Anybody you know? What year?

ATTITUDES IN THE WORKPLACE
Survival is Up to You!

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STEP OUT OF YOUR COMFORT ZONE!
NOW!!!

Let’s Sing
Change Cycle Evolution

HEALTH CARE CULTURE

- ABUNDANCE
- SCARCITY
- TRANSPARENCY
## JOB SECURITY

<table>
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<th>THEN</th>
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<td>Outcomes</td>
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<td>Treading</td>
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<td>Tenure</td>
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<td>Reputation</td>
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<td>Cost</td>
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### Organizations Can’t Stop Change

- Smart Ones Change Before They Have To
- Lucky Ones Manage to Scramble and Adjust When Push Comes to Shove
- The Rest are Losers and Become History
If Nothing Ever Changed, There Would Be No Butterflies

80% of U.S. employees work in the services sector, and “knowledge” is becoming our most important “product.”

US Department of Commerce
This calls for different organizations, as well as different kinds of workers.

F’s of Survival

- Fast
- Flexible
- Focused
- Friendly
- Fun
“You think you understand the situation, but what you don’t understand is that the situation just changed”

- Putnam Investments advertisement
Patient Protection and Affordable Care Act

Centers for Medicare & Medicaid Services
Medicare Resource Use Measurement Plan

HOSPITAL READMISSION
PENALTIES $$$$$$$$

Contract Negotiations

A Great Bottom Line
Comes From Great Care!
Just the Way It Is!

- To Exist is to Change
- To Change is to Mature
- To Mature is to go on Creating Oneself Endlessly

Henri Bergson

The Information Age

Healthcare IT News

Meaningful Use
Take Charge Tips

Commit Fully to Your Job

“They’re only puttin’ in a nickel but they want a dollar song.”
Five Star Qualities of a Key Player

A Sense of Mission
A Need for New Challenges
An Ability to Focus on Goals
An Awareness that Consensus is Strength
An Underlying Faith in the Game and in Oneself as a Player

BOTTOM LINE

Commitment is a Gift you Should Give Yourself
ACCEPT UNCERTAINTY

“The certainty of misery is better than the misery of uncertainty”

-Pogo comic strip
BEHAVE LIKE A CEO

Price Pritchett

Consider How YOU personally:

- Can Cut Costs
- Serve the Customer Better
- Improve Productivity
- Innovate
- Constantly Think in Terms of Commercial Success
"We’re all in this alone."

~Lily Tomlin

KEEP LEARNING
You Control Your Future

- Homework Should Become a Regular Part of Your Weekly Routine
- Read
- Attend Workshops and Seminars
- Take Courses
- Join Professional Groups

You Control Your Future

- Volunteer for Understudy or Apprentice Assignments or Ask for an Intern
- Ask for Learning Opportunities and ‘Milk Them Dry’
- Accept Lateral Moves that Will Broaden You
- Give Yourself Options - Network
HOLD YOURSELF ACCOUNTABLE

ADD VALUE
“Spiritual ain’t worth spit without sweat”

Clint Eastwood

“The pure and simple truth is rarely pure and never simple”

Oscar Wilde
MYTH

• Top Management is Really Fouling Things Up
• They Have No Idea How Tangled Things Are Lower Down in the Company
• If They Would Just Ask Us, We Could Tell Them What’s Needed
• You Have to Wonder How Long They’re Going to Keep Fumbling Along Like This
• It’s Making Life Miserable for the Average Employee

REALITY

• Executives, Directors and Managers Have a Pretty Good Idea What They’re Doing, but Can’t Do It Without Running into Problems or Making Some Mistakes
• The People in Charge Don’t Have It All Figured Out
• Even When the Overall Strategy is Right, There are Bound to Be Tactical Details that Get Messed Up During Implementation
DO YOU COMMUNICATE WELL?

Communication Skill Test

- Partner with Another Person
- Sit Back to Back
- One Person Needs Paper and Pencil/Pen
- One Person Will Give Instructions
- The Other Person Will Draw According to the Instructions
- We’ll Compare the Results
See Yourself as a Service Center

The Better **YOU** Serve and Communicate, the Better **You** Protect Your Career

Manage Your Own Morale
Stay on a Relentless Quest for a Better Way

Practice kaizen

- Reach – Stretch to Outdo Yesterday
- Small Incremental Gains Eventually Add Up a Valuable Competitive Edge
- Nobody Can Afford to Rest on a Reputation

改善
Practice *kaizen*
*(The daily pursuit of perfection)*

- “Good Today” is Only “So-So” Tomorrow

- Upgrade Your Productivity, Response Time, Quality, Cost-Control and Customer Service Everyday

Price Pritchett

Check Your Organization’s Image

- Yelp
- Angies List
- Google
- Hospital Compare (hospitalcompare.state.md.us)
WORK FASTER

Cover Ground Quickly

- Decentralize
- Delegate Decision-Making Power
- Erase Boundaries
- Abandon Bureaucratic Practices
- Shrink the Time it Takes to Get Things Done
- Be Lean, Agile and Quick to Respond

Price Pritchett
Traits to Build Trust

• Be on Time, Don’t Reschedule Too Often and Keep Your Commitments

• Nurture Your Ability to Suspend Knee-Jerk Judgments; Delay Your Decisions – Ask Questions and Think Over Situations Before Offering an Opinion (Conversation and E-Mail or Text)

Traits to Build Trust

• Be Self-Aware
• Understand How You Come Across to Others and What Your Strengths and Weaknesses Are
• If you are Honest and Objective with Yourself, You are More Able to Be Open With Others
Traits to Build Trust

• Have Humility and Acknowledge Making Mistakes
• Ask Others How You Can Improve
• Don’t Make Excuses for Negligent Behavior – Apologize, Learn from Mistakes and Don’t Let Them Recur

Traits to Build Trust

• Avoid Blaming Others for Mistakes, Even if it is Justified
• Seek to Rectify a Problematic Situation Without Singling Out Individuals for Errors
Don’t Forget What Really Matters

“In case of an accident, remember, Honey, it’s you I love, not the car”

The same is true of your employees

Entitlement is DEAD!

You don’t have any “rights”

- Take Personal Responsibility for Your Career
- Put your Faith in the Future… and in Yourself
- Embrace Change

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What Are Your \textit{Personal} Opportunities?

Think of at Least One Thing You Will Do Differently – Write It Down

Excellence Can Be Attained If \textit{YOU}...

- \textit{CARE} More than Other People Think is Wise
- \textit{RISK} More than Others Think is Safe
- \textit{DREAM} More than Others Think is Practical
- \textit{EXPECT} more than Others Think is possible

Unknown
Break – 20 minutes