



CAP Equity Committee Agenda

Meeting Date: 11:00am-12:00pm, April 11th, 2024

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YTIZMGE1MTctYjJjMC00NGE1LWE3M2MtNGO4Nzc4NjE5ZTUz%40thread.v2/0?context=%7b%22Tid%22%3a%22da91cf08-22f6-46c4-9abd-f60a99665f48%22%2c%22Oid%22%3a%2243edbbc1-0cea-4679-9b8b-5c888f65f310%22%7d

Next Meeting Date: 5/9/24

Participants : Nora Soule, Meg Sova, Jesse Mclean, Fred Mbewe, Shelli Flemming, Rachel Kyles, Andrea Brown, Dave Zarlengo

Agenda Items	Discussion	Action Needed
Welcome/Introductions		
Summary of Purpose	The CAP Equity Committee will intensify awareness of and advocate for racial equity and social justice for historically marginalized individuals through education, research, and leadership development; allowing for the intrinsic value of all individuals to be recognized.	
Standing Topics	<ul style="list-style-type: none"> • Agency updates 	
Book Club Discussion	<p>Let's Protect Our Frontline Workers from Rude Customers (hbr.org)</p> <ul style="list-style-type: none"> • Sharing media club information with other organizations 	<p>If you are comfortable, please share an example you've experienced or witnessed of a difficult interaction with a customer/client/patient. What was the outcome?</p> <p>Christine mentions that her survey results reflect there is more of an issue with customer interactions in healthcare. Since we all work for organizations that could at least be considered healthcare adjacent, why do you think that is? Is there anything we can take away from this observation that can be used to support our front facing employees?</p>

		<p>Christine talks about several reasons for rude behavior in the workplace, which reason stood out to you the most or struck you as the most concerning? Is there anything we can do to combat the antecedents she mentioned?</p> <p>What are your thoughts on “the customer is always right” with regard to incivility? How far should organizations go to protect their front facing workers? Christine and Alison give several examples of organizations putting measures in place to protect their employees, which example stood out to you? Is there anything you feel could be effectively implemented at your own organization?</p> <p>Podcast takeaways:</p> <ul style="list-style-type: none">-Particularly bad in healthcare.-Suggested we need to revisit the customer is always right and maybe tweak that a bit.-Standard of conduct for customers or patients or post signage about conduct up front.-Training for employees on how to intervene. Some comfort in knowing there’s a plan in place.
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