeling seen, heard and valued is a driver of authentic expression

- According to the ADP Research Institute® (ADPRI), if you feel connected, you feel safe presenting yourself authentically and voicing your thoughts and opinions.

- You feel confident that you will be given a fair shot at succeeding, that you will be assessed only by your actual contributions.

IMPOSTER SYNDROME

'Imposter Syndrome'

- Imposter syndrome is the internalized belief that your success is due to luck or other external factors rather than your skills, intelligence or qualifications.

- According to a review article published in the International Journal of Behavioral Science, a total of 70% of the U.S. population has experienced some level of impostor syndrome throughout their life.

Signs of 'Imposter Syndrome'

- Not believing you earned your success through your own efforts and instead attributing it to chance or other outside variables

- Feeling inadequate in terms of intelligence, ability, education, experience, etc.

- Unable to internalize accomplishments

- Exaggerating your flaws and failings

- Feeling the need to be special or "the best" in order to be valued

Have you experienced imposter syndrome?

Two Mindsets Undergird Imposter Syndrome

- *Covering:* downplaying or "covering" salient aspects of one's identity to be similar to others around you, sometimes to avoid bias, done either by choice or unconsciously

- Code-Switching: Adapting one's characteristics (language, dress, mannerisms) to "fit in" in various environments or contexts.

- Although both mindsets are common across all groups, they are **more often experienced by Black and Hispanic communities** and other minoritized groups within the workplace.

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CODE SWITCHING

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What is Code Switching?

- Alternating between or mixed use of two or more languages, especially within the same conversation

- Changing one's dialect, register, accent, or language variety over another, depending on social or cultural context

- Modifying one's behavior, appearance, etc., to adapt to different sociocultural norms

- Can happen across any social identities, and is sometimes divided into two categories:
  - Language-based
  - Culture-based

Examples of Code Switching

- Changing your language or dialect in order to assimilate into the predominant culture.
    - Primarily speaking English if your first language is Spanish
    - Speaking Standard American English in another environment even though you commonly speak African American Vernacular English (AAVE) at home or with family.
- Altering your appearance to fit the norm of the environment you're in.
    - Clothing
    - Hairstyles

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Video: Key & Peele

Group Breakout – Group Agreements

- **Be Present**

  Engage in active listening and be aware of your thoughts and feelings in the moment. What do you need to stay present and engaged? Limit technology and distractions to only that which furthers your learning.

- **Speak Your Truth and Let Others Speak Theirs**

  Different perspectives are welcome and encouraged. Speak from your own lived experience and not from experience that you do not personally have. Your normal may not be my normal.

- **Confidentiality**

  To support each other in our risk-taking we agree to respect the privacy of each individual's identity and life experiences. We can share our own learning, but not the names and stories of others.

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Group Breakout

- Describe an experience you've had with code-switching

Debrief

- Were there any themes that emerged in group member experiences with code-switching? If so, what were they?

The Costs of Code Switching

- Downplaying one's racial group can generate hostility from in-group members, increasing the likelihood that those who code-switch will be **accused of "acting white"**.

- Seeking to avoid stereotypes is hard work and **can deplete cognitive resources and hinder performance**.

- Feigning commonality with coworkers also **reduces authentic self-expression and contributes to burnout**.
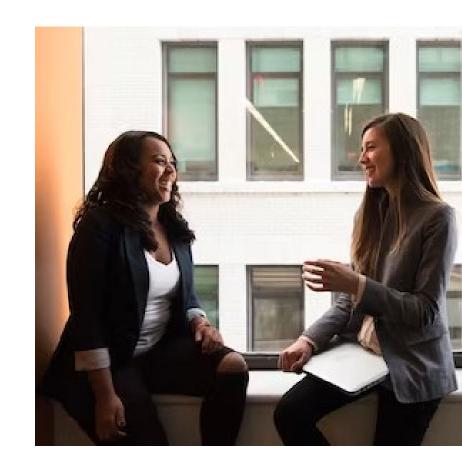
Benefits of Bringing Your Whole Identity to Work

- **You can offer a unique perspective**

- **You can provide quality control**

- **You can bridge differences**

- **You can plant seeds of rapport**

Warts and All

- The more areas where we identify as being a "minority," the more likely we are to feel pressured to create a facade of conformity.

- Authenticity requires **psychological safety** — an environment where people can freely take interpersonal risks.

- What Authenticity Looks Like
  - Authenticity is Relational
  - Authenticity is a Personal Journey
  - Authenticity is Based on Core Values

Masking our identities

Masking our identities […] is exhausting, and its negative effects over time range from irritability to severe burnout. Masking diverts cognitive resources that we could otherwise use to improve our [engagement with clients].

Authenticity Fosters Connection

- "Authentic relating" is about getting in touch with one's truest self and manifesting authenticity daily life.

- Practices for getting in touch with your truest self include:
  - Become aware of your internal monologue and replace negative messages with positive affirmations
  - Actively focus on the things your good at
  - Give yourself grace

Core Practices for Authentic Relating

- **Welcome everything** – embrace all aspects (good and bad) about yourself

- **Assume nothing** – practice non-judgment (self and others)

- **Reveal your experience** – share more of your personal story and journey with others

- **Own your experience** – accept your past and experiences as part of what has made you uniquely you

- **Honor self and other** – prioritize valuing, honoring, and respecting all that you are and create spaces that do the same for others

Personal Reflections and Wrap up

- **Journal for 2 mins.**

- **What are some takeaways from today's session that you can incorporate into your personal and/or professional life?**

- **Please feel free to come off mute to share**

Resources

- [5 Things You Can Do to Encourage Authenticity at Work](#)

- [Yes, Impostor Syndrome Is Real. Here's How to Deal With It](#)

- [Code-Switching: What It Is and What It Costs Us](#)

- ['Racial Impostor Syndrome': Here Are Your Stories](#)

- [The Costs of Code Switching](#)

- [Conquering Imposter Syndrome](#)

- [Five Types of Imposter Syndrome](#)

- [Authentic Relating](#)

- [What Does It Mean to Be Yourself? 3 Ways It Benefits Your Life](#)

Upcoming Case Manager Learning Collaborative

- **June 8 - Active Listening**

Contacts

Please contact us if you have additional questions, suggestions, or ideas.

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Thank You!