

The Realities of Motivating Today's Healthcare Professionals

TELNET Course 2493 May 12, 2009 1-2:30 pm EDT

Presented By

Harry E. Chambers, Trinity Solutions,
Peachtree City, GA 30269

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About Your Presenter
Harry E. Chambers

Author of:

The Bad Attitude Survival Guide: Essential Tools for Managers. Reading, MA: Addison Wesley Longman, 1998. A guide for conquering negativity, improving performance and enhancing productivity.

Effective Communication Skills for Scientific and Technical Professionals. Cambridge, MA: Perseus Books, 2000.

Finding, Hiring and Keeping Peak Performers. Cambridge, MA: Perseus Books, 2001.

Getting Promoted: Real Strategies for Advancing Your Career. Reading, MA: Perseus Books, 1999.

My Way or the Highway: The Micromanagement Survival Guide. San Francisco, CA: Berrett-Koehler Publishers, Fall 2004.

No Fear Management: Rebuilding Trust, Performance and Commitment in the New American Workplace. Co-authored by Dr. Robert Craft. Delray Beach, FL: CRC/St. Lucie Press, 1998.

Harry brings 30+ years of practical organizational experience to his programs. His experience ranges from an hourly employee to executive officer in the sales, operations, training and administrative areas. He is President of Atlanta-based training/consulting companies, Trinity Solutions, Inc. and H.E. Chambers and Associates.

Harry has trained, facilitated and consulted with Bosie State University, the University of Minnesota, and he is affiliated with the Sam M. Walton Center for Management and Executive Development at the University of Arkansas. He has presented programs for healthcare and hospital associations across the country, including Georgia, Florida, Michigan, Connecticut and North Carolina, as well as the School of Nursing at Nicholls State University and the Georgia Baptist School of Nursing. He is a frequent presenter at Inc. Magazine's Leadership Development Conferences and his work has been featured on the web sites of CNN FN and Business Week Online. An award-winning author, his books have been translated into six foreign languages.

His articles, excerpts, and direct quotes appear in many publications and journals, including Executive Excellence, Success and Cosmopolitan magazines. He has been interviewed on **NBC's Today Show**, **ABC's Morning News** and **National Public Radio's Morning Edition**. He is a frequent guest on radio talk shows discussing "**Negativity in the Workplace**" and "**Dealing with Bad Attitudes**" along with a variety of management and leadership issues.

Education: B.S. Degree from Kent State University

Work History: Business Owner, Sales, Administrative and Operations Management, and Corporate Trainer for Business, Government, Healthcare and Non-Profit Agencies

Satisfied clients include:

Eli Lilly Pharmaceuticals

Centers for Disease Control & Prevention

Michigan Health & Hospital Assn.

John Hopkins Medical Center

and many more ...

Make-A-Wish Foundation

Alcon Laboratories

Zimmer

Teva Pharmaceuticals

The Shift in Healthcare Motivation

From Fear

“Potential loss of current and future stability”



To Gain

“What I get from my career”



The Perpetual Motivation Question

“How do I/we raise the gain for our employees?”

The Eight Primary Motivators in Today's Healthcare Workplace

- ◆ Clear, worthwhile, challenging goals
- ◆ Frequent and appropriate recognition
- ◆ Raising of personal value
- ◆ Sufficient autonomy with appropriate support
- ◆ Inclusion in decision making
- ◆ Meaningful work
- ◆ Practical standards and useful feedback
- ◆ Adequate compensation

“Fun”

Seven De-Motivators

- ◆ Failure to listen
- ◆ Lack of dignity/respect
- ◆ Unclear goals/expectations/clarification
- ◆ Leadership unavailability/invisibility
- ◆ Secretive decision making
- ◆ Perceptions of unfairness
- ◆ Lack of professional development

Informal Rewards

- ◆ Recognition
 - ☒ Specific
 - ☒ Private
 - ☒ Individual/group balance

- ◆ Food/celebrations

- ◆ Rituals

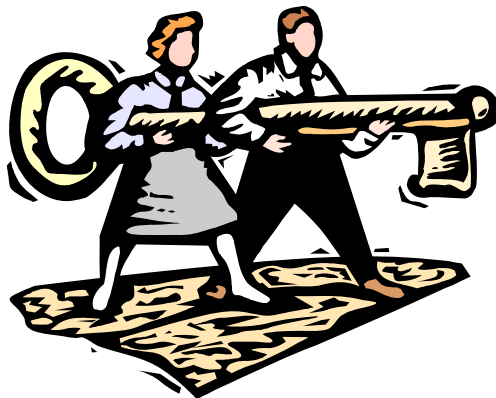
- ◆ Summaries of success

- ◆ Group dynamics

- ◆ Increased visibility

The Keys to Self-Motivation

- ◆ Know your goals
- ◆ Focus on good events (permanent, universal)
- ◆ Take credit for your competence
- ◆ Minimize bad events (temporary, specific)
- ◆ Abandon victimization
- ◆ Depersonalize errors
- ◆ “In life you get to be right!”



Feeding Your Head

- ◆ Read and listen “motivationally”
(What do you do for you?)

- ◆ Take notes

- ◆ Read
 - ☒ Biographies
 - ☒ “How to” books
 - ☒ Diverse subjects

- ◆ Professional development

- ◆ Think

- ◆ Establish an idea quota

- ◆ Break the “Duke of Habit” habit

A Dozen Tips for Handling Stress

1. Assign value to the situation
2. Talk to yourself positively
3. Visualize your happiness and success
4. Reward yourself
5. Take on the responsibility to change situations that cause stress
6. Exercise
7. Learn to play as hard as you work
8. Take care of your health
9. If needed, seek professional counseling
10. Reject perfectionism – strive for excellence
11. Remember: Positive thoughts attract positive results; negative thoughts attract negative results
12. Maintain optimism – develop a sense of humor; have fun at work and at home

Action Plan

◆ List five factors that personally motivate you to do exceptional work.

- (1) _____
- (2) _____
- (3) _____
- (4) _____
- (5) _____

Key question:

Can you gain more exposure to your motivators?

◆ Identify three things you are willing to commit to doing differently in the next ninety days.

(1) What will you do?

How will you do it?

How will you know you have done it?

(2) What will you do?

How will you do it?

How will you know you have done it?

(3) What will you do?

How will you do it?

How will you know you have done it?

RECOMMENDED RESOURCES

Bellman, Geoffrey M. *Getting Things Done When You Are Not In Charge*. New York, NY: A Fireside Book, Simon & Schuster, 1992.

Bennis, Warren and Patricia Ward Biederman. *Organizing Genius: The Secrets of Creative Collaboration*. Reading, MA: Addison Wesley Longman, 1997.

Blanchard, Ken and Unis Parisi-Carew. *The One-Minute Manager Builds High-Performing Teams*. William Morrow, 2000.

Byham, William C. Ph.D. with Jeff Cox. *Zapp! How to Improve Quality, Productivity, and Employee Satisfaction*. New York, NY: Harmony Books, 1988.

Carr-Ruffino, Norma. *The Promotable Woman: Advancing Through Leadership Skills*. Belmont, CA: Wadsworth Publishing Co., 1993.

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Chambers, Harry E. *Finding, Hiring and Keeping Peak Performers*. Cambridge, MA: Perseus Books, 2001.

Chambers, Harry E. *Getting Promoted: Real Strategies for Advancing Your Career*. Reading, MA: Perseus Books, 1999.

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- Deep, Sam and Lyle Sussman. *Smart Moves For People In Charge*. Reading, MA: Perseus Books, 1995.
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- Katzenbach, Jon R. and Douglas K. Smith. *The Wisdom of Teams: Creating the High-Performance Organization*. New York, NY: Harper Business, 2003.
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- LaFasto, Frank M.J. and Carl E. Larson. *When Teams Work Best: 6000 Team Members and Leaders Tell What It Takes To Succeed*. Sage Publications, 2001.
- Lakein, Alan. *How To Get Control Of Your Time And Your Life*. New York: A Signet Book, New American Library, 1973.
- Lencioni, Patrick M. *The Five Dysfunctions of a Team: A Leadership Fable*. San Francisco, CA: Jossey-Bass, 2002.
- Miller, William C. *The Creative Edge: Fostering Innovation Where You Work*. Reading, MA: Perseus Books, 1987.
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- Qubein, Nido R. *How to Be a Great Communicator*. New York: John Wiley & Sons, 1997.

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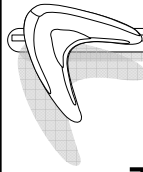
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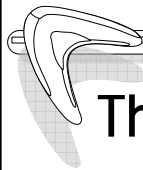
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The Perpetual Motivation Question

*“How do I/we raise the
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The Eight Primary Motivators in Today's Healthcare Workplace

Clear, worthwhile, challenging goals

Frequent and appropriate recognition

Raising of personal value

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The Eight Primary Motivators in Today's Healthcare Workplace

Sufficient autonomy with appropriate support

Inclusion in decision making

Meaningful work

5



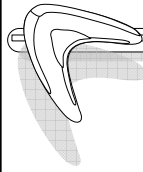
The Eight Primary Motivators in Today's Healthcare Workplace

Practical standards and useful feedback

Adequate compensation

“Fun”

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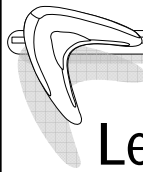
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Leadership Unavailability/Invisibility

Secretive decision making

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Lack of professional development

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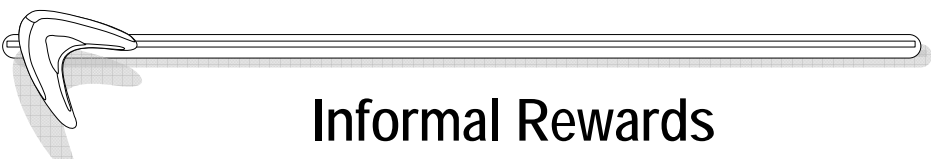


Informal Rewards

Recognition

- Specific**
- Timely**
- Private**
- Individual/group balance**

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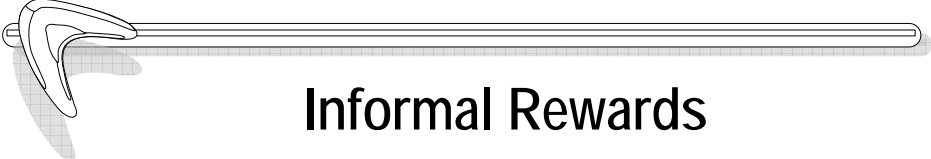
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Food/celebrations

Rituals

Summaries of success

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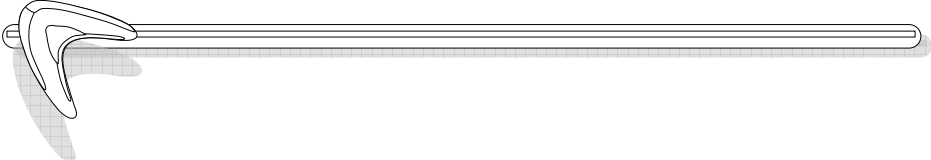


Informal Rewards

Group dynamics

Increased visibility

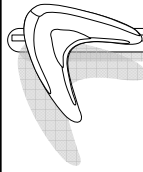
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**The Realities of Motivating
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Session II

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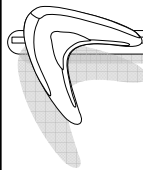
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Know your goals

Focus on good events (permanent, universal)

Take credit for your competence

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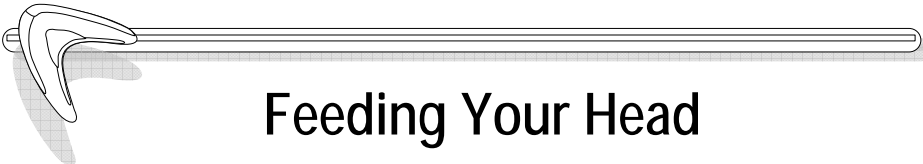
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Depersonalize errors

“In life you get to be right!”

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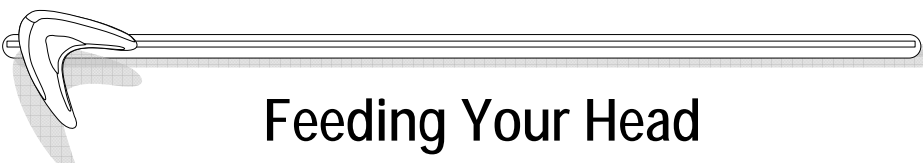


Feeding Your Head

Read and listen “motivationally”
(What do you do for you?)

Take notes

15

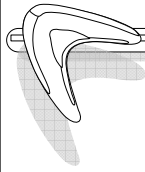


Feeding Your Head

Read

- Biographies**
- “How to” books**
- Diverse subjects**

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Feeding Your Head

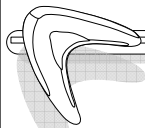
Professional development

Think

Establish an idea quota

Break the “Duke of Habit” habit

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Action Plan

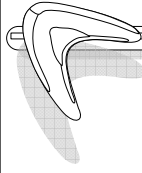
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Key question:

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Action Plan

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