

Resilience, Elevation, & Innovation: The Trifecta of Success

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Cally and her "flock n' family" live at 10,000 ft. on a working ranch, in the heart of the mountains of Central Colorado. She has spent over two decades creating strategy and partnerships within the healthcare revenue cycle.

Over the past ten years she has actively attended the Colorado HFMA, AZ HFMA, and now supports New Mexico HFMA as President Elect. As a national speaker, facilitator & keynote Cally's dynamic and engaging presentation style drive immediate results & lasting solutions.





TODAY'S CONNECTION & CONVERSATION

- Time Horizon & Courtesy Expectations
- Locus of Control
- Time Blocking & Boundaries
- Communication & Culture
- Approachability
- Managing Through Conscious Inclusion
- Dealing with Dynamic



#HealthHacks

Boundaries

Manage

Expectations

Be Reliable

Be Consistent

Have Fun, Laugh

Nutrition

Eat the Rainbow

Fresh is Best

Make it Fun

Plan Progressively

Grace

People are going

to make mistakes-

be the safe space

so it's not a defect

Give Yourself

Grace From Guilt!

Sleep

8 to 10 hours

Sleep Sanctuary

Power Down &

Unplugged

Approachability

Smile

Talk Last

Carnegie Tips

Yes, & Tell Me More

Move Your Body

Sitting is the new Smoking

Functional

Walking is Best

Schedule Your Steps





WHO IS DRIVING YOUR BUS?





INTERNAL LOCUS

A person who expects to succeed, is achievement-oriented, and will be more motivated & likely to learn

The "internals" said things like...

"I know it's up to me"

"I must learn how to become more successful"

"I am responsible for what happens in my practice"

EXTERNAL LOCUS

People with an external locus of control are also more likely to experience anxiety since they believe that they are not in control of their lives

The "externals" believe that luck, fate, or circumstance determine whether they become successful, more than the strength and quality of their own efforts



INTERNAL LOCUS

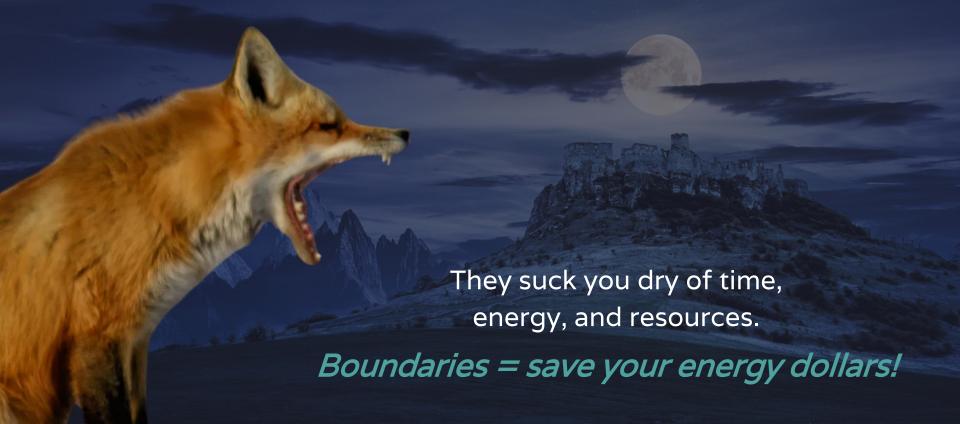
My success is a result of my own efforts and abilities.

EXTERNAL LOCUS

My success is a result of luck, fate, or circumstance.



DON'T PAY VAMPIRE FOXES...







SYNERGY & CIVILITY WITHIN OUR TEAMS

Rapport = Trust
 Trust is the #SecretSauce

- Today's Safe Space

 EQ- Know people better than they know themselves- this includes you

 Managing Real Issues In Our Teams in Real Time

How to Create & Sustain Culture
 Remote/ Hybrid/ On-Site









CULTURE #GoldenRule

- · Mistake v. Defects
- Do you have an open-door policy?
- · Do you gossip?
- Are the rules the same and transparent?





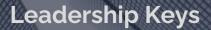
Authenticity

Living one's passions, values, and personality without compromise and empowering others to do



Love

Compassion for oneself and others. Warmth.







Giving people the space to lead, be creative, and



Keys



Self Aware

Accurate self assessment. truly knowing strengths, weaknesses, and how you are perceived by others.



Adaptable

and strategy. Open to change.





"I believe in you."

"What do you think we should do?"

"How can I support your growth?"

"Thank you."

What Great Leaders Say

"I trust your judgement."

"What do you need to be successful?"

"How are you really doing?"

"Tell me more about your ideas."

"You've got this."

"Let's celebrate!"





GEMBA WALK...

Go to the work & observe

Filters I Use Before Speaking

<u>Intention</u>

Am I saying this to hurt the other person?

Will this embarrass the other person???

Is there a better time, place, or way to say this?

Choice
Is this something that needs to be

said?

I use my judgement to decide if my words need filtering.

Did I listen properly... give them a chance to explain or apologize?

Empathy
Can I try to see
the other's
point of view?

First thing

that comes

to mind

Are my words respectful? How would I feel if this was said to me?



DEALING WITH DYNAMIC & FEEDBACK

De-escalation Strategy

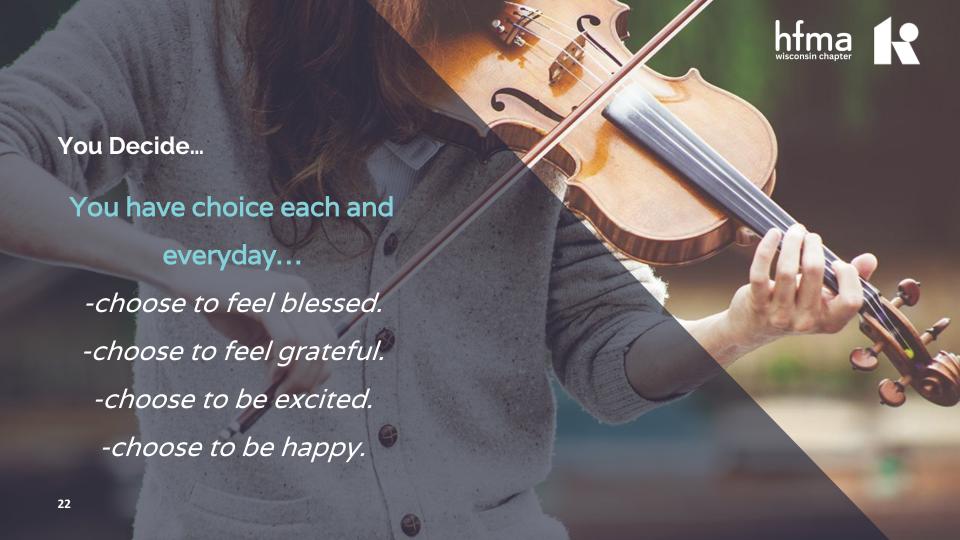
Get Present, Take Notes

Allow to Vent, Once- Use Their Name

Repeat Back, Use Their Words (NOT THEIR TONE)

Acknowledge "the inconvenience", "the frustration" or "the concern"

Apologize - Allow Me to Consider







THANKS!

Any questions?

Let's connect!



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