DIFFICULT CONVERSATIONS

Talking to Finance about Quality Proposals
Difficult Conversation Defined

Three Reasons It May Be Difficult To Prepare a Quality Proposal

“Top 5” Financial Rationalizations for Declining Quality Focused Requisitions

10 Tips/Strategies to Navigate the Quality and Finance Impasse.

Role Play

Hot Seat

© 2019 Bill Auxier, Ph.D.
What is a “difficult conversation?”
Three reasons it may be difficult to prepare a quality proposal for your finance department:

1. Financial worldview
2. Quality/clinical worldview
3. Misalignment of worldviews
“Top 5” financial rationalizations for declining quality focused requisitions
10 Tips/Strategies to Navigate the Quality and Finance Impasse.

<table>
<thead>
<tr>
<th>It begins with YOU</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Lens of Realistic Optimism</td>
</tr>
<tr>
<td>The Reverse Lens</td>
</tr>
<tr>
<td>The Long Lens</td>
</tr>
<tr>
<td>Listen</td>
</tr>
<tr>
<td>Don’t judge</td>
</tr>
<tr>
<td>Respect &amp; dignity</td>
</tr>
<tr>
<td>Empathize</td>
</tr>
<tr>
<td>Follow up</td>
</tr>
<tr>
<td>S.T.O.P</td>
</tr>
</tbody>
</table>

© 2019 Bill Auxier, Ph.D.
It begins with YOU
No Margin,
No Mission

No Quality,
No Care

© 2019 Bill Auxier, Ph.D.
Know Your Audience
THREE ELEMENTS OF MOTIVATION
THREE ELEMENTS OF MOTIVATION

- Autonomy
- Mastery
- Purpose
Autonomy
The desire to direct our own lives.
Mastery
The urge to make progress and get better at something that matters.
Purpose
The yearning to do what we do in the service of something larger than ourselves.

© 2019 Bill Auxier, Ph.D.
Questions:

Which of the three elements of motivation resonates most with you?
• Autonomy
• Mastery
• Purpose

How can you find out what motivates another person?
Leadership without authority
Hand Hygiene Prevents You From Catching Diseases

Hand Hygiene Prevents Patients From Catching Diseases

Gel In, Wash Out
• Purpose

• Serving Others
THE LENS THROUGH WHICH WE SEE THE WORLD
THE LENS THROUGH WHICH WE SEE THE WORLD

- The Lens of Realistic Optimism
- The Reverse Lens
- The Long Lens
THE LENS OF REALISTIC OPTIMISM

What are the FACTS of the situation?

What is the STORY I am telling myself about those facts?

How would I act here at my best?
What is this person feeling?

In what way does that make sense?

Where is my responsibility in all this?
THE LONG LENS

Regardless of how I feel about what is happening right now, how can I grow and learn from this experience?
Don’t Judge
Follow Up
S.T.O.P.

S — Stop
T — Take three breaths
O — Observe how your body feels
P — Proceed with kindness and compassion
Role play
Hot Seat
DIFFICULT CONVERSATIONS

Difficult Conversation Defined

Three Reasons It May Be Difficult To Prepare a Quality Proposal

“Top 5” Financial Rationalizations for Declining Quality Focused Requisitions

10 Tips/Strategies to Navigate the Quality and Finance Impasse.

Role Play

Hot Seat

© 2019 Bill Auxier, Ph.D.
Q & A

© 2019 Bill Auxier, Ph.D.