DIFFICULT CONVERSATIONS

Talking to Finance about Quality Proposals

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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

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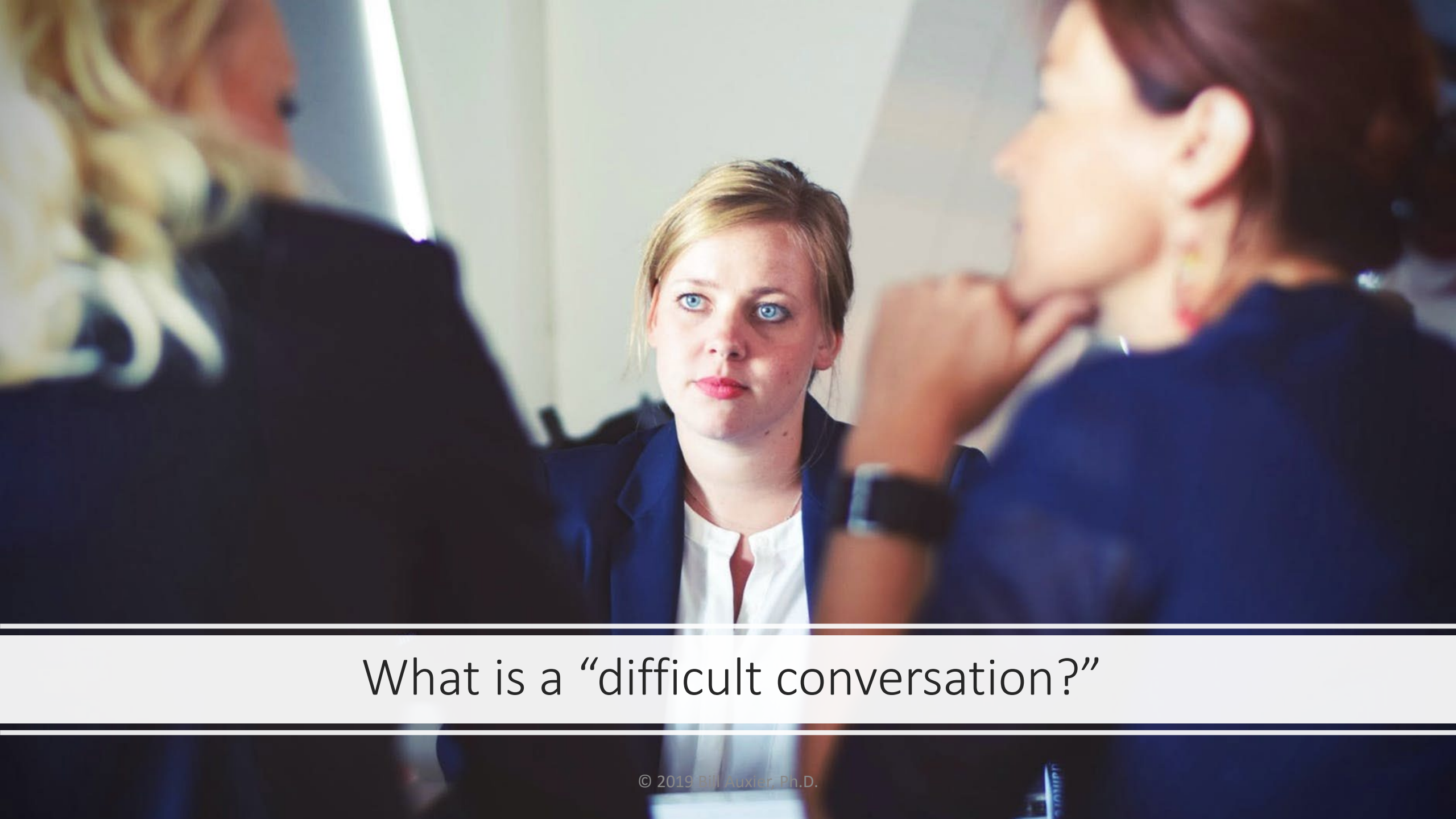

What is a “difficult conversation?”

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Three reasons it may be difficult to prepare a quality proposal for your finance department

Financial worldview

Quality/clinical worldview

Misalignment of worldviews

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“Top 5” financial rationalizations for declining quality focused requisitions

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

- It begins with YOU
- The Lens of Realistic Optimism
- The Reverse Lens
- The Long Lens
- Listen
- Don’t judge
- Respect & dignity
- Empathize
- Follow up
- S.T.O.P

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It begins with YOU

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No Margin,
No Mission

No Quality,
No Care

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Know Your Audience

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THREE ELEMENTS OF MOTIVATION

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THREE ELEMENTS OF MOTIVATION

- Autonomy
- Mastery
- Purpose

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Autonomy

The desire to direct our own lives.

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Mastery

The urge to make progress and get better at something that matters.

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Purpose

The yearning to do what we do in the service of something larger than ourselves.

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Questions:

Which of the three elements of motivation resonates most with you?

- Autonomy
- Mastery
- Purpose

How can you find out what motivates another person?

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Leadership without authority

INFLUENCE/ PERSUASION

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Hand Hygiene Prevents You From Catching Diseases

Hand Hygiene Prevents Patients From Catching Diseases

Gel In,
Wash Out

INFLUENCE/
PERSUASION

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- Purpose
- Serving Others

INFLUENCE/ PERSUASION

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THE LENS THROUGH WHICH WE SEE THE WORLD

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THE LENS THROUGH WHICH WE SEE THE WORLD

- The Lens of Realistic Optimism
- The Reverse Lens
- The Long Lens

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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?

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THE REVERSE LENS

What is this person feeling?

In what way does that make sense?

Where is my responsibility in all this?

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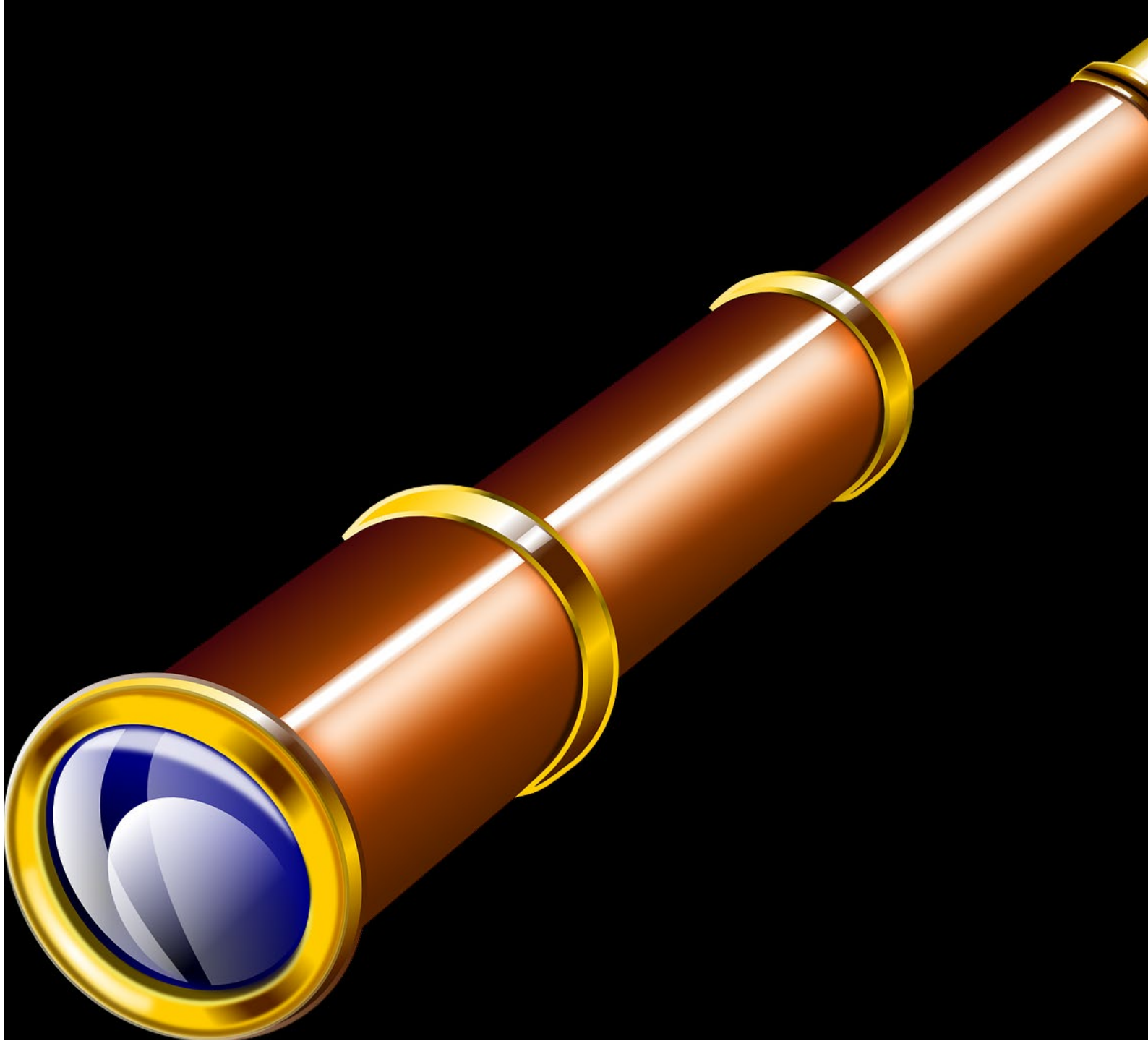
THE LONG LENS

Regardless of how I feel about what is happening right now, how can I grow and learn from this experience?



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Listen

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Don’t Judge

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Dignity & Respect

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Empathize

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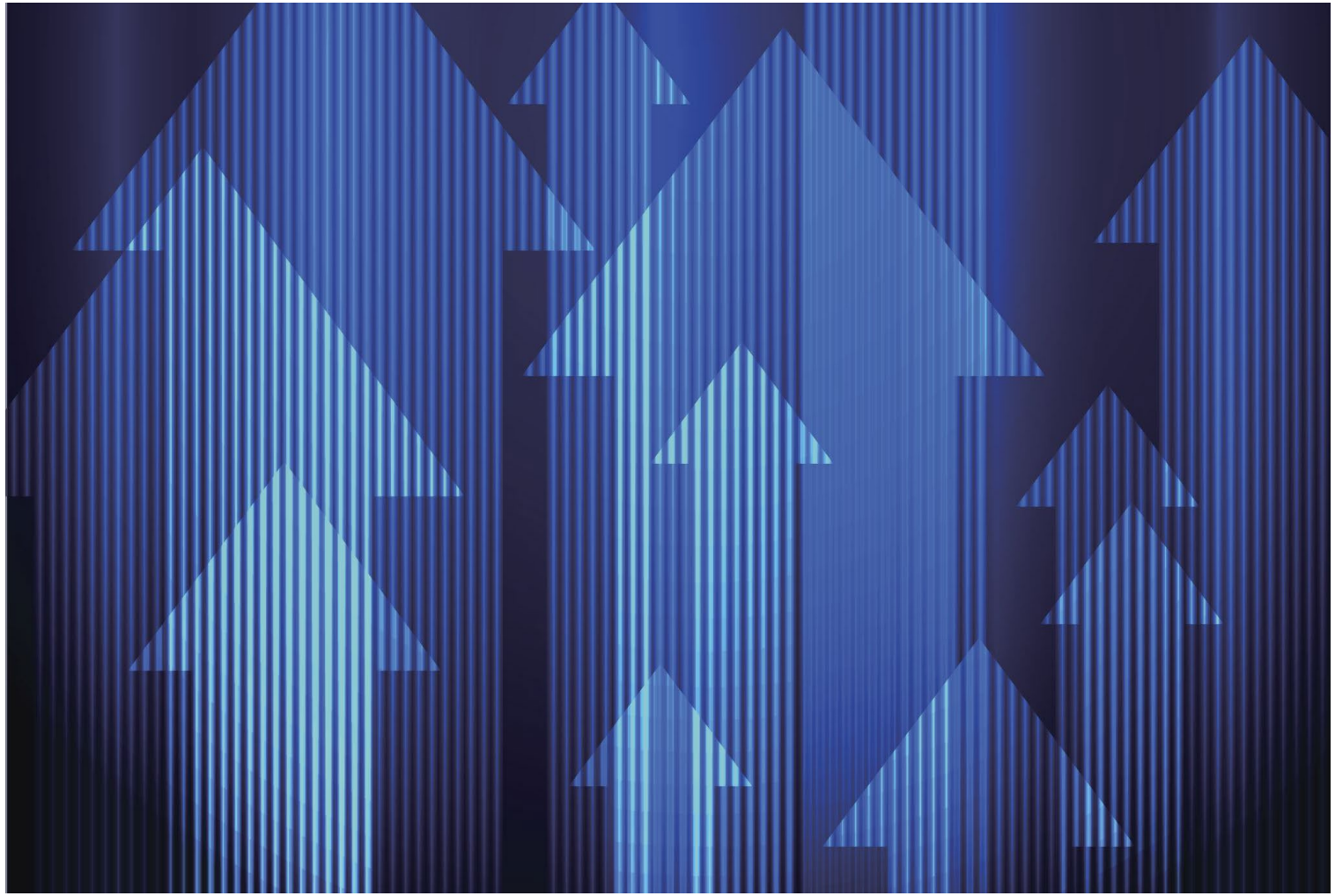

Follow Up

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S.T.O.P.

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Role play

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Hot Seat

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Q & A

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