



Improving Trust, Accountability and Satisfaction in your Practice

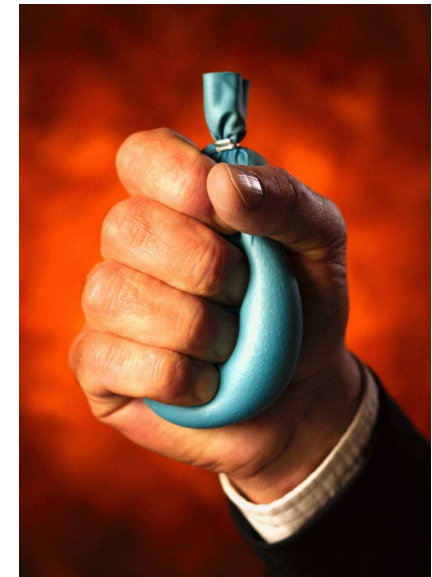
MSNJ Annual Conference
Sharon L. Hardy, MA, PCC
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Introduction

- About me
- About you!



Your Role as Manager





**You are
the
Center
of it all**





AGENDA

- The Physiology of Stress
 - Mindfulness and Self Awareness
- The Power of Your Attention
 - Declare what you want
- The Power of Relationships
 - Fostering Trust and Accountability



Objectives

- Gain a new perspective on your role
- Understand the physiology of stress
- Learn simple method to increase calm and presence
- Understand the “Iceberg Model” of communications
- Learn how to make clear requests and promises

The Physiology of Stress

What's your current stress level?

Scale: 1 (Hi) – 10 (Low)





How do you know you are stressed?

- Physical/Body
- Mood/Emotion/Feelings
- Thoughts/Mind/Beliefs



Worried Sick

“We feel **EMOTIONS** in our **BODIES**.

We “***Burn***” with **ANGER**, “***Tremble***” with **FEAR**, feel “***Choked Up***” with **SADNESS**;

Our “***Stomachs Turn***” with **REVULSION**.

Everyone tends to experience unpleasant bodily symptoms and thus to feel **PHYSICALLY** distressed when **EMOTIONALLY** distressed.”

Worried Sick, Arthur Barsky

Brain neurons – head, heart, gut





Safety is the Body/brain's First Goal!

- Our body/brain react to keep us safe
- Reactions are automatic
- Chronic stress causes a vicious cycle

- We can gain conscious control over the stress response

Mindfulness



“SELF”
Physical
Identified
Physiology
Gender
History
Language



X
TRIGGER



Mindfulness and the “Self”

Determined

or

Declared

“SELF”

“SELF”

“SELF”

Physical

History

Intentional

AUTOMATIC



Mindfulness Practice

SATISFACTION IS ALWAYS IN THE
PRESENT MOMENT

Clearing the Mind





Mindfulness Practice

Cultivating Awareness which allows you to see possibilities and have more choice over your actions

Witnessing your thoughts, feelings sensations and behaviors.



Mindfulness Practice

AWARENESS EXERCISE



Mindfulness

Whenever you notice that some form of negativity has arisen within you, look on not as a failure, but as a helpful signal that is telling you:

"Wake up. Get out of your mind. Be present."

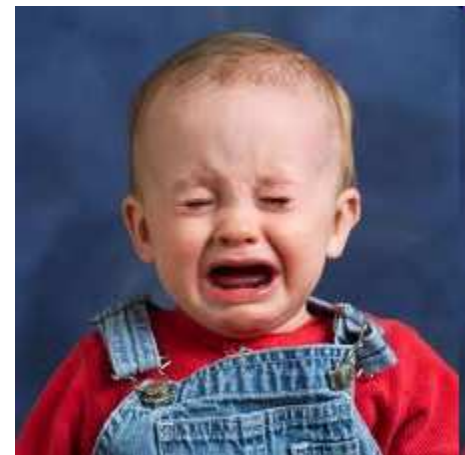
Eckhart Tolle

Power of Relationships

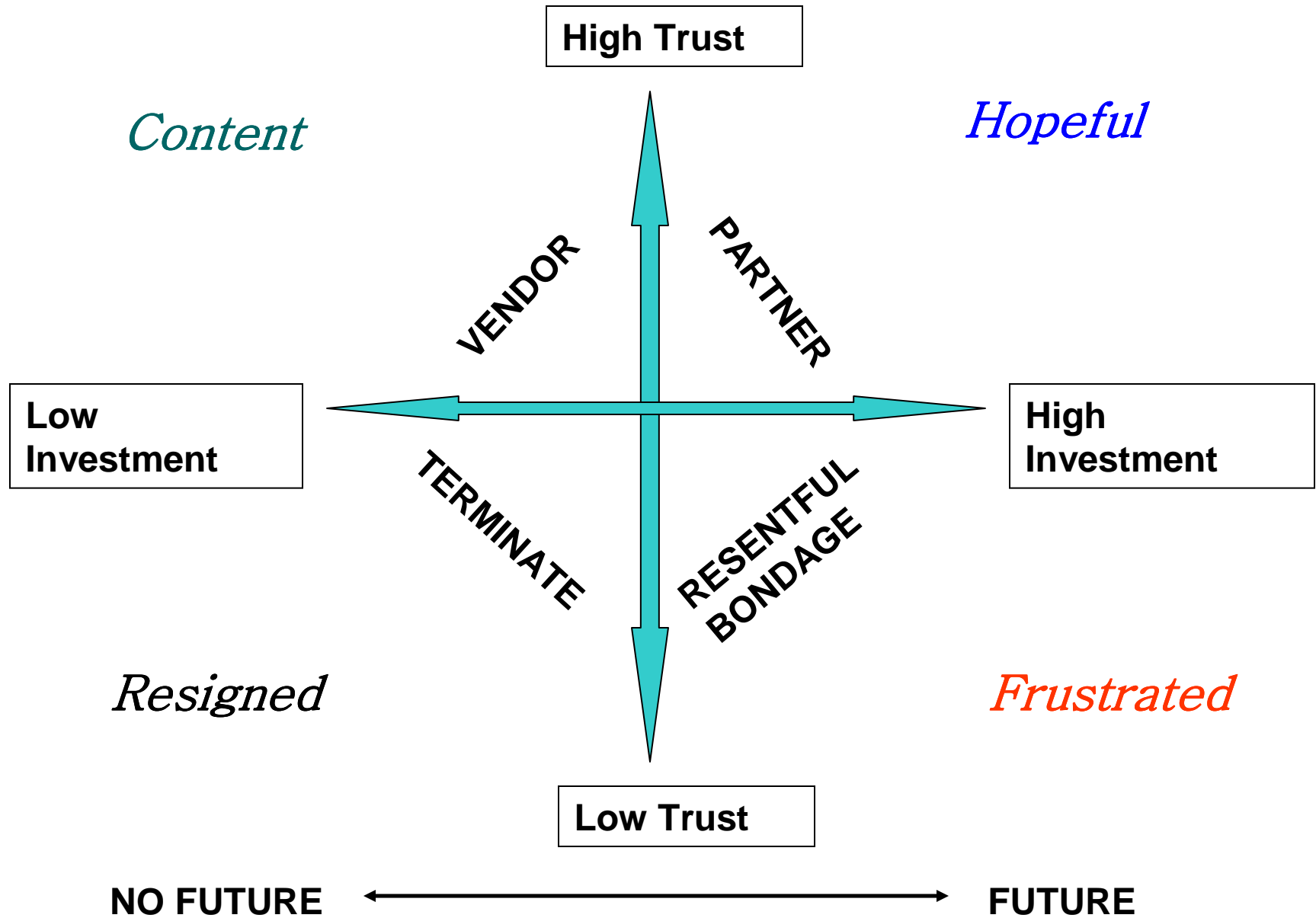
- Now if only we could just live alone...



But we don't!



Relationship Map





TRUST

is an assessment
of...

Sincerity



Competence



A decorative graphic on the left side of the slide, consisting of two overlapping semi-circles. The top one is a dark teal color, and the bottom one is a lighter teal color.

Reliability

“Gain a modest reputation for being unreliable and you will never be asked to do a thing.”

TRUST is an Assessment

- Not a fact.
- Trust is always in a particular domain



How do we experience trust?

- What we think
- Our physical sensations
- What we feel
- What we expect





TRUST is a **Choice** and a **Behavior**

- Am I *Sincere*? Am I behaving *Sincerely*?
 - I mean what I say; I care
- Am I *Competent*?
 - I am capable of doing what I say
- Am I *Reliable*?
 - I will follow-through and do what I say

Iceberg Model

RESPONSES



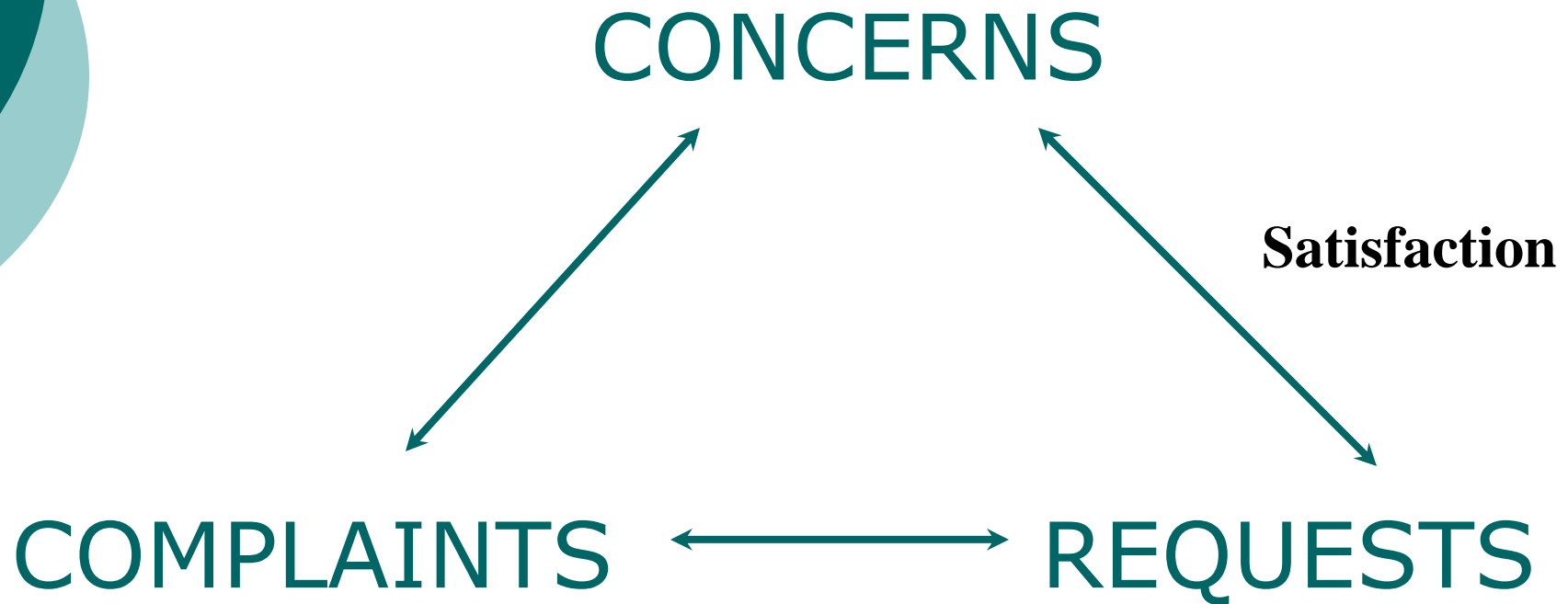
COMPLAINTS

REQUESTS

Satisfaction...

CONCERNS

Listening in Action



 **COLASANTI & ASSOCIATES, LLC**



Effective Requests

- Generator (Speaker)
- Recipient (**Listener**)
- Conditions of Satisfaction
- Shared Obviousness
- Specificity of Time
- Dignity to Decline



Promises: Possible reactions to Requests

- ACCEPT
 - “I promise to do what you have requested”
- COMMIT TO COMMIT
 - I am not sure if I can, I promise to let you know by...”
 - I can’t do what you have requested, but I would be able to do..”
- NEGOTIATE
- DECLINE
 - I promise *NOT* to do what you have requested.”

Can you say NO?

- No, thank you
- No, I can't do that
- No, I don't want to
- No, I decline
- No
- NO!





Requests and Moods

- I REQUEST
 - I SUGGEST
 - I INVITE
 - I DEMAND
 - I BEG
- Low consequence
 - Low consequence
 - Low consequence
 - High Consequence
 - ?



Take-Aways

- Be MINDFUL of your stress response
 - Physical/Body, Emotional/Feelings, Thoughts/Mental patterns
- Take time to de-stress with awareness
 - Mindfulness exercise, breathing
- Focus your **Attention** on your **Intention**...what do I want?



Take-Aways

- Use the trust map to reflect
 - Consider where trust is strongest
 - Consider how trust can be built or repaired
- Listen for **Concerns**
- Make clear **Requests**
- Make clear **Promises**



Additional Resources

- www.colasantiassociates.com
 - Roberta Colasanti trains staff, managers, physicians and nurses and transforms Practices
- You are What You Say, Matthew Budd, MD & Larry Rothstein, Ed. D., ©1993, Three Rivers Press, NY
 - The proven program that uses the power of language to combat stress, anger and depression



Thank You!

Sharon L. Hardy, MA, PCC
Sharon@sharonlhardy.com
www.sharonlhardy.com
856-751-0850