

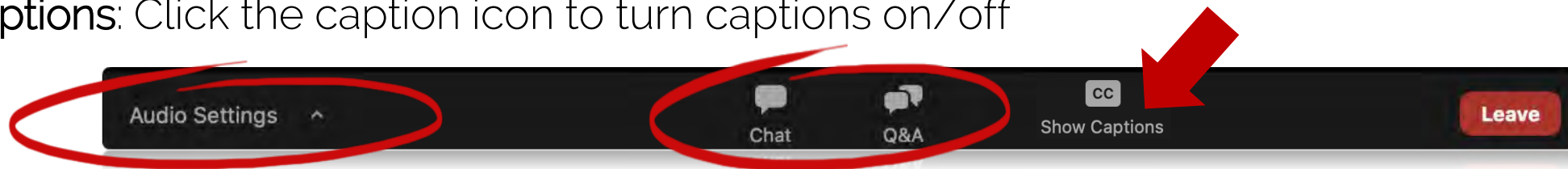
A Toolbox for Work-Life Balance

June 18, 2024



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- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar
- **Captions:** Click the caption icon to turn captions on/off



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

Comments shared in chats do not reflect the opinion or position of The Beryl Institute, but those of individual participants. People found misusing the chat function or engaging in uncivil or disruptive ways via chat may be removed from the session at our discretion.

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- This webinar is approved for 1 PXE.
- To obtain patient experience continuing education credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
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This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As recorded webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speaker

Nanette Spedden, MS

Director, Volunteer Services

Penn Medicine Princeton Health

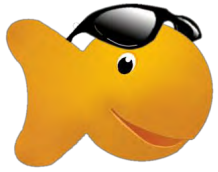




A Toolbox to Balance Life & Work

Nanette D. Spedden, MS
Director, Volunteer Services
Penn Medicine Princeton Health



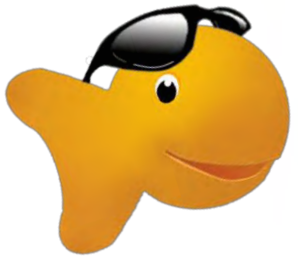


Agenda

Fish!

- ▶ Be Present
- ▶ Play!
 - ▶ Stress Management
 - ▶ Time Management
 - ▶ Organization
 - ▶ Goals
- ▶ Make Their Day!
 - ▶ Communication
 - ▶ Teamwork & Delegation
 - ▶ Point of View
- ▶ Choose Your Attitude
 - ▶ Gratitude
 - ▶ Reenergize
 - ▶ Find Joy!





FISH!

Catch the Energy.
Release the Potential.

BE THERE
MAKE THEIR
DAY

PLAY
CHOOSE YOUR
ATTITUDE™

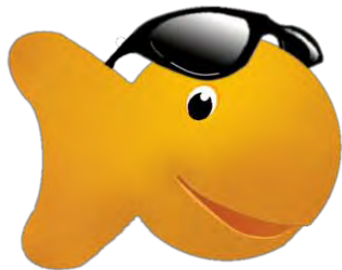
FISHPHILOSOPHY.COM



The Four Practices of the Philosophy

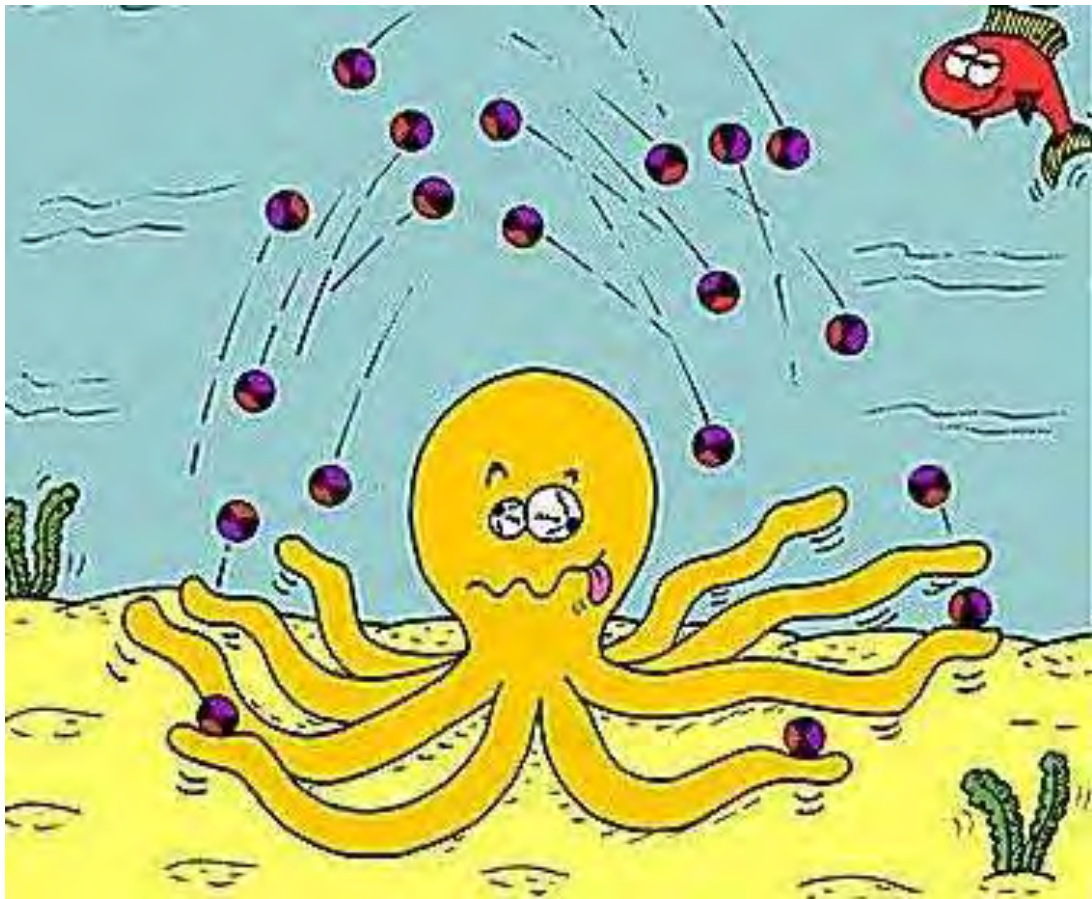
Be There

Be present for people. It's a powerful message of respect that improves communication and strengthens relationships.



Be There!







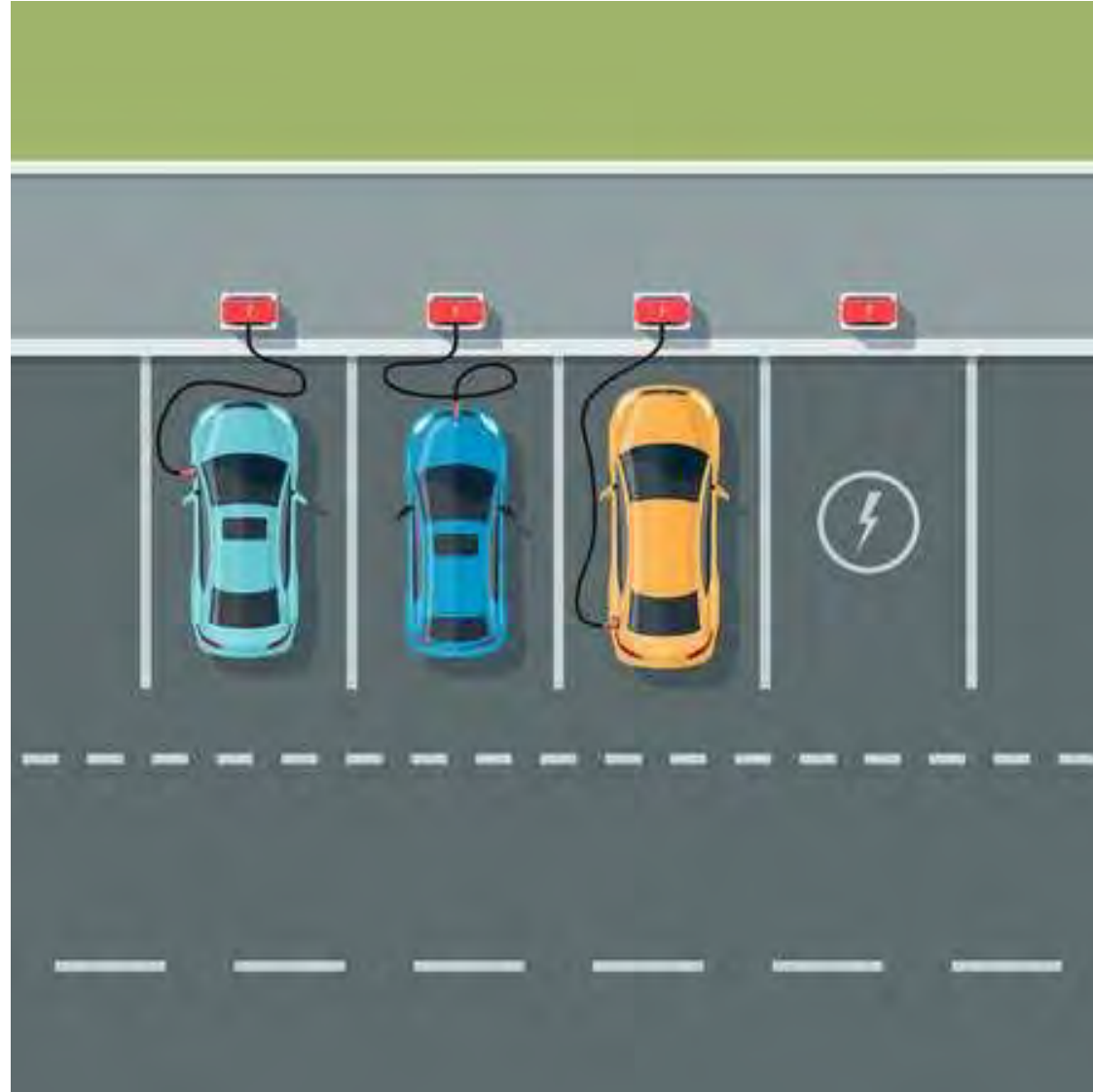


Be There!



Parking Lot:

- jot down a thought
- write a sticky note
- make a check mark on top of your page





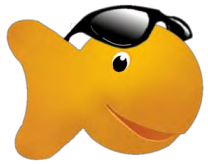
breathe.

Thoughts?

Brilliant Ideas?

Questions?

Be There!



The Four Practices of The FISH! Philosophy

Be There ~ Be present for people.

Play!

Tap into your natural way of being creative, enthusiastic and having fun.

Play is the spirit that drives the curious mind, as in “Let’s play with that idea!”

You can bring this mindset to everything you do.



Play!



Stressed?!?!



10 Ways to Reduce Stress in Your Life

You can't avoid stress. It's part of life. But you can keep it from getting the best of you.



1. Talk about what's stressing you.

- ✓ You'll feel better and you may be surprised by the support you receive.

2. Organize.

- ✓ Plan each day; you'll feel more in control.
- ✓ Group similar tasks together. Make all phone calls or run all errands at the same time.

3. Take one thing at a time.

- ✓ Make a to-do list and check off items as they are done. Even a little progress can make a long list seem easier to tackle!



4. Exercise.

- ✓ Regular exercise is a great way to relieve stress.

5. Take care of yourself.

- ✓ Get enough sleep and eat a healthy diet.



6. Find time for yourself.

- ✓ Learn to say "no" to things that aren't as important.



7. Laugh.

- ✓ Read the comics or watch a comedy. Laughing can be good medicine for stress.

8. Resist the urge to be perfect.

- ✓ Don't expect too much from yourself. Nobody can do it all.

9. Try relaxation techniques.

- ✓ Take a deep breath, close your eyes and picture yourself in a peaceful place.
- ✓ Quiet reflection or relaxing music – even for a few minutes – can help.



10. Stay present.

- ✓ Try not to worry about the past or future. Keep your focus on today.



WHY KEEP STRESS IN CHECK?

Too much stress may cause headaches, backaches or problems sleeping. Stress can also lead to serious illnesses such as high blood pressure and heart disease. Taking steps to lower your stress can help improve your overall health!

Play!

Time



Be There!

Play!

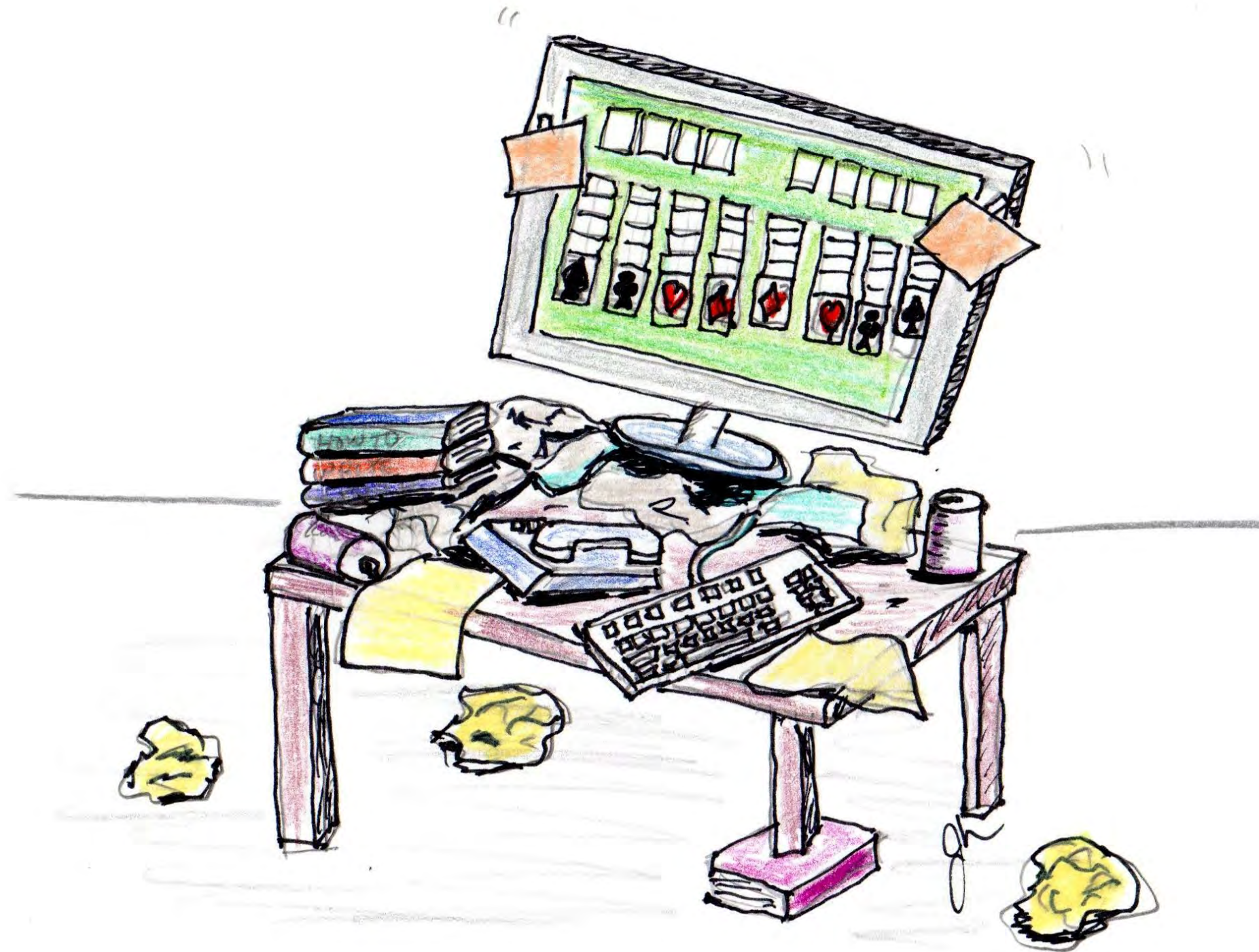
Time Management



Play!



Be There!



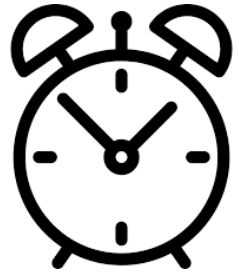
Be There!

Play!

Organize!



Organize!



intentional (adj.)

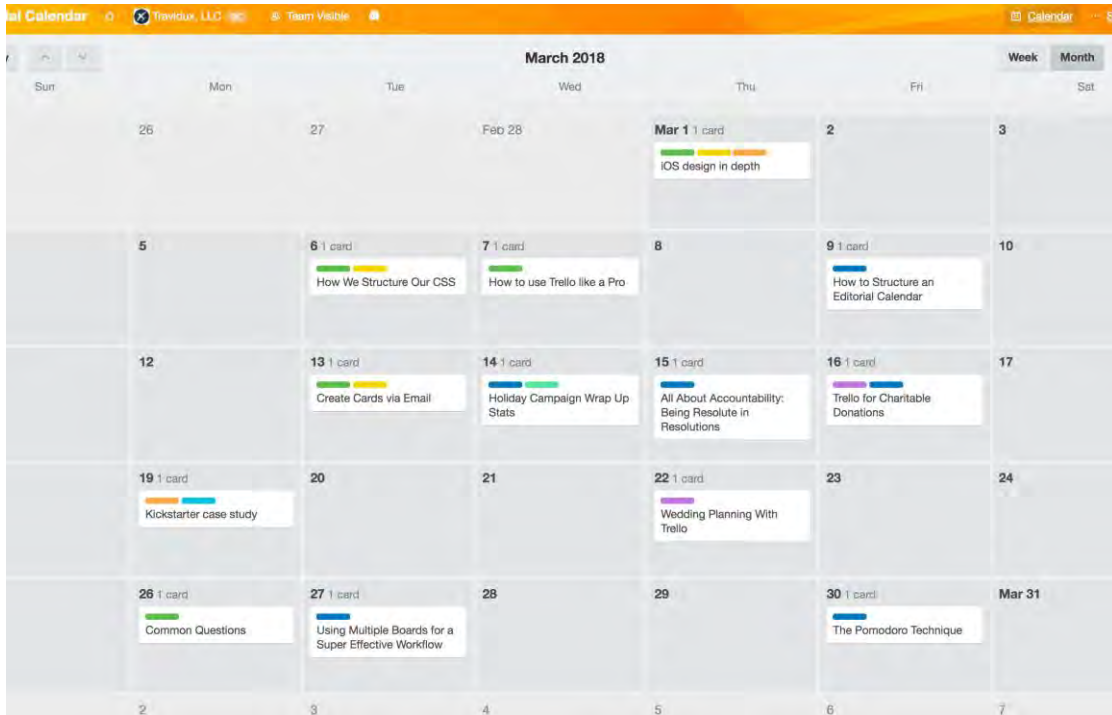
an action performed with awareness; done deliberately, consciously, on purpose

Organize!



Play!

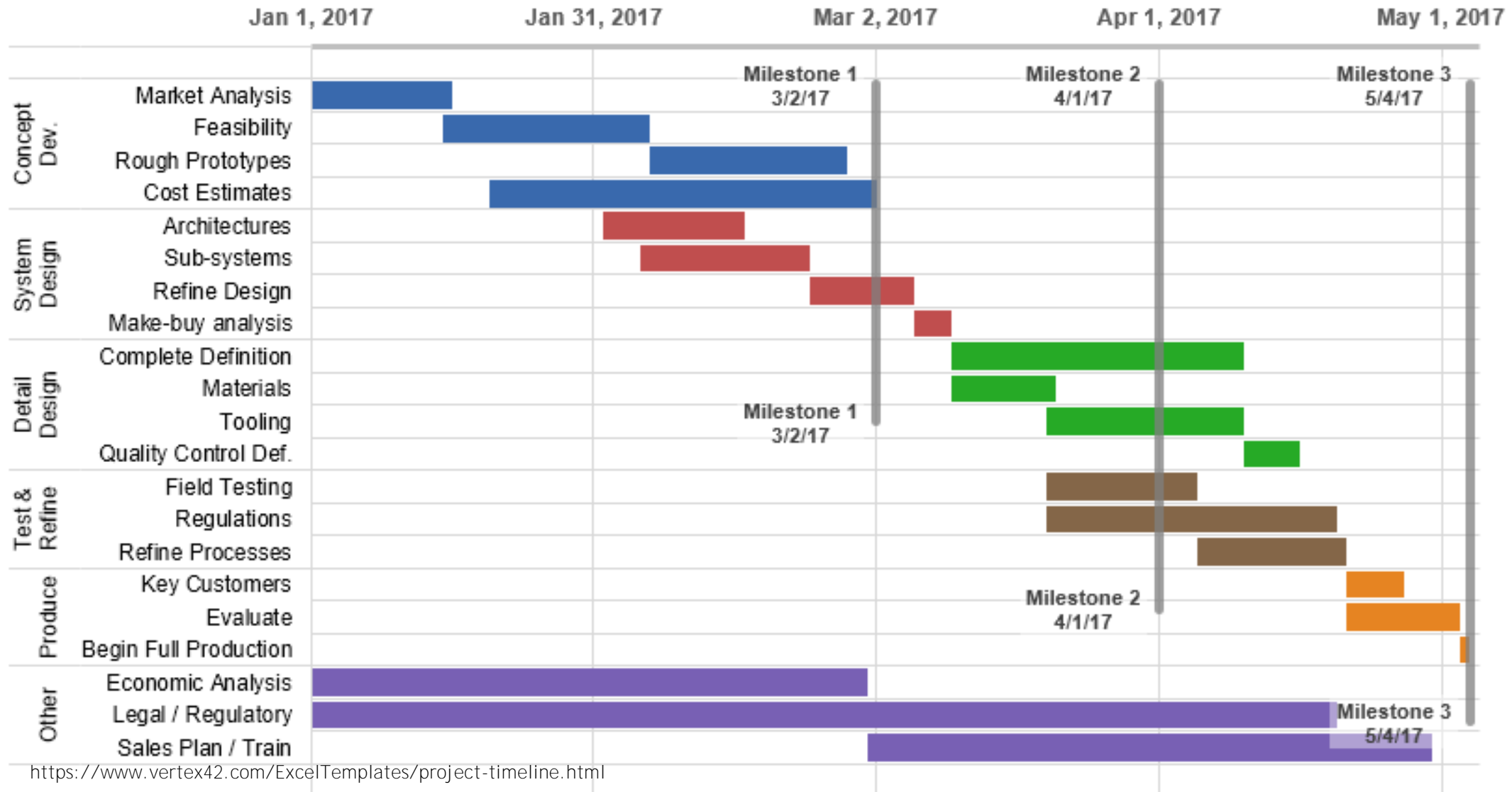
Organize!



Prioritize

Time Line

PROJECT TIMELINE



Goals

Play!

S

Specific

Do: Set real numbers with real deadlines.

Don't: Say, "I want more visitors."

M

Measurable

Do: Make sure your goal is trackable.

Don't: Hide behind buzzwords like, "brand engagement," or, "social influence."

A

Attainable

Do: Work towards a goal that is challenging, but possible.

Don't: Try to take over the world in one night.

R

Realistic

Do: Be honest with yourself- you know what you and your team are capable of.

Don't: Forget any hurdles you may have to overcome.

T

Time-bound

Do: Give yourself a deadline.

Don't: Keep pushing towards a goal you might hit, "some day."

The K.I.S.S. Method For Goal Setting...



Plus 1 Style!

<http://plus1daily.com/k-s-s-method-goal-setting-plus-1-style/>



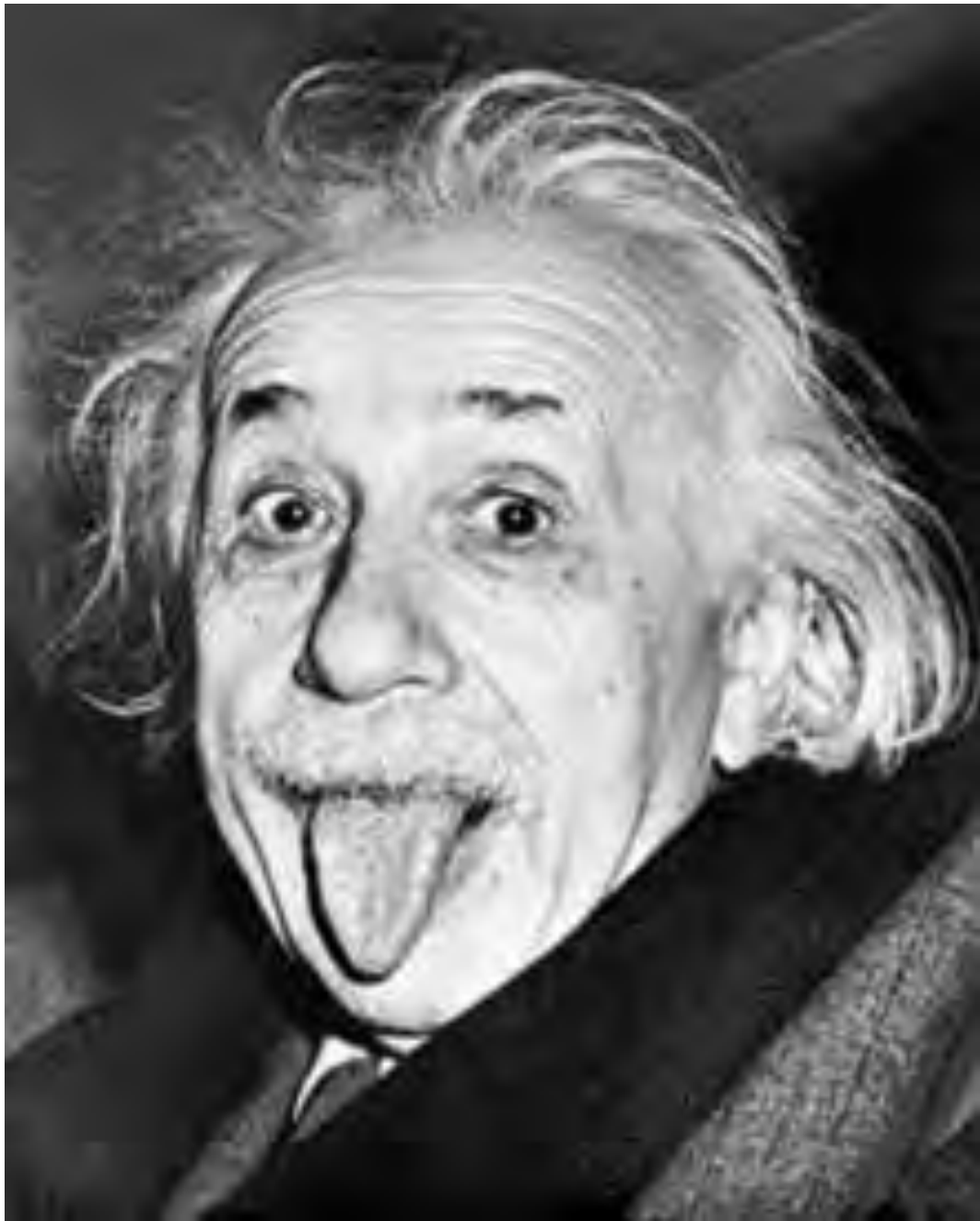
Be Transparent



Play!







Play!

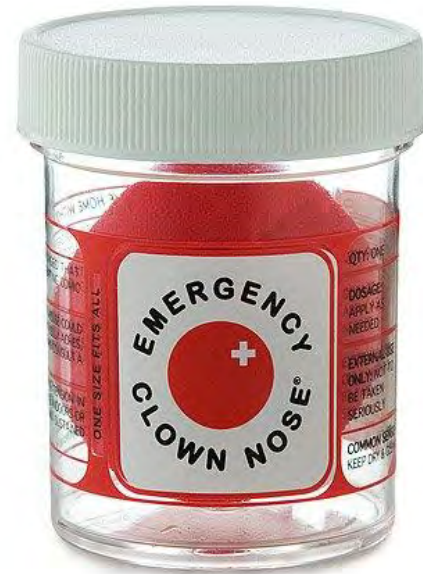




Há, Há, Há...

Play!

Be There!



Thoughts?

Brilliant Ideas?

Questions?

Play!

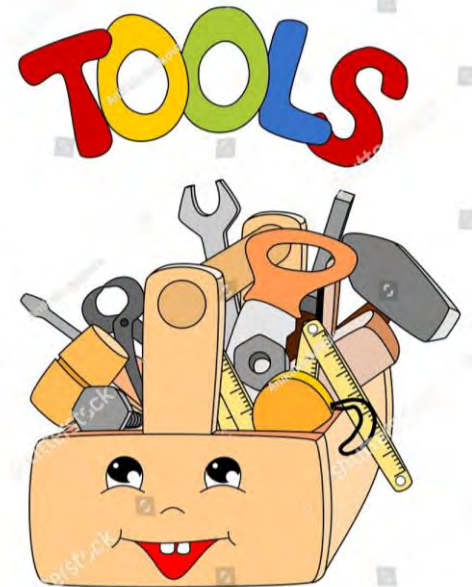
The Four Practices of the Philosophy

Be There ~

Play! ~

Make Their Day

Find simple ways to serve or delight people in a meaningful, **memorable way. It's about contributing to someone else's life—not because you want something, but because that's the person you want to be.**



Our Patients are All Somebody's “Picture” Person

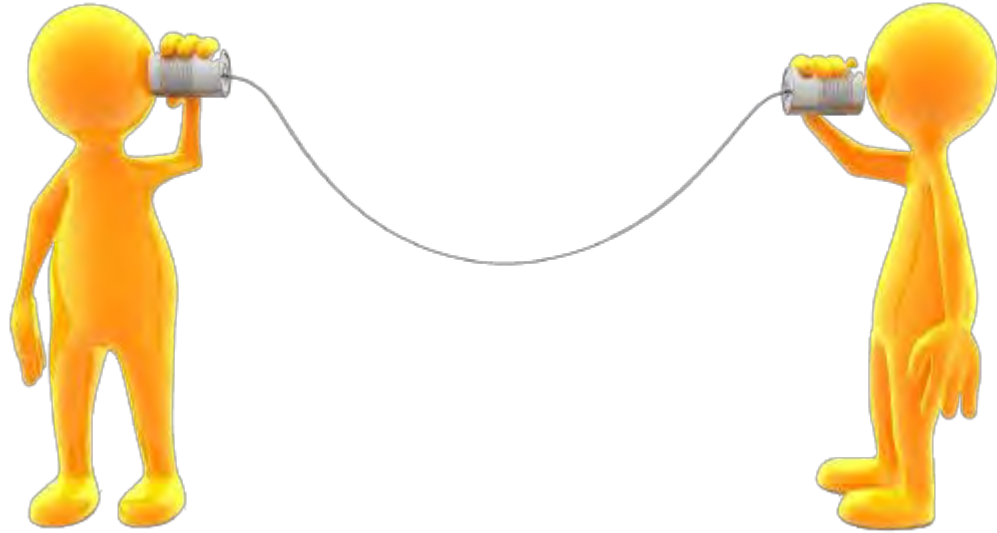
Don't harm me
Heal me
Be nice to me

...in that order

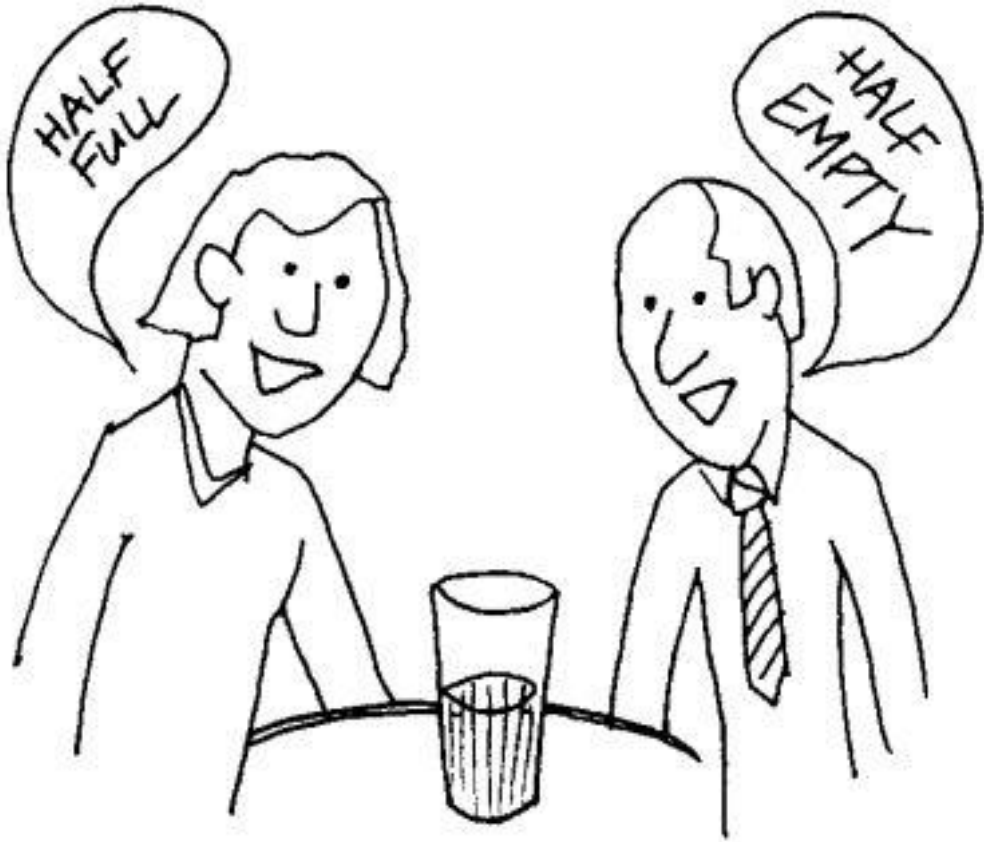


(imagine your loved one here)

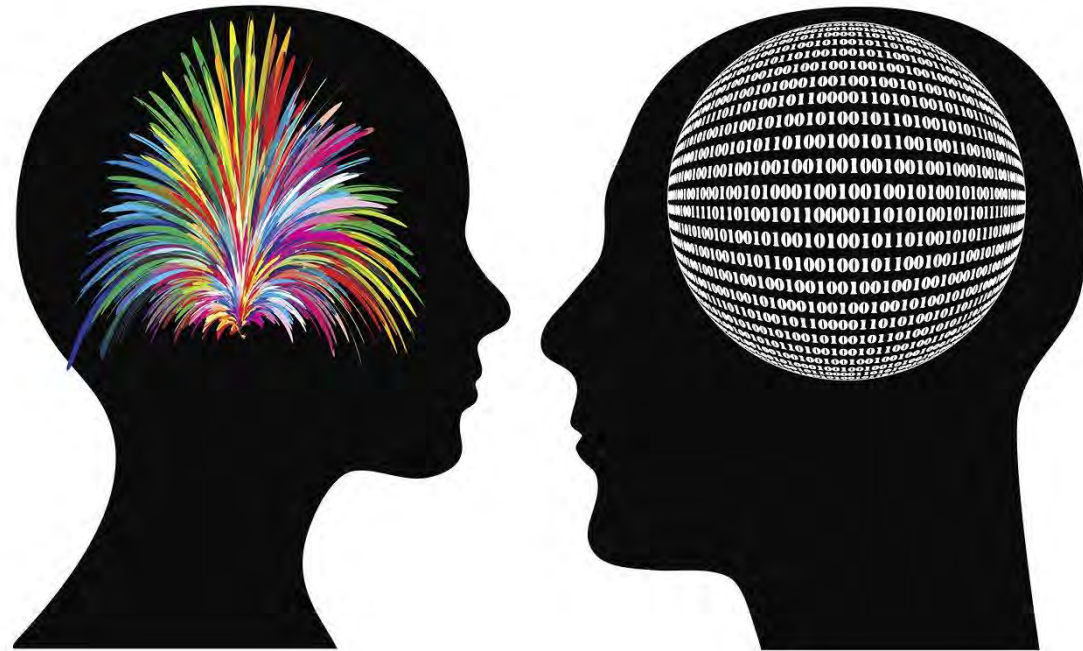
Communication



Make Their Day!



Perception



Communication

How do people communicate?

2 Types of communication?



Communication

How do people communicate?

Types of communication?

Verbal

*** Spoken Words**

Non-Verbal



Make Their Day!

Communication

How do people communicate?

Types of communication?

Verbal

*** Spoken Words**



Non-Verbal

*** Body language**

*** Gestures**

*** Proximity**

*** Eye contact**

*** Tone of Voice**

Communication

How do people communicate?

Types of communication?

Verbal

- * **Spoken Words**

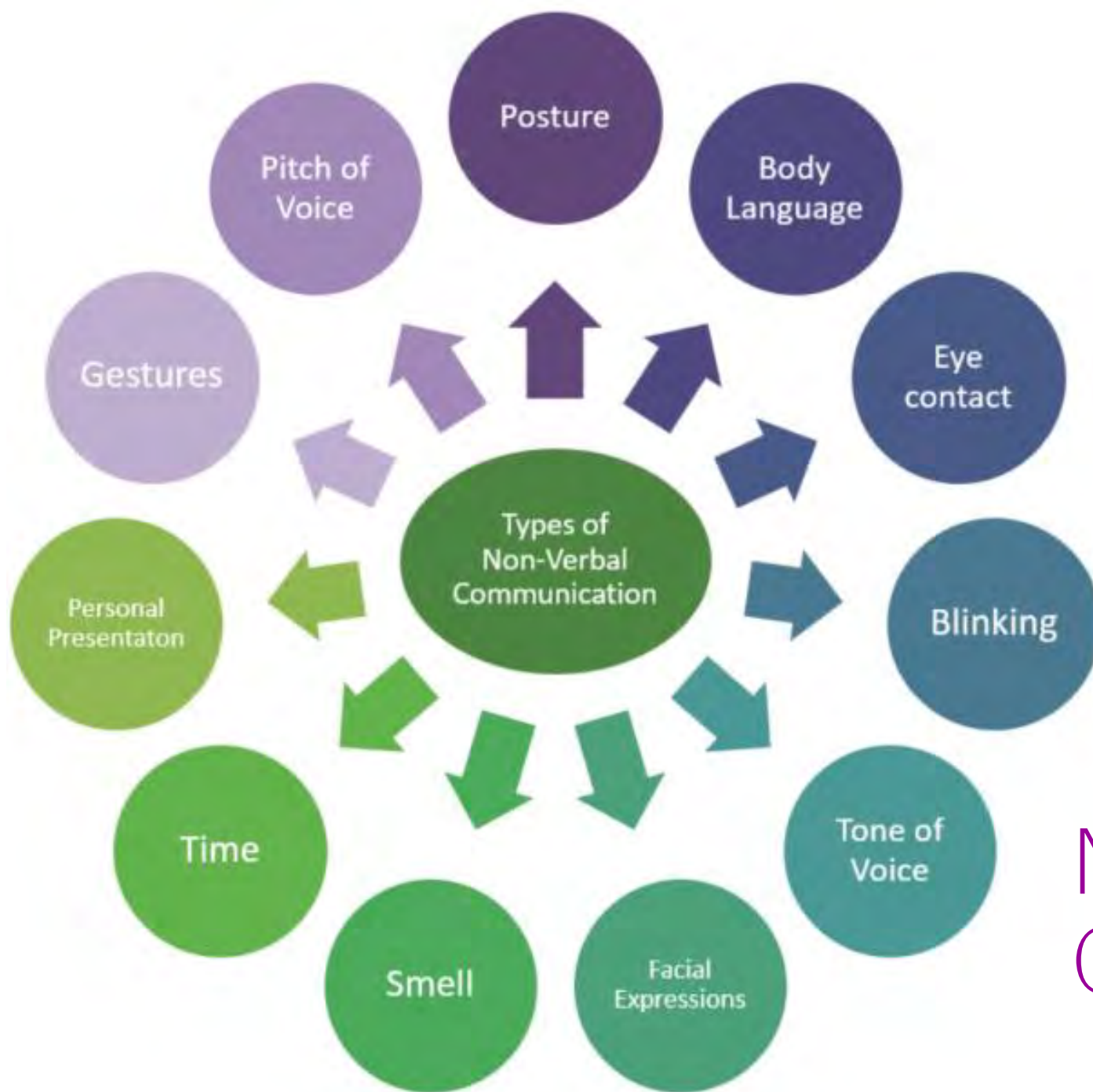


Non-Verbal

- * **Body language**
- * **Gestures**
- * **Proximity**
- * **Eye contact**
- * **Tone of Voice**
 - **pitch**
 - **volume**
 - **speed**
 - **inflection**



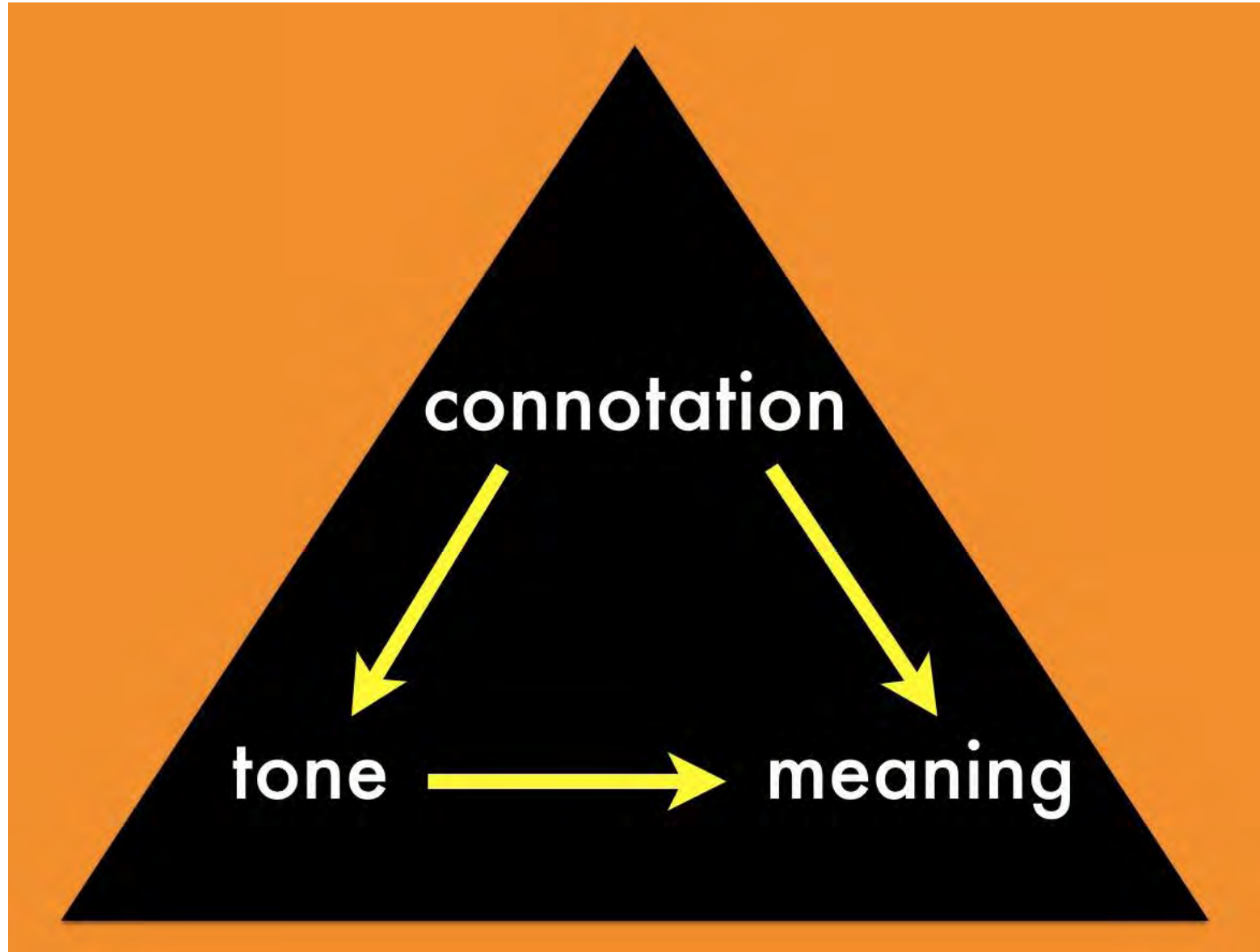
Make Their Day!



Non-Verbal Communication

What time is it?





Make Their Day!

Word Choice + Tone

▶ We cannot accept your late form.

▶ Your TB is past due, so you cannot volunteer.

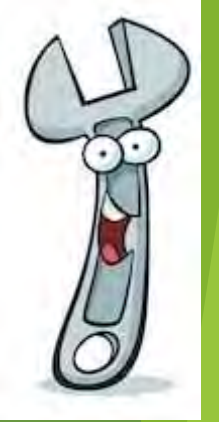
▶ Unfortunately, due to safety reasons, we are unable to accept late forms. Here are some alternative options...

▶ For your safety and for the safety of our patients, staff and volunteers, the CDC requires an annual TB Tests. Unfortunately, because yours is past due, you will not be permitted to **volunteer until ...**

Word Choice + Tone

- ▶ Do you have your ID badge on your collar.
- ▶ Do you have any questions about your uniform? ID?
 - ▶ **Don't forget, it should** always be worn on your collar.
- ▶ You **MUST** clock in & out.
- ▶ For safety reasons, we require all volunteers to clock in & out for each shift.

Word Choice + Tone



*Thank
you ...*

for your patience.

for your email.

for your time.

for your ...

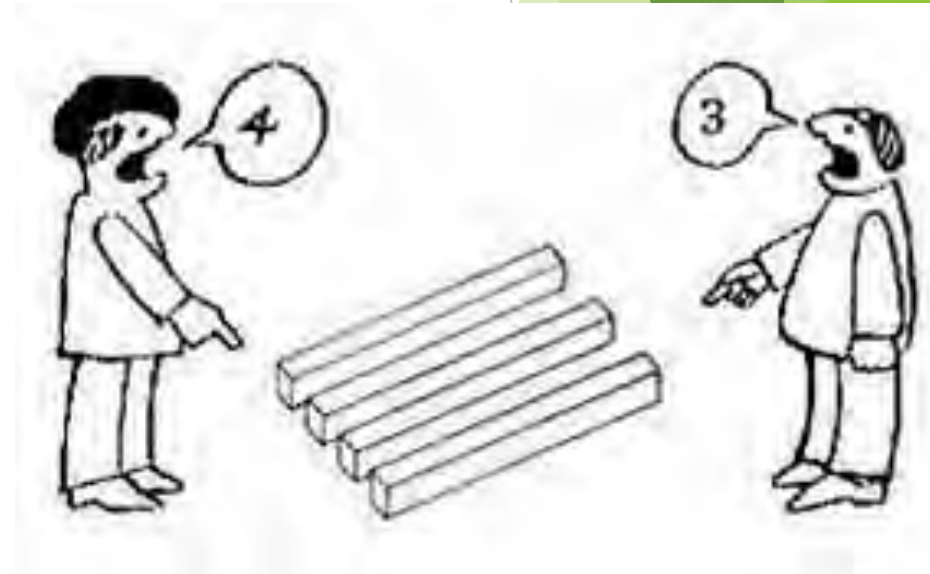
Word Choice + Tone

▶ Reminders:

- ▶ Just because its important to us, makes sense to us, etc... **doesn't mean it makes sense to a customer or is important to customer.**

- ▶ A brief explanation as to why can help.

- ▶ Consistency, same words (rearranged if needed to **repeat**) ...**safety!**



Team Building



Make Their Day!

Play!

Be There!

Team Building

Myers-Briggs

INTERACTION WITH WORLD

I **INTROVERTS** often like working alone or in small groups, prefer a more deliberate pace, and like to focus on one task at a time.

E **EXTROVERTS** are energized by people, enjoy a variety of tasks, a quick pace, and are good at multitasking.

ABSORPTION OF INFORMATION

S **SENSORS** are realistic people who like to focus on the facts and details, and apply common sense and past experience to come up with practical solutions to problems.

N **INTUITIVES** prefer to focus on possibilities and the big picture, easily see patterns, value innovation, and seek creative solutions to problems.

DECISION-MAKING

T **THINKERS** tend to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.

F **FEELERS** tend to be sensitive and cooperative, and decide based on their own personal values and how others will be affected by their actions.

ORGANIZATION

J **JUDGERS** tend to be organized and prepared, like to make and stick to plans, and are comfortable following most rules.

P **PERCEIVERS** prefer to keep their options open, like to be able to act spontaneously, and like to be flexible with making plans.

True Colors Personality Test

BLUE

emotionally driven
seeks harmony in groups
enthusiastic
creative
sympathetic

GOLD

loyalty driven
respects rules and authority
responsible
organized
appreciative

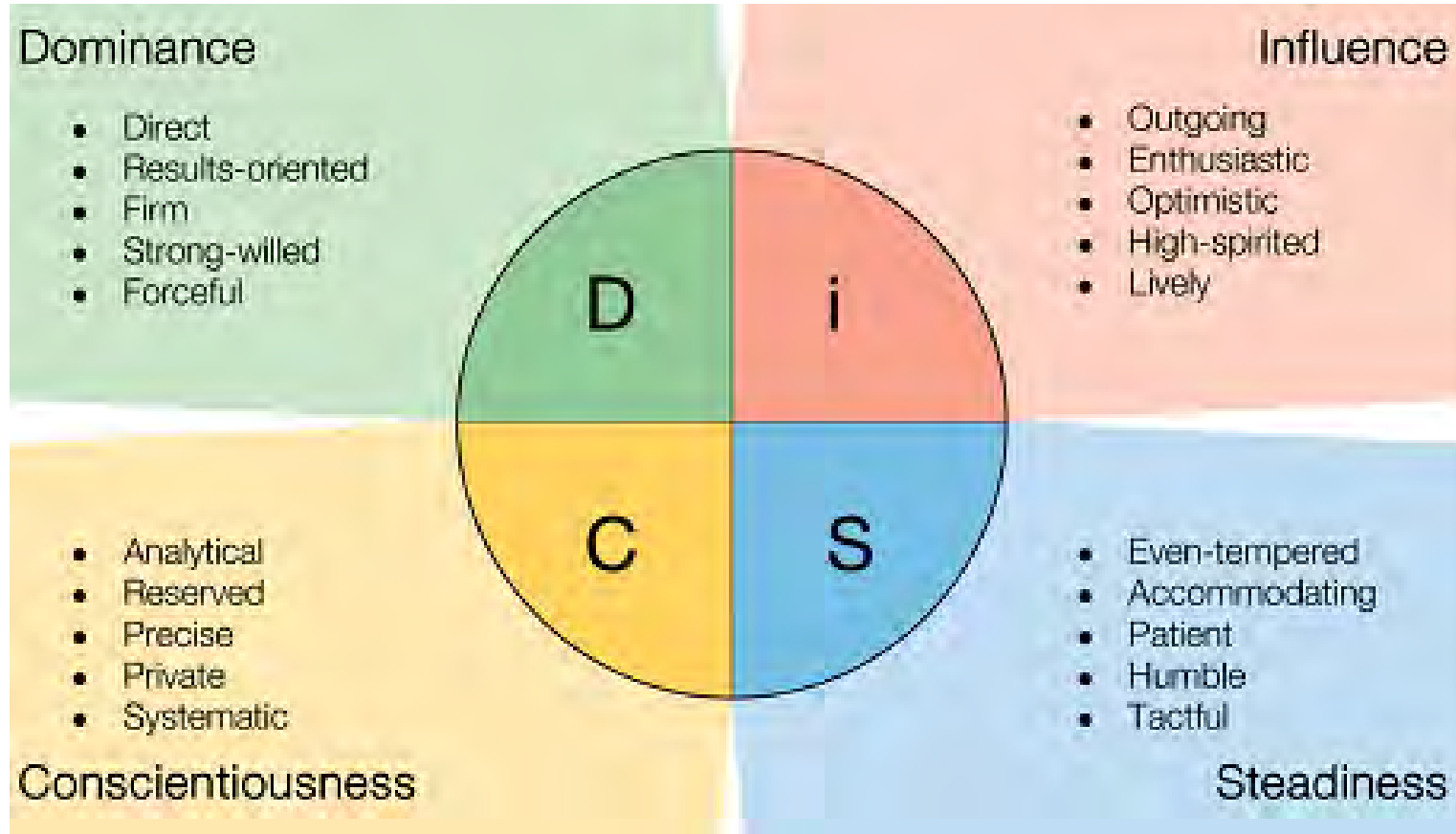
ORANGE

short-term driven
welcomes change and variety
adventurous
competitive
impulsive

GREEN

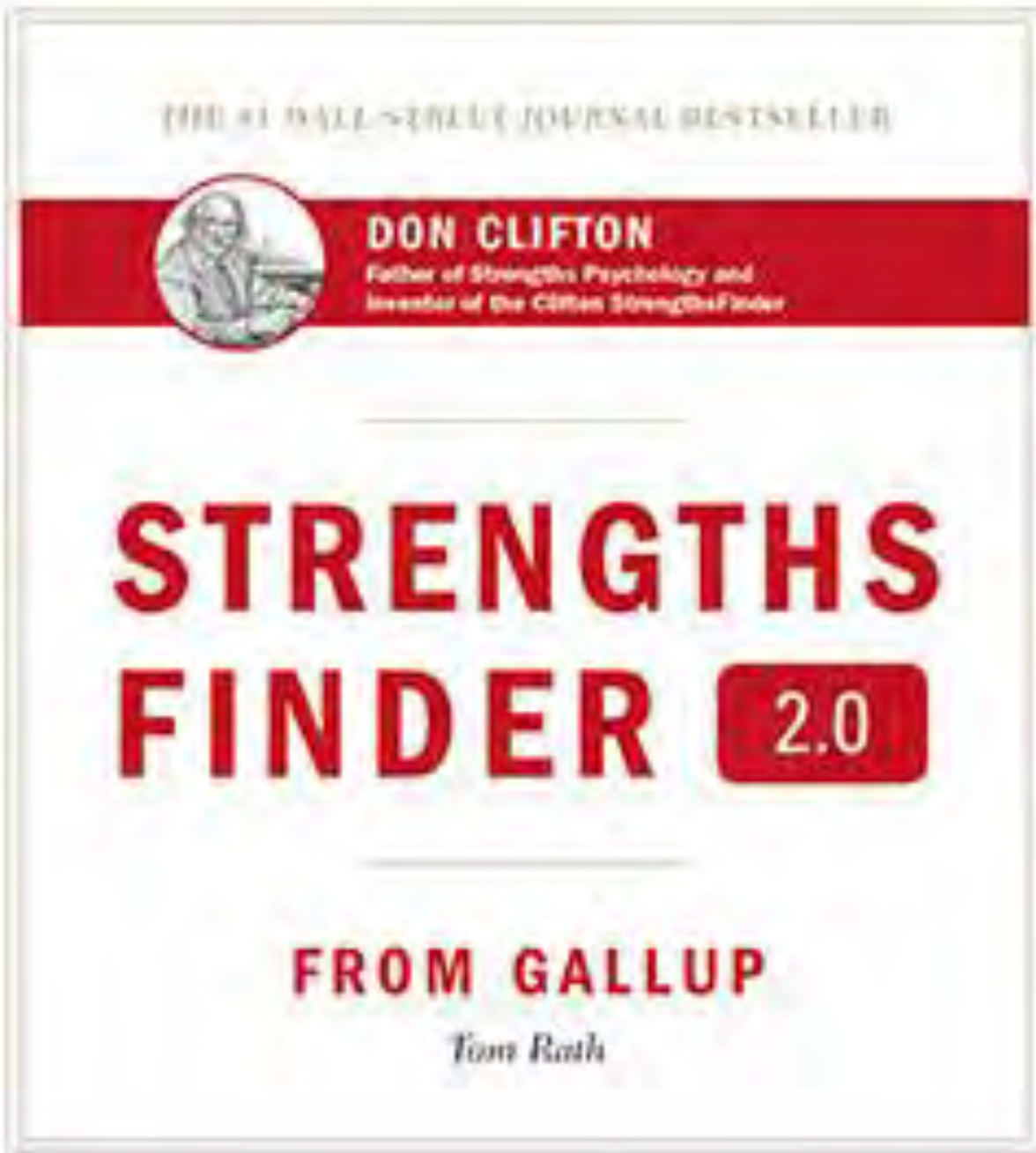
logically driven
independent thinker
focused
efficient
analytical

Team Building



The DiSC profile, published by Wiley, is a non-judgmental tool used for discussion of people's **behavioral differences.**

Team Building



<https://www.gallupstrengthscenter.com>



Team Building

Human Web



Human Knot



Human Bingo!

FIND SOMEONE WHO...

has more than 7 siblings	can speak more than 2 languages	has seen your home country's leader in person	attended a professional baseball game	has eaten escargot (snails)
played a sport in school	traveled to 3 or more States	owns a Toyota	likes sushi	has all 4 grandparents still living
dislikes chocolate	is afraid of spiders	FREE	likes to cook	has swam in 3 or more oceans
been to Europe	likes black coffee	has been to 5 or more countries	can play a musical instrument	has 2 or more pets
has danced Bollywood	has been to the Taj Mahal	has had stitches	broke a bone and wore a cast	has been to Hollywood

This bingo card was created randomly from a total of 24 events.
attended a professional baseball game, been to Europe, broke a bone and wore a cast, can play a musical instrument, can speak more than 2 languages, dislikes chocolate, has 2 or more pets, has all 4 grandparents still living, has been to 5 or more countries, has been to Hollywood, has been to the Taj Mahal, has danced Bollywood, has eaten escargot (snails), has had stitches, has more than 7 siblings, has seen your home country's leader in person, has swam in 3 or more oceans, is afraid of spiders, likes black coffee, likes sushi, likes to cook, owns a Toyota, played a sport in school, traveled to 3 or more States.

Team Building Resources:

- <http://www.residentassistant.com/ra/category/games/team-builders/>
- <https://www.tinypulse.com/blog/the-ultimate-list-of-team-building-activities>

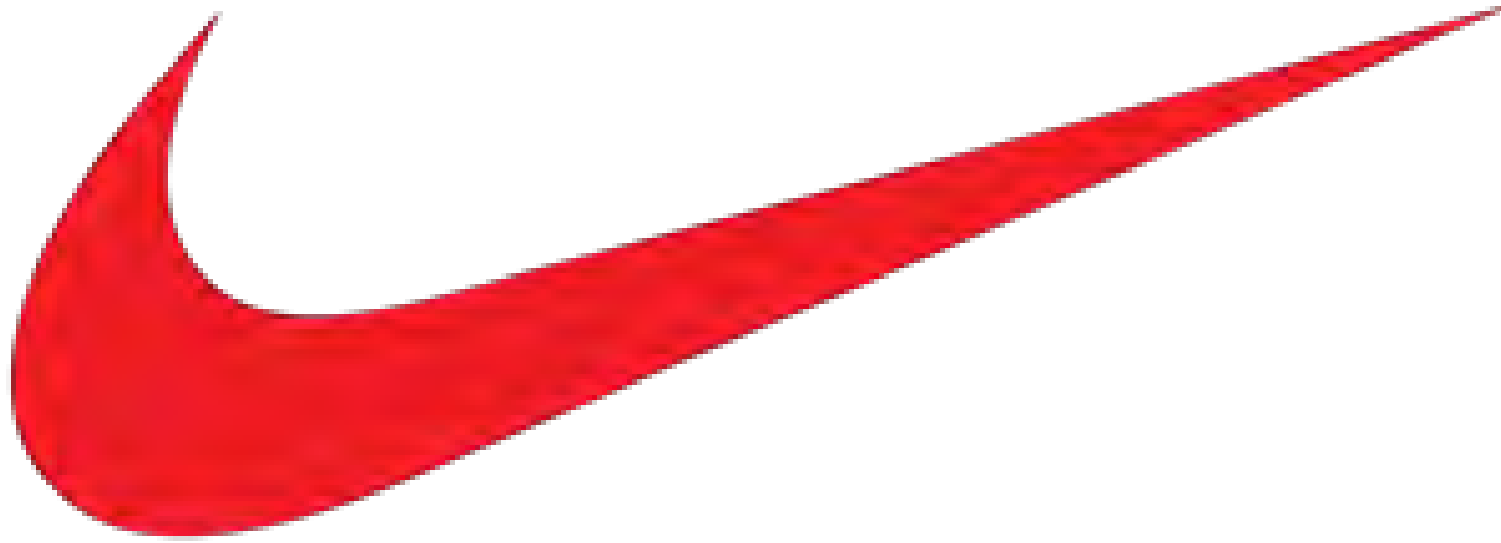
Coaching



Make Their Day!



Delegate



JUST DO IT.®

Play!

Be There!

Make Their Day!

DELEGATION VS ABDICATION

takes work.

doesn't.



Empower



vs.

Dump



Make Their Day!

Delegate



Steps in Delegation

I – Introduce the task

D- Demonstrate clearly what needs to be done

E - Ensure understanding

A - Allocate authority, information and resources

L - Let go

S - Support and Monitor

Delegate



Make Their Day!



THE WALL STREET JOURNAL BUSINESS BESTSELLER

Catch the Energy & Release the Potential



FISH!

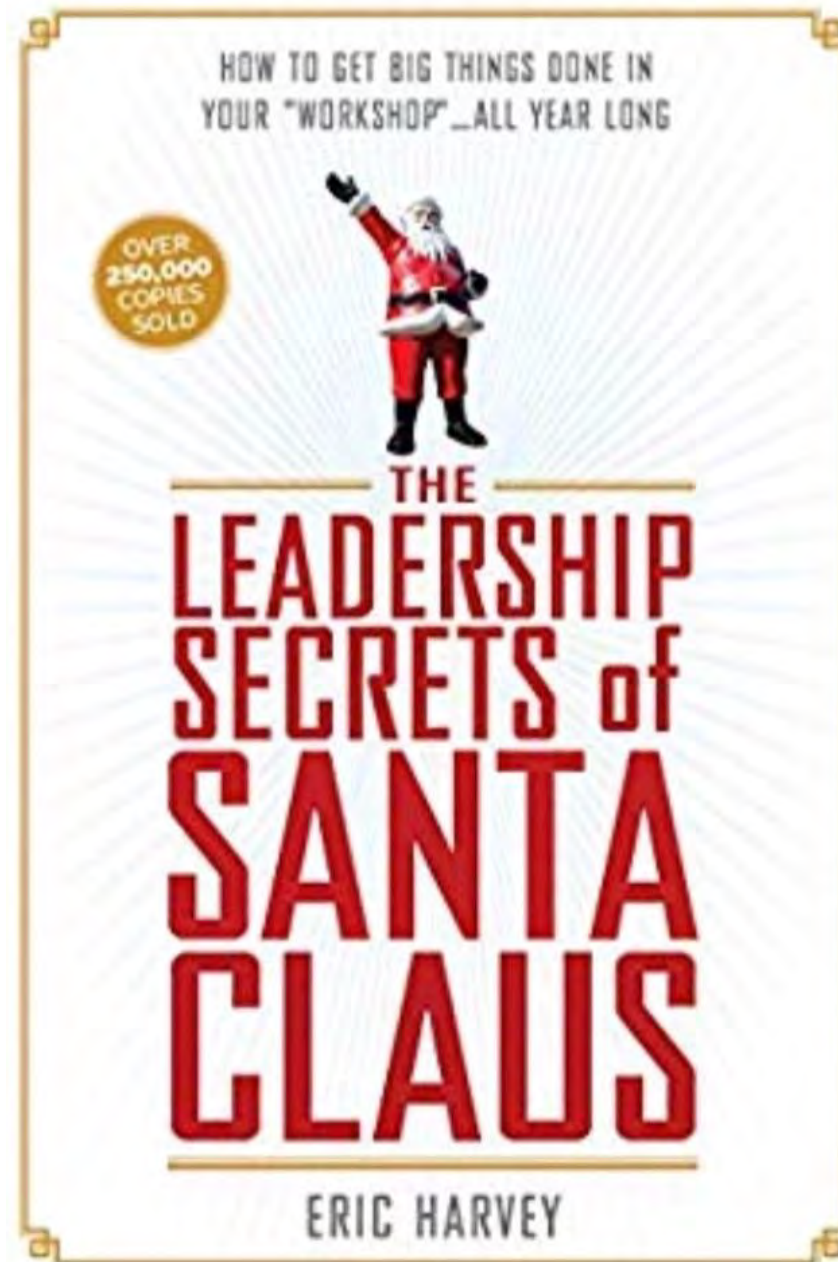


A Remarkable
Way to Boost
Morale and
Improve Results



Stephen C. Lundin, Ph.D.,
Harry Paul, and John Christensen

Foreword by Ken Blanchard, Ph.D.,
co-author of *The One Minute Manager*™





► https://www.mindtools.com/pages/article/newHTE_00.htm

Make Their Day!

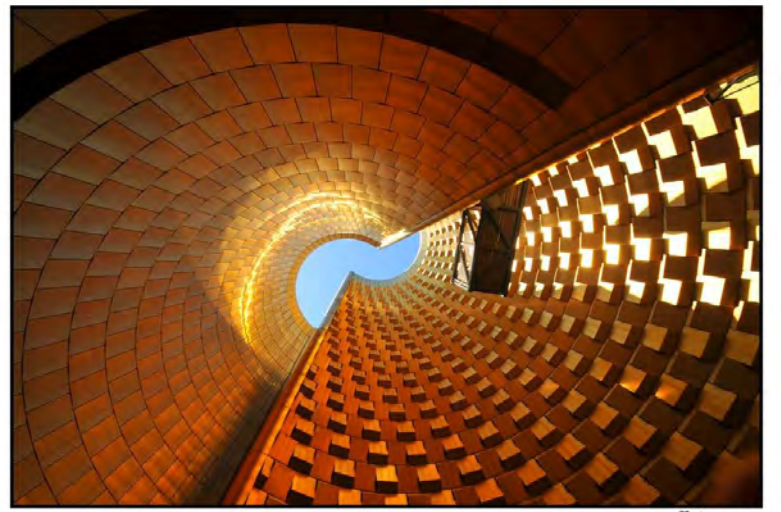
Thoughts?

Brilliant Ideas?

Questions?

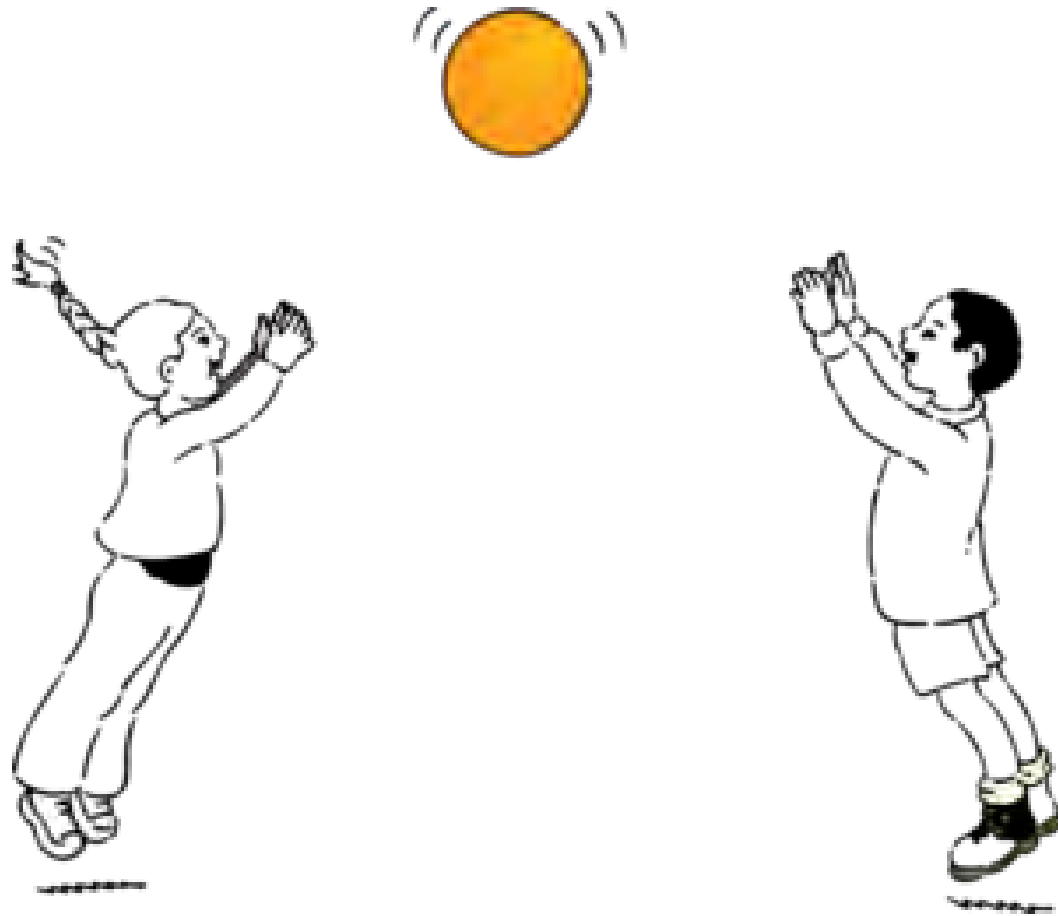


Change



Make Their Day!

Count how many times the
Basket Ball is passed.



► <https://www.youtube.com/watch?reload=9&v=vJG698U2Mvo>

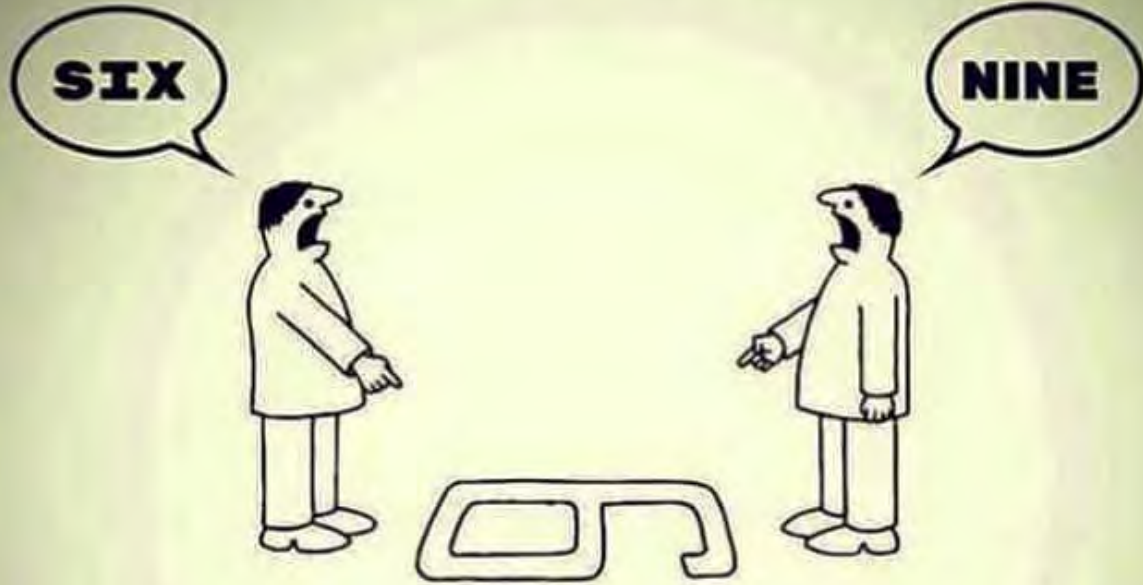
Make Their Day!

Paper



- ▶ We all hear things, see things, learn things, perceive things differently.
- ▶ We all react differently.
- ▶ We all communicate differently.





Just because you are right,
does not mean, I am wrong.
You just haven't seen life
from my side.

Be Aware of how
others perceive
you... HOW?

Be aware of how
you perceive
others.

Do you jump to
conclusions?

The Four Practices of the Philosophy

Be There ~

Play ~

Make Their Day ~

Chose Your Attitude

Take responsibility for how you respond to what life throws
**at you. Your choice affects others. Ask yourself: “Is my
attitude helping my team or my customers? Is it helping me
to be the person I want to be?”**



Gratitude

I AM GRATEFUL FOR

RELATIONSHIPS
JOY, LOVE, PATIENCE, TOLERANCE
CONNECTIONS, HEALERS
ART MUSIC
WISDOM, LIFE EXPERIENCE, COURAGE
PASSION
TALENTS, ABILITIES, FOCUS, DRIVE, AMBITION
COMMUNITY
EVERY TRAVEL, JOYRIFTERS
MY SOUL
MY MIND, MY BODY
MY CHILDHOOD, MY GYPSY SPIRIT, FAIRIES
KINDRED SPIRITS
SONGS, MY VOICE, MY DAUGHTER'S SPIRIT
TREES, WOOD, FIRE, MAGIC
BEES FLOWERS
KINDNESS, CHARITY, GENEROSITY
HONEY HERBS
PLANTS, VEGETABLES, FRUIT
HEALING
FORESTS, FIELDS, STONES, DESERT
BUTTERFLIES, BIRDS
RIVERS, MOUNTAINS, LAKES, OCEANS
SUNRISE, SUNSET
POSITIVE THINKING, LAUGHTER
THIS MOMENT
ANCESTORS, ELDER, STORIES
MEMORIES
FISH, WHITES, ANCIENT ONES
SCHOOLS
GRATEFUL SPIRIT (GOD), CREATION, MYSTERY
HIVING ENOUGH WATER TO DRINK
CLEAN WATER
KNOWLEDGE, HUNGER, TECHNOLOGY, FUN, NAPS, QUIET
REST, PLAY
FAMILY, FRIENDS
HUGS, UNCONDITIONAL LOVE
HEALTH, SUN
BICYCLES, WALKS, HIKING, SWIMMING
KIRA, SISTERS
A ROOF OVER OUR HEAD, CLOTHING, BED
AWESOME PARENTS
VALDES, MORALS, ACCEPTANCE, GIVING, SUPPORT
WORK
SEEDS, FARMERS, HEALING, ANIMALS, FARMS
FOOD MEDICINE
CLEAN WATER
MOTHER EARTH
BIRTHING, SOIL, WATER, STRENGTH, RENEWAL
LANGUAGES, SYMBOLS

Re-energize

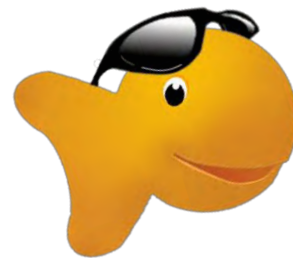


Choose Your Attitude!

Do you recharge
yourself as much as
you recharge your
phone?



Choose Your Attitude!



Mantra

If you have
the power
to make someone
happy, do it.
The world
needs more
of that.



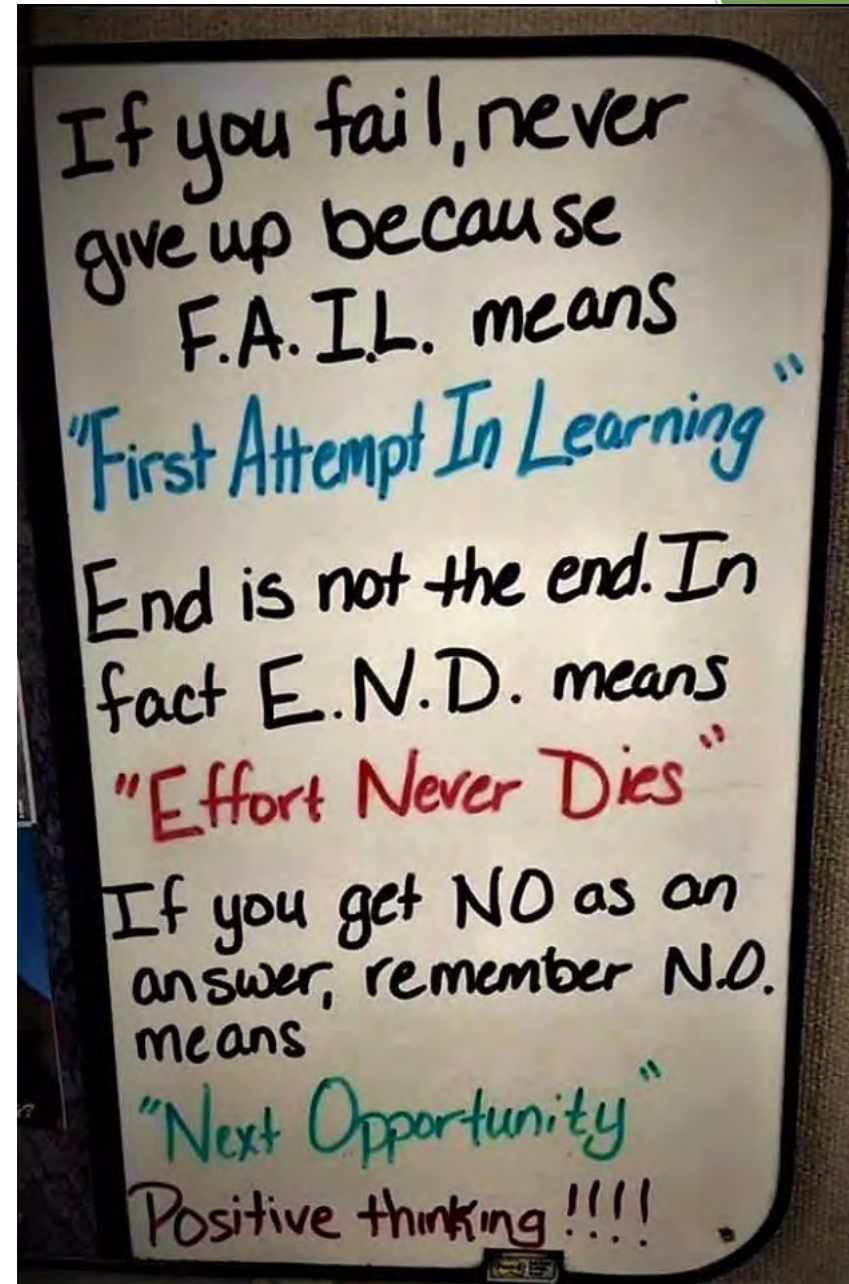
Take a shower, wash off
the day. Drink a glass of water.
Make the room dark. Lie down and
close your eyes. Notice the silence.
Notice your heart. Still beating.
Still fighting. You made it, after all.
You made it, another day. And you
can make it one more. You're
doing just fine.

-Charlotte Eriksson



Attitude

Mantra

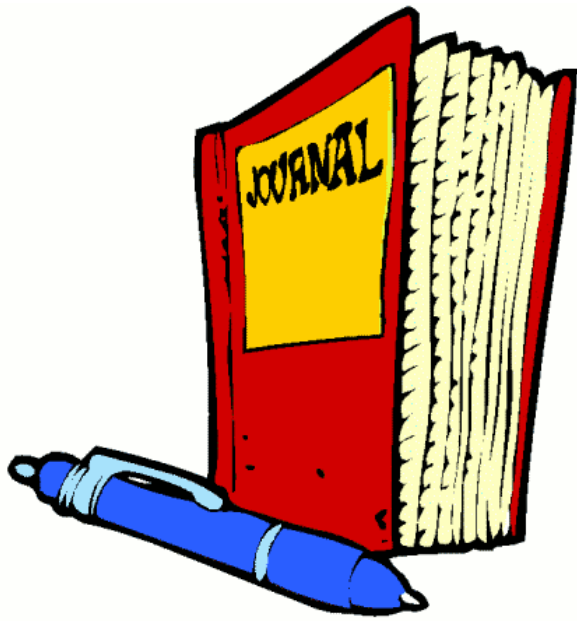




attending georgia teen institute
star gazing taking a bubble bath
hosting cookouts playing video games
going to concerts bowling
running through dance parties
acting in plays sprinklers
playing sports going to the beach
having family time exploring a new park
walking on the beach swimming
engaging in community service
doing well in school happy
riding roller coasters watching movies
listening to music with friends
shopping stores traveling to the city
zip lining running
cooking watching tv
going on a cruise giving a compliment
posting on social media playing a game
taking a drive on a pretty road
going to the fair hiking in the mountains
having fun in afterschool clubs
sending a handwritten letter
playing a musical instrument
creating a road project

naturally
high

Choose Your
Attitude!



#1 BESTSELLER

An A-Mazing Way to Deal with Change
in Your Work and in Your Life

Who Moved My Cheese?

Spencer Johnson, M.D.

Foreword by Kenneth Blanchard, Ph.D.

coauthors of **The One Minute Manager**

The World's Most Popular Management Method



#1 BEST-SELLING BOOK OF THE YEAR
—USA TODAY

DON'T SWEAT THE SMALL STUFF... and it's all small stuff



SIMPLE WAYS TO KEEP THE
LITTLE THINGS FROM TAKING
OVER YOUR LIFE

RICHARD CARLSON, PH.D.

COAUTHOR OF HANDBOOK FOR THE SOUL



Choose **J** **Y**

Professional Paradise Paradigm



SHIFT your **Beliefs & Mindsets** to transform your **Actions & Outcomes**.








For **FREE** tools to stay
Engaged, Every Step of the Way,
visit www.VickiHess.com

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I've Got the Power
to *SHIFT* my **POWs** to **WOWs**



When hit with a POW – something internal or external that feels like a heavy blow –

-  **S**top & breathe
-  **H**arness harmful knee-jerk reactions
-  **I**dentify & manage negative emotions
-  **F**ind new options
-  **T**ake one positive action

WOW – something internal or external that makes you feel *satisfied, energized & productive*.



For **FREE** tools to stay
Engaged, Every Step of the Way,
visit www.ProfessionalParadise.com

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Questions?

Please submit your questions using the Q&A icon.

PX Continuing Education Credits

- This webinar is approved for one (1) PXE credit through Patient Experience Institute.
- To obtain PXE credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- After completing the webinar survey, you will be redirected to the Patient Experience Institute's PXE Portal to claim the credit.
- As a recorded webinar, PXE credit is available for two (2) years from the live broadcast date.



**T H E B E R Y L
I N S T I T U T E**

A wide-angle photograph of the Las Vegas skyline at sunset. The sky is a mix of blue and orange, with wispy clouds. The city buildings are silhouetted against the bright horizon. In the foreground, there are palm trees and some lower-level buildings.

ELEVATE^{TV} PX
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July 11| Virtual Nursing & Telepharmacy Improving Patient and Staff Experience

July 23 | What's Your ETA for Improved PX? Best Practices from Emory Healthcare

July 30 | The Impact of Adverse Childhood Experiences in Pediatric and Adult Healthcare

CONNECTION CALLS/CHATS

June 21 | PX Chat on PFA/PFACS: Sustaining/Growing

July 17 | Patient Advocacy Community Connection Call: Service Recovery at the Point of Care

July 19 | PX Chat on PFA/PFACS: New/Getting Started

July 24 | PX Connect Live - Patient Rounding



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