

Upcoming Events

**When the Public Attacks
Training, March 24 & 25**

**“Virtual” Lunch & Learn,
April 17 12-1pm**

**Tough Conversations
training, May 6 & 7**

**Be the Ripple Breakfast,
May 14, 7:30-8:30 am, EQC
Conference Center, Fife**



Every day we're rippling

The Merriam-Webster Dictionary defines the ripple effect as a spreading, pervasive, and usually unintentional effect or influence. While we recognize the ripple effect can be inadvertent, we also know each of us can create ripples through our intentionality.

Whenever a new employee joins our team, we ask them to commit to a code of conduct – a set of shared expectation that guide our interactions, behaviors – and even our thoughts. We believe the intentional action of making a commitment together creates a ripple effect with those we interact with directly and beyond. This code of conduct is a tool used for continual check ins as a team around tough conversations.

Through our code of conduct, we commit to:

1. Trust in each other's good intentions.
2. Go directly to the source to listen, learn, talk and act when there is a concern.

3. Expect the unexpected while maintaining excellent customer service.
4. Create an environment that is conducive to productive dialog.
5. Foster our culture of learning.
6. Respect, appreciate, and work together as team.
7. Celebrate our successes.

Through our code of conduct, we aim to build trust within our staff, with our clients, and with the many people we connect with every day.

Have you considered your intentionality as it relates to the ripples you create? We invite you to define your own code of conduct. Need help? We can lead your family, work group or organization through a process to develop a unique code of conduct just right for you.

Mark your calendar for May 14

We're hosting our annual **Be the Ripple breakfast** at 7:30 a.m. on **May 14** at the **Emerald Queen Casino Convention Center** in **Fife**. We hope you will join us! Get your tickets at CenterforResolution.org.



An incredible ripple effect that started at CDR

When Whitney Thrasher-Stafford applied for a job with the Center for Dialog & Resolution years ago, she had little hope of being hired as an administrative assistant. Despite her college degree and strong work history, she had been turned down for dozens of other jobs.

CDR Director Maralise Hood Quan realized she had a top-notch candidate, so she hired Whitney for the job. Ripple number one.

After Whitney began working at CDR, she shared the frustration she faced when applying for other jobs: military spouse discrimination.

During her job search process, Whitney suspected her JBLM address kept her from being hired. She then set out to prove her theory correct. Using the same résumé and same materials, she changed her address and reapplied for 10 jobs that didn't go anywhere the first time. Every one of those employers

contacted her for an interview and she received several job offers.

"I applied for the job with CDR with full disclosure that I was a military spouse," Whitney said. "They hired me even with that knowledge, and I felt that I belonged there. When Maralise heard my story, she said 'Oh, no. We're not going to let this happen.'"

Maralise introduced Whitney to a retired House representative, which led to meeting other legislators, which led to Whitney testifying on a bill sponsored by Representative Christine Kilduff that addressed several military spouse employment barriers. Ripples two, three and four.

During this time, Whitney dove into her job at CDR, taking on different roles and becoming a certified mediator. Her training created skills she knew she could pass along to others. She continues to volunteer for CDR, and her work experience creates an impact. Whitney is now



on the cusp of graduating with a master's degree in social work with a focus on integrated clinical and community practices. Ripple five.

"I work with other military spouses so they know how to speak up and out, give testimony at legislative hearings, and become a voice for our community," Whitney said. "We have a core group of 30 spouses advocating for us in the legislature right now on a variety of issues."

Countless ripples.

Meet Kelly McDonald



When things get tough for Community & Donor Relations Manager Kelly McDonald, she responds by saying "My life isn't easy, but it isn't as hard as many others'."

Perhaps that underlying philosophy, an ability to build authentic relationships, and a desire for peace served as the current that

brought Kelly to CDR in a role that seems perfectly suited for her.

"I have always been a mission-driven person," Kelly said. "Since I was young, I wanted to do work that was meaningful and benefits community. That has happened through my job, volunteer service, and the way I spend my time."

Kelly has worked in a variety of organizations - nonprofits, a large tech company, and a financial planning company. She believes CDR's code of conduct sets it apart from most other places to work.

"One of the things I love about working here is the culture is the talk we talk - the talk is being walked," she said. "We are all part of the success of the organization, and that is believed and demonstrated. That's not typical in

a lot of workplaces."

As CDR's first community & donor relations manager, Kelly leans on a strong bench of skills and experience to plan and market events, build a donor base and raise money, and help spread the work about the Center's work.

"This work is a reflection of who I am," she said. "Some places talk about donor prospecting - and there's a place for that - but for me, it's more important to build relationships that are genuine and real with people in the community."

Professionally and personally, Kelly creates more ripples than one could count.

"Goodness begets goodness," she says.