A Toolbox for Work-Life Balance

June 18, 2024
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• **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.

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• No off-label use of products will be addressed during this educational activity.

• No products are available during this educational activity, which would indicate endorsement.
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

PLAY

MAKE THEIR

DAY

CHOOSE YOUR

ATTITUDE

FISHPHILOSOPHY.COM
The Four Practices of the Fish!® Philosophy

Be There

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

relax
breathe
smile
Parking Lot:

- jot down a thought
- write a sticky note
- make a check mark on top of your page
Thoughts?
Brilliant Ideas?
Questions?
Be There!
breathe.
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!
Time

Be There!
Time Management

1. Set goals correctly
2. Prioritize wisely
3. Set a time limit
4. Take breaks between tasks
5. Organize yourself
6. Remove non-essential tasks
7. Plan ahead

https://corporatefinanceinstitute.com/resources/careers/soft-skills/time-management-list-tips/
Time Waster

- Procrastination
- Casual office conversations
- Micromanagement of every task
- Meetings, which are either too many or too prolonged or too far from the site
- Social media activities
- Conflict in priorities
- Numerous personal calls, texts and emails
- Numerous personal calls, texts and emails
- Inability to refuse others even when it means adding to your workload

Play!

Be There!

https://id.kisspng.com/png-fbnmxj/preview.html
Organize!
intentional (adj.)

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

**Specific**
- Do: Set real numbers with real deadlines.
- Don’t: Say, “I want more visitors.”

**Measurable**
- Do: Make sure your goal is trackable.
- Don’t: Hide behind buzzwords like, “brand engagement,” or, “social influence.”

**Attainable**
- Do: Work towards a goal that is challenging, but possible.
- Don’t: Try to take over the world in one night.

**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.

**Time-bound**
- Do: Give yourself a deadline.
- Don’t: Keep pushing towards a goal you might hit, “some day.”

https://twitter.com/hashtag/smartgoals
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

http://sparrowsolutionsgroup.com/sparrow-leadership/policies-procedures-rn-rdms/
Play!

Why Do Continuous Improvement Initiatives Fail?

- Failure to Understand the Problem
- Problems Get Delegated
- Fear of Failure
- People Use Techniques They Know

https://www.powerdms.com/blog/what-are-policies-and-procedures/
Há, Há, Há...

Play!

Be There!
Thoughts?
Brilliant Ideas?
Questions?
Play!
The Four Practices of the Fish! 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?

Verbalk Non-Verbal

* Spoken Words
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

Types of Non-Verbal Communication

- Posture
- Body Language
- Eye contact
- Blinking
- Tone of Voice
- Facial Expressions
- Smell
- Time
- Personal Presentation
- Gestures
- Pitch of Voice

What time is it?
connotation

tone  meaning
We cannot accept your late form.

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 ...
Do you have your ID badge on your collar.

You **MUST** clock in & out.

Do you have any questions about your uniform? ID?

- Don’t forget, it should always be worn on your collar.

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 it's 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!

Be There!
Team Building

Myers-Briggs

<table>
<thead>
<tr>
<th>Interaction with World</th>
<th>Absorption of Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introverts</td>
<td>Sensors</td>
</tr>
<tr>
<td>Extroverts</td>
<td>Intuitives</td>
</tr>
</tbody>
</table>

Decision-Making

<table>
<thead>
<tr>
<th>Thinkers</th>
<th>Judgers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tend to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.</td>
<td>Tend to be organized and prepared, like to make and stick to plans, and are comfortable following most rules.</td>
</tr>
</tbody>
</table>

Organization

<table>
<thead>
<tr>
<th>Feelers</th>
<th>Perceivers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tend to be sensitive and cooperative, and decide based on their own personal values and how others will be affected by their actions.</td>
<td>Prefer to keep their options open, like to be able to act spontaneously, and like to be flexible with making plans.</td>
</tr>
</tbody>
</table>

True Colors Personality Test

<table>
<thead>
<tr>
<th>Blue</th>
<th>Gold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotionally driven</td>
<td>Loyalty driven</td>
</tr>
<tr>
<td>Seeks harmony in groups</td>
<td>Respects rules and authority</td>
</tr>
<tr>
<td>Enthusiastic</td>
<td>Responsible</td>
</tr>
<tr>
<td>Creative</td>
<td>Organized</td>
</tr>
<tr>
<td>Sympathetic</td>
<td>Appreciative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orange</th>
<th>Green</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short-term driven</td>
<td>Logically driven</td>
</tr>
<tr>
<td>Welcomes change and variety</td>
<td>Independent thinker</td>
</tr>
<tr>
<td>Adventurous</td>
<td>Focused</td>
</tr>
<tr>
<td>Competitive</td>
<td>Efficient</td>
</tr>
<tr>
<td>Impulsive</td>
<td>Analytical</td>
</tr>
</tbody>
</table>

https://www.myersbriggs.org

https://truecolorsintl.com
Team Building

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

https://www.discprofile.com/what-is-disc/overview/
Team Building

https://www.gallupstrengthscenter.com
Team Building Resources:
- https://www.tinypulse.com/blog/the-ultimate-list-of-team-building-activities
Coaching

A good coach is able to:

- Actively Listen
- Build Rapport
- Ask Questions
- Demonstrate Empathy
- Use Intuition
- Set SMART Goals
- Give Feedback

Delegate

Make Their Day!

Play!

Be There!

JUST DO IT®
DELEGATION **VS** ABDICATION

takes work.  
doesn’t.

https://cmd.wichita.edu/hackett-in-management-delegation-vs-dumping/
Empower vs. Dump
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

https://www.slideshare.net/sanchita1410/delegation-skills
Delegate

Check-In

Page Up
Page Down
Insert
Shift
Backspace
Screen
Home

MARK YOUR CALENDAR!
DEADLINE
Thoughts?
Brilliant Ideas?
Questions?
Make Their Day!
Change
Count how many times the Basket Ball is passed.

https://www.youtube.com/watch?reload=9&v=vJG698U2Mvo
Paper
We all **hear things**, **see things**, **learn things**, **perceive things** differently.

We all **react** differently.

We all **communicate** differently.
Be Aware of how others perceive you... HOW?

Be aware of how you perceive others.

Do you jump to conclusions?

Just because you are right, does not mean, I am wrong. You just haven't seen life from my side.
The Four Practices of the Fish! 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?”
Re-energize

Choose Your Attitude!
Choose Your Attitude!

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

Life is a precious gift. Use your days wisely.

If you fail, never give up because F.A.I.L. means “First Attempt In Learning”.

End is not the end. In fact E.N.D. means “Effort Never Dies”.

If you get NO as an answer, remember N.O. means “Next Opportunity”.

Positive thinking!!!!
Choose Your Attitude!
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

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 JOY

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

POW → WOW

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

Stop & breathe
Harness harmful knee-jerk reactions
Identify & manage negative emotions
Find new options
Take 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.
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WEBINARS
June 25 | Phoneside Manners: Strategies for Effective Communication
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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