



## **AAMA Conference**

### ***Daring to be Caring... Leading a Spirited Healthcare Team***

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Rise above everyday reality have a greater vision of purpose.

As a result of a diverse workforce what needs to emerge is strong and compelling leadership authority that inspires hope and direction.

#### **Soft skills make the hard things worth doing**

An organization cannot be what its people are not

Champions are ordinary people doing extraordinary things.

Although there are many things outside of our control, we do have total control over the way we treat others and ourselves.

Smiling inspires confidence. Treat everyone as if they are the most important person you talk to

Rent versus Own Perspective: To move from renting to owning you need to do two things:

- 1) Increase your perspective from short term to long term (where do you see yourself 10 years from now?)
- 2) Increase your investment of time, energy and resources to this perspective

Our true power lies in our ability to progress and have a vision greater than ourselves.

#### **Acknowledgement is the lifeblood of Enthusiasm.**

Recognition is the lifeblood of enthusiasm. The best form of acknowledgement is: specific, immediate, personal and spontaneous (B.F. Skinner)

Humor Sustains You. Make it a habit to laugh at the tough stuff. What's funny is when things go wrong- **not** when things go right. This helps you take yourself lightly so you can take your work seriously.

*Remember Humor puts you in control in two ways:*

It puts you in control of your environment by putting others at ease and decreasing tension

It instantly puts you in control of the way you feel. You cannot experience any negative emotion and laugh at the same time

Laughter has been shown to decrease pain (Norman Cousins). Remember humor liberates expectations and appropriately used it will help you manage patient expectations.

Humor and laughter instantly change the way you feel, the way you think and the way you act

Laughing is the best stress management technique around because it's fun, free, safe, takes no special training, no equipment, is easy to do, and accessible at any time

This takes time, the gravity pull of old habits starts to set in the minute change happens so commit to keeping the conversations alive. Purposeful work comes alive by *daring to be caring* moment by moment, to create a life that is uniquely yours at work. Spend time lifting people up.