

Weekly Team Leadership Exercises: You Deserve It!

Make a copy of this worksheet for each team member that will participate in the Weekly Huddles and fax them to Tyrella each week at: (615) 807-3290.

This will allow DST to review and monitor your progress and either provide guidance or share in your victories (or both!).

Week #1 – Go around the room asking for volunteers to recall a story about a time they rewarded themselves with a purchase they believe they deserved for one reason or another...they worked hard saving money, they put in extra time to earn more money, whatever the reason. The reason for recalling the story and sharing it is to bring awareness to the feeling each person had at the moment they made the decision to spend the money. Experiencing the emotion and feeling will help you understand the state of the patient's mindset as well.

Be alert during conversations with patients for an opportunity to use this approach. Also, think back to a patient who did not accept treatment who used language such as, "I am not sure if I should spend the money right now," or "I really need to talk it over with my spouse." These are individuals who could use a reminder as why they are worthy of spending the money to become healthy and happy. Again, there is no need to force this statement, but instead to be comfortable using the tool when appropriate.

Week #2 – Identify other emotional factors we all can bring awareness to when having conversations with patients. Have volunteers share stories or simply come up with ideas of what to focus on and use as positive influential leverage points.

The more we pay attention and have this in our conscious thought the more natural it will be to say the right words at the right moment when having dialogue with a patient.

Week #3 – Ask volunteers to share objections they have encountered over the last couple of weeks where they could have used some specific language to help influence a patient’s decision to accept the treatment diagnosed. Work on a response as a team for the next time this situation comes up. The exercise of working through the thought process of how to respond will strengthen each person’s response skill set. It also solidifies the skill of taking time to respond versus react or avoiding saying anything at all. This will build confidence.

We are happy to help you craft a response to any situation that may come up where you are uncertain how to approach it.

Week #4 – Take a moment to reflect back on the last 3 exercises and ask for volunteers to share any success stories they may have by using an approach to making deeper emotional connections with patients through an engaging dialogue.

Please share any great stories of breakthroughs with us as we love to celebrate with you!

Notes:
