



Wisconsin HFMA

# WOMEN IN HEALTHCARE LEADERSHIP CONFERENCE

*Resilience, Elevation, & Innovation: The Trifecta of Success*

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**hfma**  
wisconsin chapter

# LEADING THROUGH CHAOS & THRIVING THROUGH CHANGE

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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...



They suck you dry of time,  
energy, and resources.

*Boundaries = save your energy dollars!*

Who Is Your Vampire  
Fox?

How Do They Rob Your  
Resources?





# COMMUNICATION & CULTURE

## 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





SMILES...

Create 'Safe' Space

10/5 Rule

Safe To Be Themselves, Safe To Take Risks (and Fail)

Safe to Innovate & Improve

*“We are the music  
makers, we are the  
dreamers of dreams”...*





## CULTURE

### #GoldenRule

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



# Leadership Keys



## Authenticity

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



## Empathy

Putting oneself in other's shoes. Truly listening.



## Growth Mindset

Lifelong learning and relentless curiosity.



## Trust

Giving people the space to lead, be creative, and make decisions.



## Love

Compassion for oneself and others. Warmth.



## Self Aware

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



## Adaptable

Ability to adapt to different personalities, environments, and strategy. Open to change.





"I believe in you."

"I trust your judgement."

"What do you think  
we should do?"

"What do you need  
to be successful?"

"How can I support  
your growth?"

"How are you  
really doing?"



"Thank you."

"Tell me more about  
your ideas."

"You've got this."

"Let's celebrate!"

# Why Was Your Worst Boss- The WORST?

**10 minutes**



## MANAGING WITH CONSCIOUS INCLUSION

- Personality v. Behavior
- Vanilla, Chocolate or Strawberry
- Subjective v. Objective  
What Can You Observe, Track...  
then Talk About

## GEMBA WALK...

*Go to the work & observe*



# Filters I Use Before Speaking

Intention  
Am I saying  
this to hurt the  
other person?

First thing  
that comes  
to mind

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?

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

You Decide...

You have choice each and  
everyday...

- choose to feel blessed.*
- choose to feel grateful.*
- choose to be excited.*
- choose to be happy.*



A young girl with her hair in a bun, wearing a blue Superman tank top with a red 'S' logo and a red tutu, is saluting with her right hand. She is holding a white rose in her left hand. She is standing on a red carpet that is cordoned off by gold stanchions and red velvet ropes. The background shows the legs and feet of other people, suggesting a public event or premiere. The scene is brightly lit, likely outdoors.

With the  
New Day comes  
*New Strength*  
& *New Thoughts*



# Review & Takeaways...



# THANKS!

Any questions?

Let's connect!

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