



MAJOR URBAN MEDICAL CENTER

A Books@Work Case Study

Books@Work brings professors into the workplace to build critical thinking and lifelong learning through the discussion of great literature.

The Program

A major urban medical center located in Northeast Ohio hosted Books@Work for four months. Sponsored by the Center's Learning & Development Department, a cross-hierarchical, cross-functional group of participants met weekly with professors from Case Western Reserve and Cleveland State to discuss the readings and debate human themes.

Program Outcomes & Participant Reflections

In interviews, participants reflected on the Books@Work experience, appreciating the way in which Books@Work:

- created/deepened **interpersonal connections** and **encouraged respect**
 "I met people I would not have met through our different roles here. These are new relationships based on respect and shared interests."
 "I am more aware of how simple interactions/conversations can be **interpreted differently** from how they are intended. **I now try to make sure that my word choices are more clear and seek feedback** about understanding what was discussed."
- offered space for **diverse perspectives**
 "We have a diverse culture of employees here and two of the three books we read involved race and religion. **Both contributed to a better appreciation of everyone's culture.**"
- fostered **communication and listening skills**
 "It's **being able to talk about difficult things with people** - what you learn from an experience like that, you can take into other situations."
 "It **heightened sensitivity** - when patients are upset I pay a lot of attention to the words they use. And it made me **more conscious of the words I use.**"
 "I listen better now."
- encouraged **a new way to think about the workplace**
 "Why would you want to do this at work? Well, why would we want to do non-technical mind development at work? Just the same reason we want to exercise. **Having emotionally and mentally stimulated employees is a really good thing for the workplace.**"
 "People felt **safe to share.**"
 "There's so much to do every day—so much work to be done—it's easy to start just coming and doing the work and leaving. **This was a reminder that there's more.**"

Seminar Readings

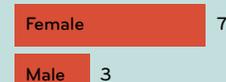
Ranya Idliby, Suzanne Oliver & Priscilla Warner, **The Faith Club**
 Margaret Atwood, **Oryx and Crake**
 Isabel Wilkerson, **The Warmth of Other Suns**

The Participants

Demographic Information

n=13 (3 skipped all demographic questions)

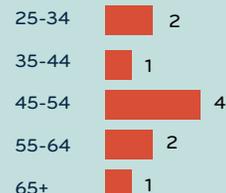
Gender



Race



Age Ranges



Education Completed



The diverse participants' daily workplace roles included, among others:

- Telephone operator
- OR scheduler
- Nurse Practitioner
- HR Professional
- Medical Media
- Records Analyst
- Social Worker

Program Feedback

n=13

- 100% found Books@Work worthwhile
- 100% would recommend Books@Work to a friend
- 100% found themselves talking the Books@Work experience with those not in the program
- 92% would participate in Books@Work again
- 90% found that the stories and characters caused them to reflect on experiences in the workplace

That Can Be Me, Inc.

www.booksatwork.org