



The Healthcare Executive

FOR LEADERS DEVELOPING SOLUTIONS

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****FREE WEBINAR****

1.5 Hours of Qualified
Education Credit



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Healthcare Solutions



Program Experts:



Greg Wahlstrom, MBA, HCM
President & CEO
The Healthcare Executive



Crystal Shanks, MSIR
President & CEO
Certified Business Coach
ActionCOACH



Heather Choye, MATP
President & CEO
Live Laugh Love Life Coaching

HEALTHCARE EXECUTIVE LEADERSHIP Improving Communication And Leadership In High Stress Environments

Healthcare Executives are responsible for communicating and providing leadership across many different spectrums within the healthcare sector. In order to help healthcare professionals manage the impact of high stress environments he or she are functioning, experts in this program will examine the following: a brief overview on stress, more specifically chronic stress, how stress impacts functioning and illness; researched methods on how to reduce stress response and increased well-being and freeing yourself from taking clients and team members stress on, as well as, ways to buffer your own stress levels. Optimistically the discussion will provide tools to develop and enhance high performance teams and managing dynamic healthcare environments.

With this 90-minute webinar program followed by Q&A experts will explore:

- 🔍 Statistical analysis on stress and more specifically chronic stress
- 🔍 Research findings related to dealing with stress
- 🔍 Explore ways to help healthcare executives learn how to not take things personally
- 🔍 How to lead with the ability to serve with greater compassion
- 🔍 Using curiosity as a tool
- 🔍 How it will be possible to serve clients and patients better across the continuum of care
- 🔍 DISC Personality Assessment
- 🔍 How to communicate to obtain the response you want to move towards the common goal

Webinar Date: February 09, 2016 | 12PM – 1:30PM CST

****REGISTER HERE**** FOR THIS FREE WEBINAR: <http://thehealthcareexecutive.com/CommunicationWebinar>

We Engage
**THE EXPERTS TO COMMUNICATE SOLUTIONS
TO AMERICA'S HEALTH CARE EXECUTIVES**

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Course Flyer



Healthcare Executive Leadership: Improving Communication and Leadership In High Stress Environments

Tuesday February 09, 2016

www.TheHealthcareExecutive.com

HELLO AND WELCOME !!!

I'M GREG AND I WILL BE YOUR GUIDE FOR THIS PRESENTATION

- We listen to you -

DISCOVERY & DATA-ANALYSIS

THEHEALTHCAREEXECUTIVE.COM IS AN EXECUTIVE EDUCATION CONSULTANCY

At the initial planning stages for a healthcare education webinar, we immediately go into a state of exploration. We listen for our community's needs as they are ultimately our customer. We may even dive deeper into the specific concerns of an individual organization. Even though our webinars attract broad audiences, our willingness to listen to individual concerns enables detection of your unique issues. This shapes our perspectives and drives us to achieve the intended outcome. An analysis of customer problems should be data-driven; therein, we examine with as little bias as possible.

SO LETS GO!

Topics We Will Discuss

Number One

Statistical Analysis on Stress and more specifically chronic stress

Number Two

Research findings related to dealing with stress

Number Three

Explore ways to help healthcare executives learn how not to take things personally

Number Four

How that will lead to the ability to serve with greater compassion

Number Five

Using curiosity as a tool

Number Six

How it will be possible to serve clients better

Topics We Will Discuss

Number Seven
Communication

Number Eight
Disc Personality Assessment
(i.e. Dominance, Influence,
Steadiness Conscientiousness)

Number Nine
How to communicate so you get
the response you want, so you can
head towards your common goal



Greg Wahlstrom, MBA, HCM
PRESIDENT & CEO
The Healthcare Executive

Greg Wahlstrom is a result-oriented senior healthcare executive with more than 17 year's of broad background in business, healthcare, and human services and has extensive operational and administrative expertise. He is currently the President and Chief Executive Officer of The Healthcare Executive leading organizational performance assessment in multiple program areas, followed up with customized c-suite healthcare training that speaks to identified needs.

Greg has delivered focused programming around key elements to achieve success, based upon best practices and emerging best practices that show promise of improving health care organizations nationally and internationally. He has led webinars and face-to-face seminars for thousands of healthcare administrators and executives through American College of Healthcare Executives . Prior to The Healthcare Executive, Greg worked as an Assistant Administrator, Director of Social Services and as a Behavioral Health Case Manager.

Greg received a Master's degree in Business Administration and Health Care Management and a Bachelor's degree in Business Administration from the University of Phoenix. He has also completed studies abroad at Shanghai University in Shanghai, China. He is a member of the American College of Healthcare Executives. Greg is also the current Immediate Past Chairman of the Healthcare Executive Education Committee for the Central Illinois Chapter of ACHE.

About us





Crystal Shanks, MSIR

PRESIDENT & CEO

ActionCoach

ActionCOACH.com/crystalshanks

Crystal Shanks, Certified Business Coach with ActionCOACH, has been coaching business owners and their teams to achieve optimum results for seven years. As a member of ActionCOACH, the world’s largest business coaching firm, Crystal teaches her clients proven strategies to build thriving businesses. She has worked with hundreds of businesses over the past six years to generate substantial revenues and maximize profits.

No stranger to the world of business, Crystal Shanks has hands-on experience as a Vice President of Accounting for a Bay Area firm where she managed 45 employees and 6 managers in a department that reconciled more than \$100M each month. Prior to moving to San Francisco in 2002, Shanks received a Masters Degree in Industrial Relations from Iowa State University.

Crystal attributes her success as a business coach to her professional integrity and commitment to excellence. “I am a top performer, so I only work with other top performers,” say Shanks, whose clients themselves remark that Crystal is not afraid to “call them out.” Keeping her coaching clients accountable in a diplomatic and encouraging manner is among the strengths that Crystal Shanks brings to the table as a coach. Like any coach, Crystal Shanks is goal-oriented and focused on pushing her clients to achieve results they never imagined were possible. She truly understands business and what it takes to make an enterprise profitable. She describes herself as one who is bottom-line driven and analytical with a talent for seeing what others might miss.

Her clients describe her as a “straight shooter,” and they know the feedback they receive from their coach will be honest but constructive. Even more so, Crystal’s clients know that she genuinely cares about them as people. As one client put it, “You’ll hire Crystal because she will help you grow your business, and that’s great. The added bonus is that you’ll also meet a new friend.”



About us



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Heather Choye, MATP

PRESIDENT & CEO

Live Laugh Love Life Coaching

LiveLaughLoveLifeCoaching.com

Heather Choye is a transformative life coach, speaker, writer, and mentor. Heather helps people who are on the brink of transition, move through their fears and limiting beliefs, to create the balanced life they desire. She loves learning about what makes people thrive and is interested in all the parts of life that make people come alive. Heather helps her clients understand that part of growing into the life they love, means letting go of the parts they don't. Nothing lights her up like helping people identify what's holding them back and developing a plan to break through those restrictions so they can accomplish their desires and flourish!

Heather specializes in assisting major life transitions such as: career, relationship, personal identity development, relocation, and self-care. Heather helps clients learn how to invest their time wisely. She uses a unique process to transform clients into experts of their own lives through defining values, setting goals, and teaching tested practices to set clients up for lasting success. Clients create their ideal life by using a tested process, based on researched data, to feel less stressed and optimize happiness.

What makes Heather unique, is the training and techniques that she gained in her graduate program in Transpersonal Psychology. Heather acquired knowledge and experience in compassion cultivation training, Cognitive Emotive Behavioral Therapy, mindfulness training, creative expression, reflective somatic sensation practices, visualization exercises and non-denominational meditation. Her thesis was on increasing well-being, through internal as opposed to external goals, which she pulls on in her practice.



About us



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Crystal Shanks, MSIR



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Offering Ideas That Raise Your Business Above The Expected

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The key always you

DISC Platinum Rule





Reading People

Verbal

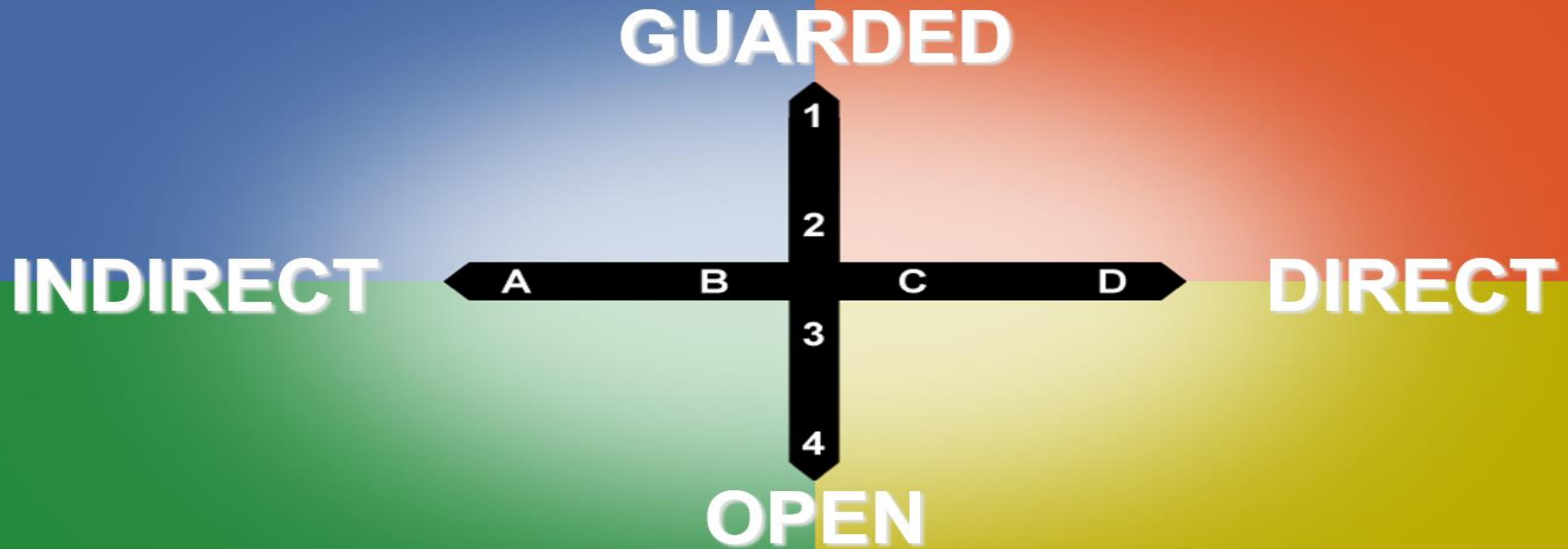
Vocal

Visual





Behavioral Style Grid





Four Core Styles

Conscientious

Dominance

INDIRECT

DIRECT

Steadiness

Influence

GUARDED

OPEN



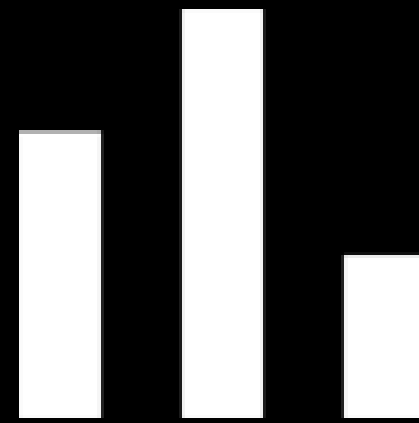
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LET'S ASK THE AUDIENCE A POLL QUESTION

Which one best describes you?



Answer:

A: I am an action-oriented person who is most comfortable when in charge.

B: I am a outgoing person who likes to entertain others and thrives in large groups.

C: I am a people person who values friendships in my work relationships and likes to build harmony.

D: I like to study lots of information and plan before making decisions.

Poll
Question



D's

What Do They Do Best?

- Take charge, competitive, get things done
- Decisive risk takers
- Fearless - no obstacle is too big to overcome

ENSURING bottom-line results

What's Hard for Them?

Repetitiveness - doing the same tasks over & over

Being diplomatic - can come on strong in conversations

Lots of rules and regulations

Opening up - not shy, but private about personal matters





I's

What Do They Do Best?

- Inspire others to take action
 - Think fast on their feet - optimistic, intuitive, creative
 - Full of ideas but can be impulsive in trying them
- PROMOTING** ideas, opportunities or people

What's Hard for Them?

Restrictions or routines

Formal reports or keeping detailed records

Routine - easily bored

Re-doing anything once it's already been done





S's

What Do They Do Best?

- Bring harmony to group situations
- Friendly & sensitive - great listener
- Build networks of friends to help do work

COORDINATING and COOPERATING with others

What's Hard for Them?

Competition

Working with dictatorial or unfriendly people

Slow making big decisions - dislikes change

Voicing contrary opinions





C's

What Do They Do Best?

- Highly organized; they even plan spontaneity
- Plan thoroughly before deciding to act
- Quick to think but slow to speak

PLANNING to meet specified expectations

What's Hard for Them?

Working with unpredictable people or in disorganized environments

Being outgoing/open - closed about personal matters

Working with others or in groups - prefers to work alone

Incomplete/unclear directions



Managing Relationships



Managing The Relationships

**People connect...
with people they like
and trust**





Managing The Relationships

**Communication is the
Response you get**

**Improve the *Quality*
of Communication**



In Relationships



In Relationships With D's

- **Support their goals and objectives**
 - **Keep your relationship businesslike and task-oriented**
- Recognize their ideas and accomplishments**
- Be precise, efficient, and well organized**
- Provide alternative actions with brief supporting analysis**





In Relationships With I's

- **Support their ideas and dreams**
- **Be entertaining and fast moving; don't hurry the discussion**
- Try not to argue – you seldom win**
- Summarize in writing who I's to do what, where, and when**
- Use testimonials and incentives to positively affect decisions**





In Relationships With S's

- **Support their feelings by showing personal interest and actively listening**
- **Move along in an informal, slow manner**
- **Allow them time to trust you**
- **When you disagree, discuss personal feelings**
- **Provide guarantees and personal assurances**





In Relationships With C's

- **Support their organized approach**
- **Demonstrate with actions, not words**
- **Be systematic, exact and prepared**
- **List advantages and obvious disadvantages of any plan**
- **Provide guarantees and proof that actions can't backfire**



Motivating





Motivating D's...

- **Lead with the big picture.**
- **Provide them with options and clearly describe the probabilities of success in achieving goals.**
- **Allow them the opportunity to make choices.**
- **Set boundaries, but let them take charge.**





Motivating I's...

- **Provide “special” incentives to inspire them to go the whole nine yards.**
- **Show them how they can look good in the eyes of others.**

Create short-term contests that don't require long-term commitment.

Reward them in front of others.

Let them speak about their achievements.





Motivating S's...

- **Show how their work benefits others.**
- **Show how the outcome will provide security for their family.**

Connect their individual work to the benefit of the whole team.

Get them to see how their follow-through links to a greater good.

Show how it can strengthen their relationships with others.





Motivating C's...

- **Appeal to their need for accuracy and logic.**
- **Keep your approach clear, clean and procedural.**
- **Better yet, provide illustration and documentation.**
- **Avoid exaggeration and vagueness.**
- **Show them how this is the best available current option.**



History





Historical Perspective

1921



1928

Carl Jung: “Psychological Types”

William Marston: DISC

“Emotions of Normal People”

1950s



Myers & Briggs: MBTI

Walter Clark – John Geier: DISC

1960s



Merrill & Reid: Social Styles

1970s

Tony Alessandra’s Platinum Rule



Heather Choye, MATP



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The key always you

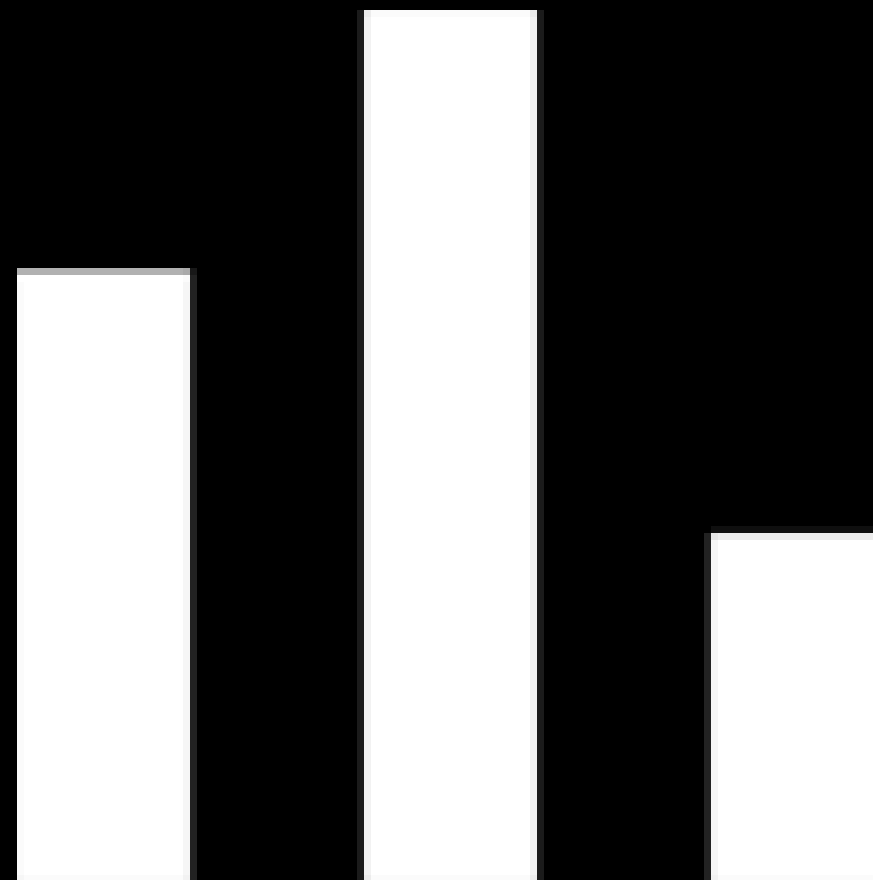
LET'S ASK THE AUDIENCE A POLL QUESTION

Do you experience stress on a daily basis?

Answer:

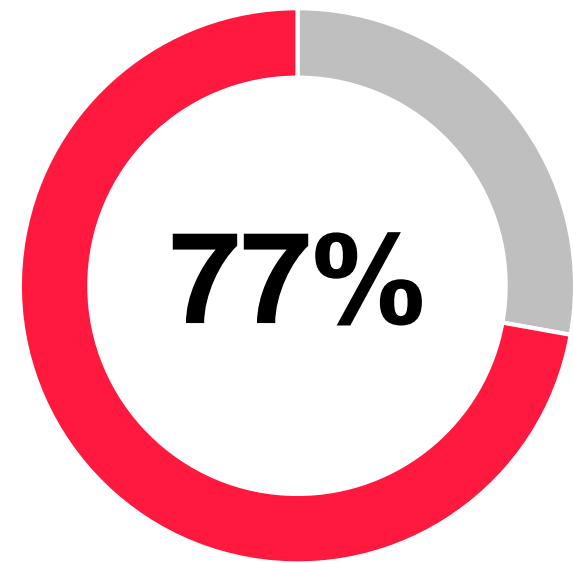
A: Yes

B: No



Poll
Question

Statistical Analysis On Stress And More Specifically Chronic Stress



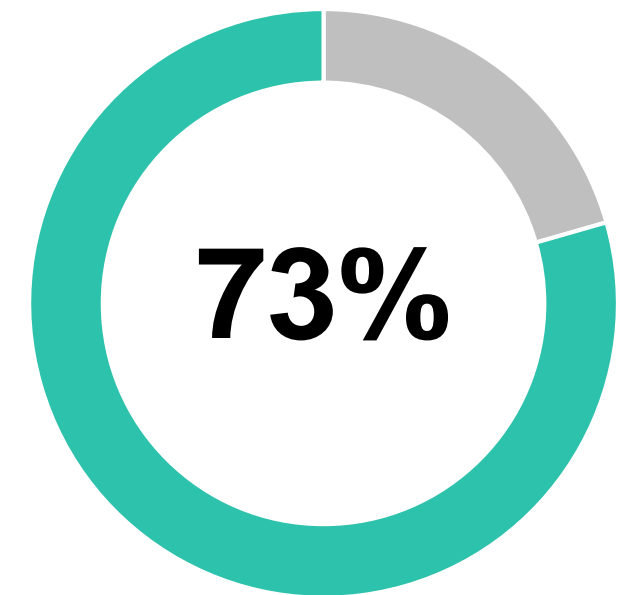
Physical Symptoms

77% of people experience physical symptoms caused by chronic stress



Job Pressure

Job Pressure is cited as the number one cause of stress



Psychological Symptoms

73% of people experience perpetual psychological symptoms due to stress



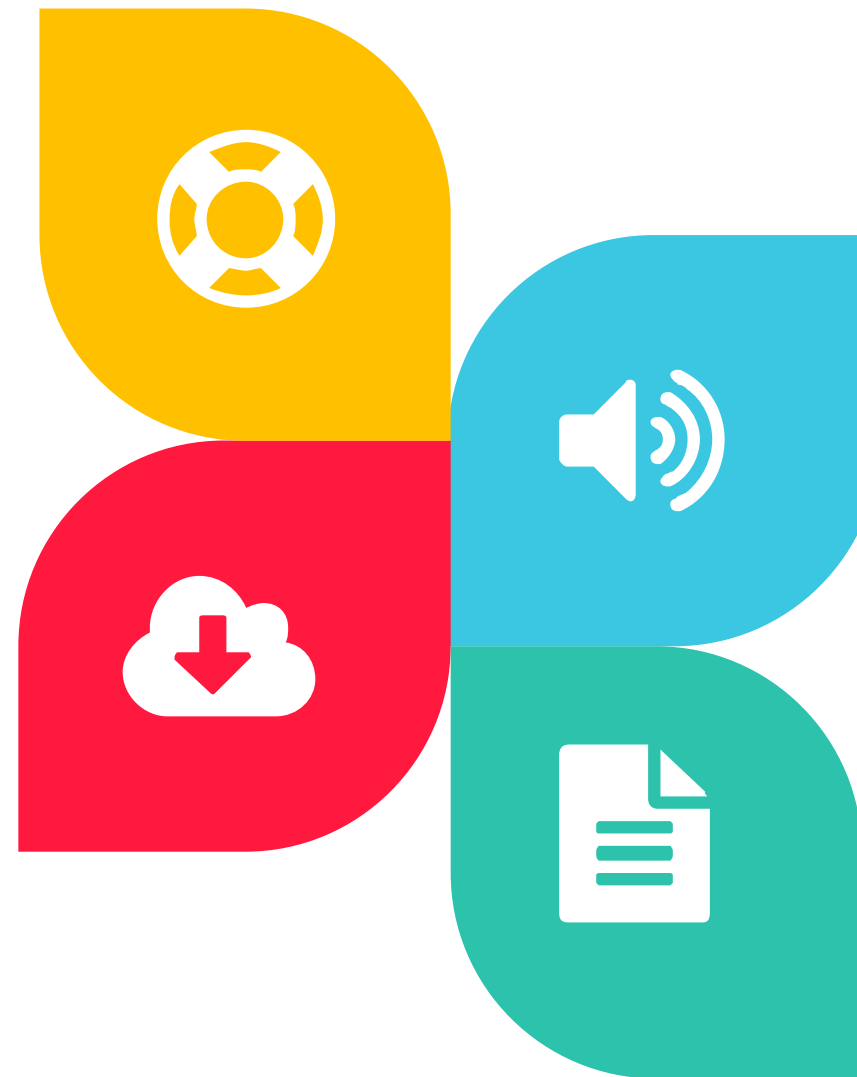
Research Findings Related To Dealing With Stress

Internal

Causes of Stress

External

Causes of Stress



4 Categories of Stress

Behavioral, Mental, Physical and Emotional

Strategies

Internal: curiosity, re-defining expectations, reframing

External: eliminate caffeine + diet, relaxation techniques, sleep, leisure time, social support

Explore Ways To Help Healthcare Executives Learn How Not To Take Things Personally

Behavioral Therapy

Cognitive Emotive
Behavioral Therapy



Fixed Beliefs

Fixed Beliefs create stress

Thinking

Untwisted Thinking



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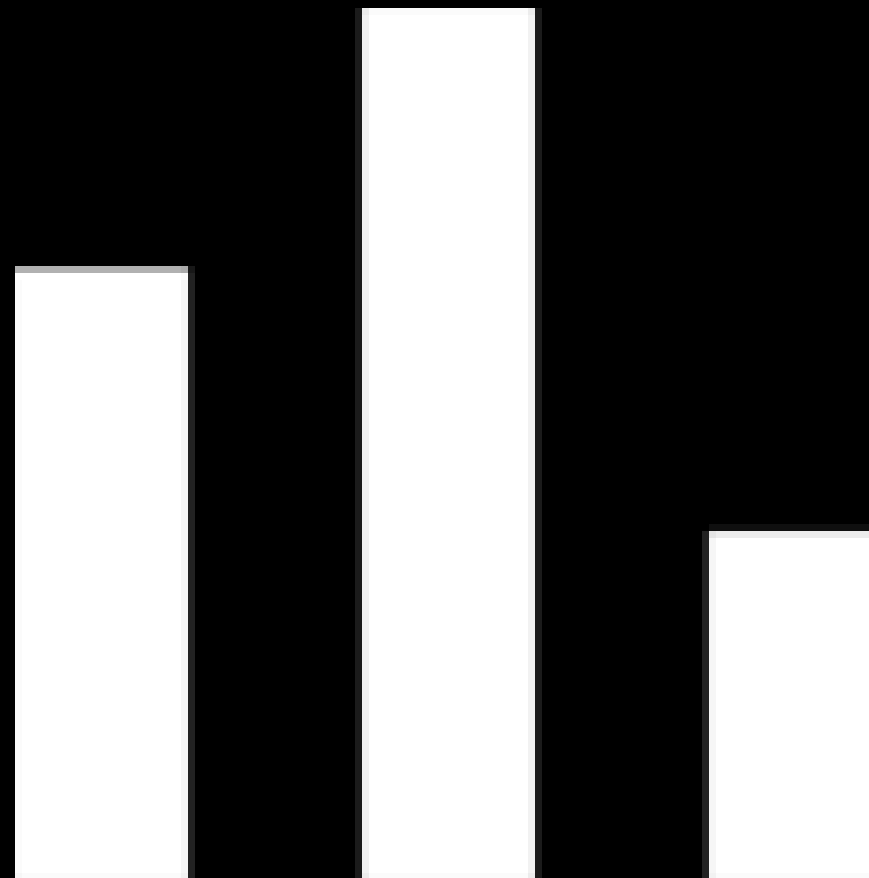
LET'S ASK THE AUDIENCE A POLL QUESTION

In the past, have you felt frustrated by someone misunderstanding you?

Answer:

A: Yes

B: No



Poll
Question



Using Curiosity As A Tool



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Using Curiosity As A Tool

Curiosity

Curiosity is correlated with success and happiness



Practicing Curiosity

What areas are you currently practicing curiosity the most and the least



Exhibiting Curiosity

What is keeping you from exhibiting curiosity





How Redefining Expectations Leads To Serving With Greater Compassion

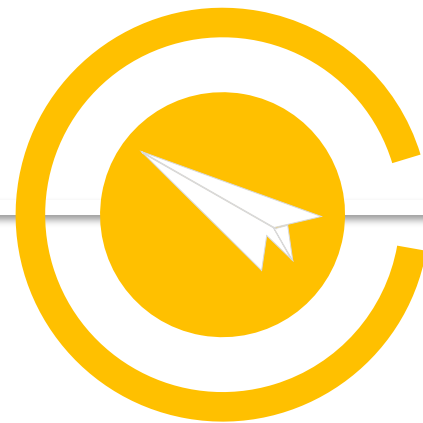


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How Redefining Expectations Leads To Serving With Greater Compassion

Think

Think about the last time someone did something that resulted in you becoming stressed and frustrated



Development

We are all doing the best we can and we would all do it better if we knew how



Change

How did viewing it differently change the way you felt about the situation



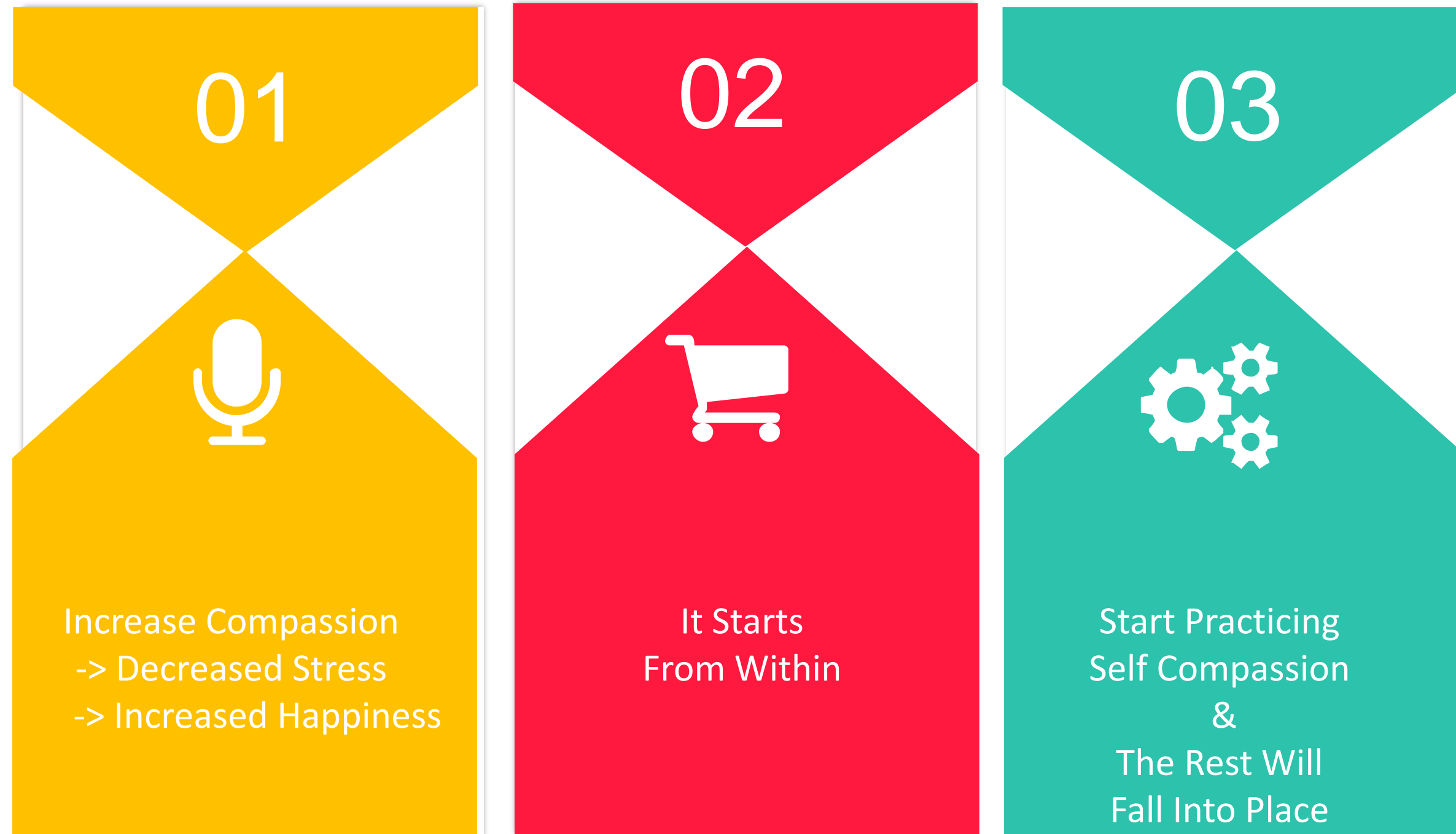


How To Serve Clients Better



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How To Serve Clients Better



Meet Our Brilliant Team



Greg Wahlstrom, MBA, HCM

President & CEO
TheHealthcareExecutive.com



Healthcare Executive Education



E-Learning



Leadership



Crystal Shanks, MSIR

President & CEO
ActionCOACH.com/crystalshanks



Executive Coaching



Strategic Planning



Management



Heather Choye, MATP

President & CEO
LiveLaughLoveLifeCoaching.com



Life Coaching



Executive Leadership



Training





BE SOCIAL
LET'S CONNECT

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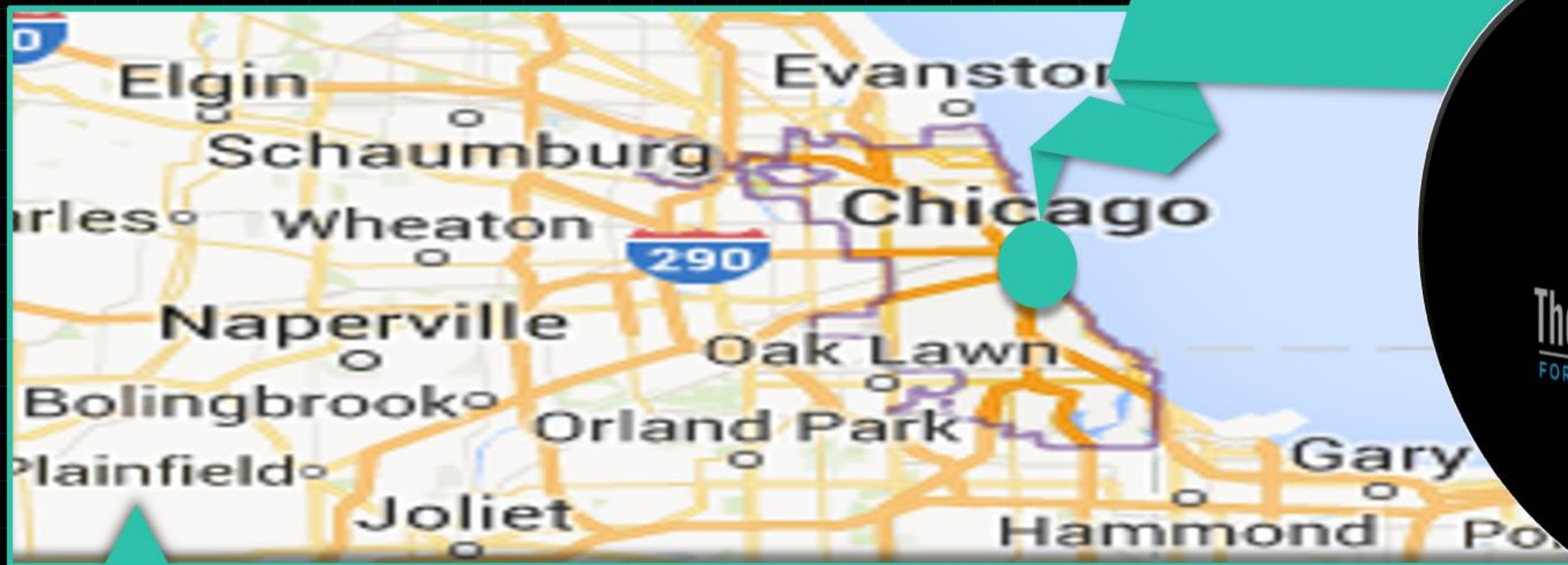
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SHARING IS
CARING

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- We listen to you -

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