

THE POST PANDEMIC WORLD: Finding Our Compassionate Selves

04-14-21

What Am I Doing?

- The higher education hospitality industry
- Empathy and perspective
- Understanding conflict
- VCR

The World of Colleges and Universities

- 5300 Colleges and Universities in America
- 19.9 million students (2018)
- 6.7 million - two year 13.2 million - four year
- 12.3 million under age 25 7.6 million over age 25
- -2.5 percent AY 20-21 -7.5 two year AY20-21

My Hospitality Higher Ed Journey

- Morrisville College
- Hamilton College
- Illinois State University
- Bunker Hill CC
- St. Louis CC
- OUHSC
- CSUMB

Things to Remember

- The importance of empathy
- Whose perspective
- Conflict is inevitable

Empathy

- It is the Golden Rule in practice
- It is seeking to understand and knowing others
- Learning other people's story
- Moving beyond our hopes to understand that others have hopes

Perspective: The Lost Horse

The Lost Horse by Paulo Coelho

Challenging Conflict: VCR

- The St. Louis CC Story
- Conflict based on:
 - Age
 - Race
 - Class
- Dean of Students
- Story of VCR

VCR

- Validate - Recognizing the importance of the individual
- Challenge - Acknowledging the inappropriate behavior
- Request - Directly asking for the outcome you seek

VCR

- VCR is about honesty and authenticity
- VCR is the “Golden Rule” in practice
- VCR requires consistency
- VCR seeks to understand different perspectives
- VCR is empathetic in seeking to understand the other person
- VCR demands that parties (regardless of who they are) are treated respectfully, regardless who is at fault

The Four Agreements

- By Don Miguel Ruiz
- Be impeccable with your word
- Don't take anything personally
- Don't make assumptions
- Always do your best

Thank You

“We but mirror the world. All the tendencies present in the outer world are to be found in the world of our body. If we could change ourselves, the tendencies in the world would also change. As a man changes his own nature, so does the attitude of the world change towards him. This is the divine mystery supreme. A wonderful thing it is and a source of our happiness. We need not wait to see what others do.”

Mahatma Gandhi