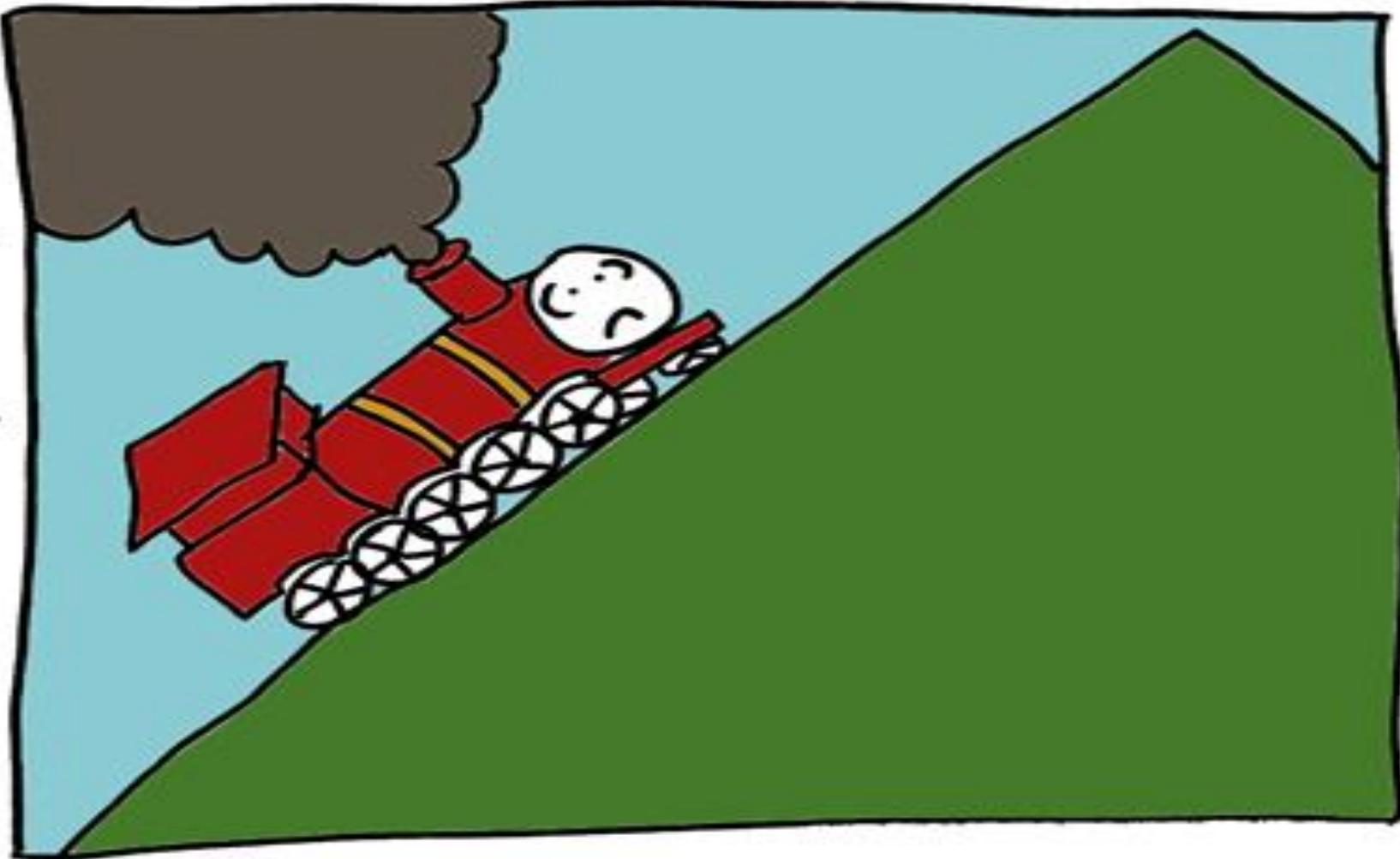


More Good Days

(and other tips for loving your work life)



If was at this point when the Little Red Engine started to re-think career direction and quality of life issues.



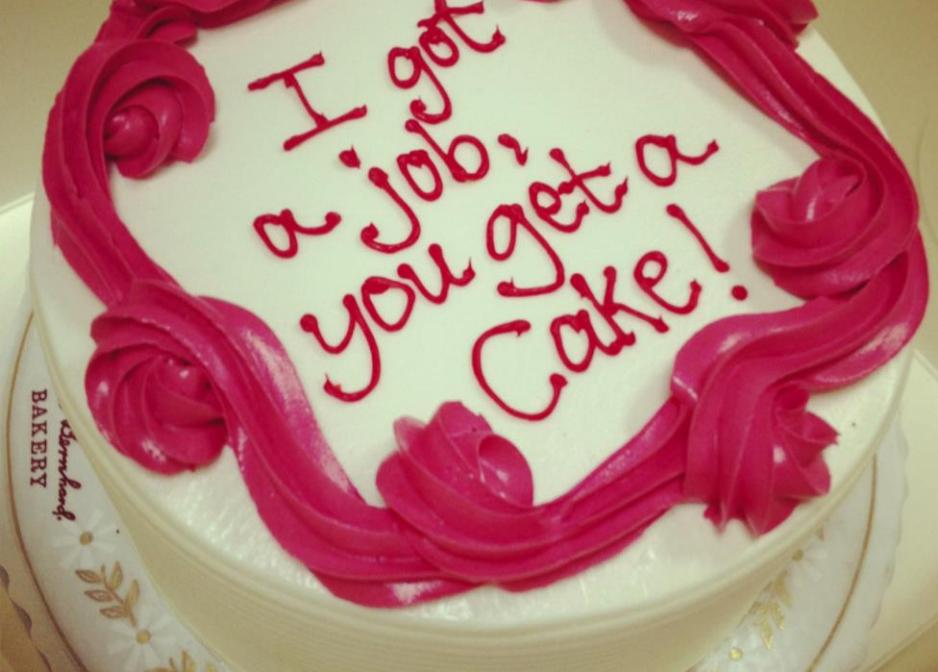
a.bacall

CARTOONSTOCK
.com

**"I had a career in theatre, and television
but I quit because I couldn't suppress
my passion for insurance sales."**







Write!

On a Good Day at work, I am...

A Closer Look

- ✓ How well do you know that person?
- ✓ How often do your peers or direct reports see this person?
- ✓ What are the 1-2 qualities of this person you would like to see more often?

Good Days=Engagement

What is engagement?

Emotional commitment and loyalty to an organization as measured by discretionary effort to advance an organization's goals.

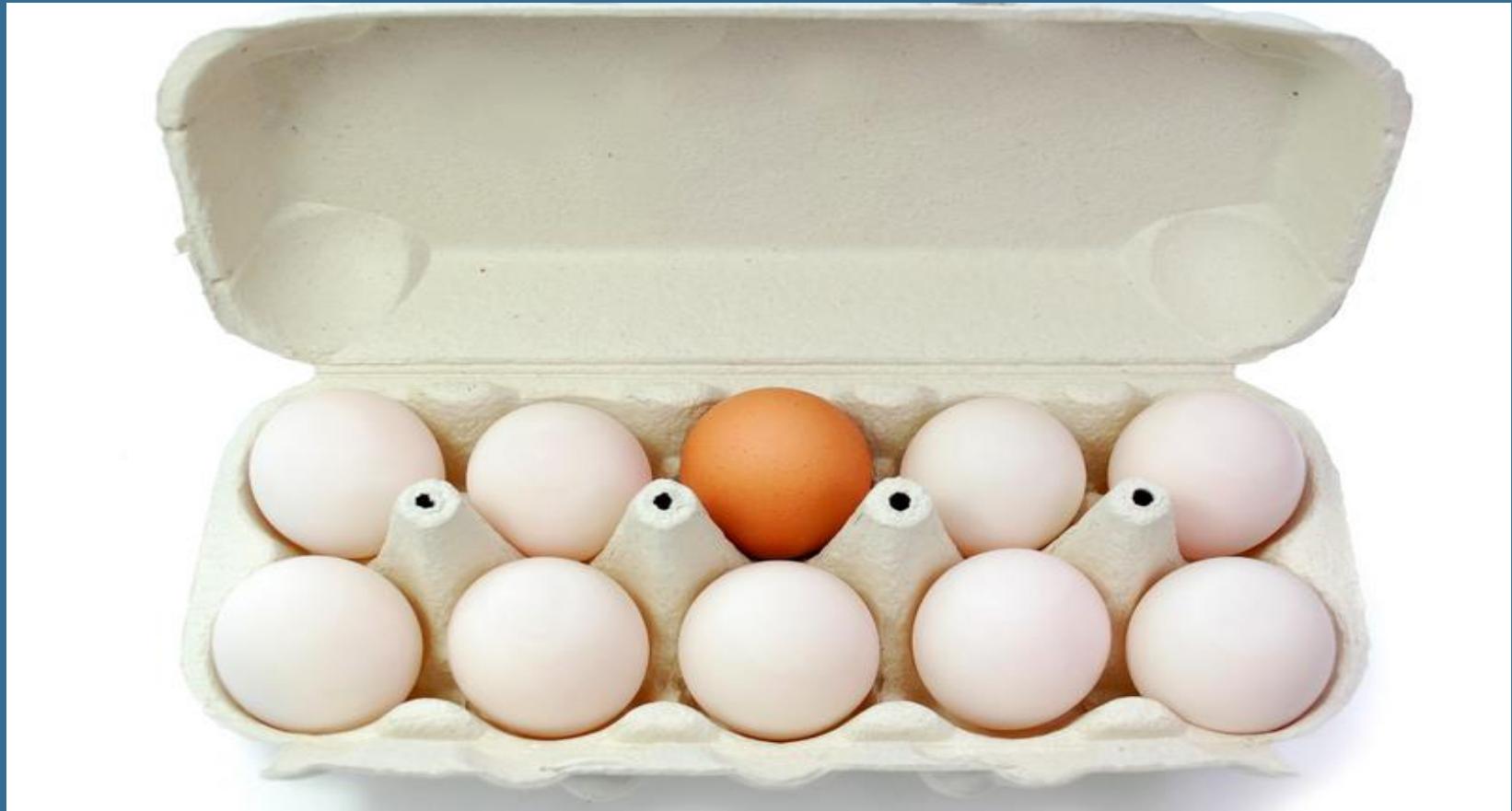
(Advisory Board, 2013)



How Engaged is the Global Workforce?

- ✓ Gallup's database of 1.7 million employees, in 101 companies from 63 countries
- ✓ Asked: At work, do you have the opportunity to do your best every day?
- ✓ 20% said they had the opportunity to be their best

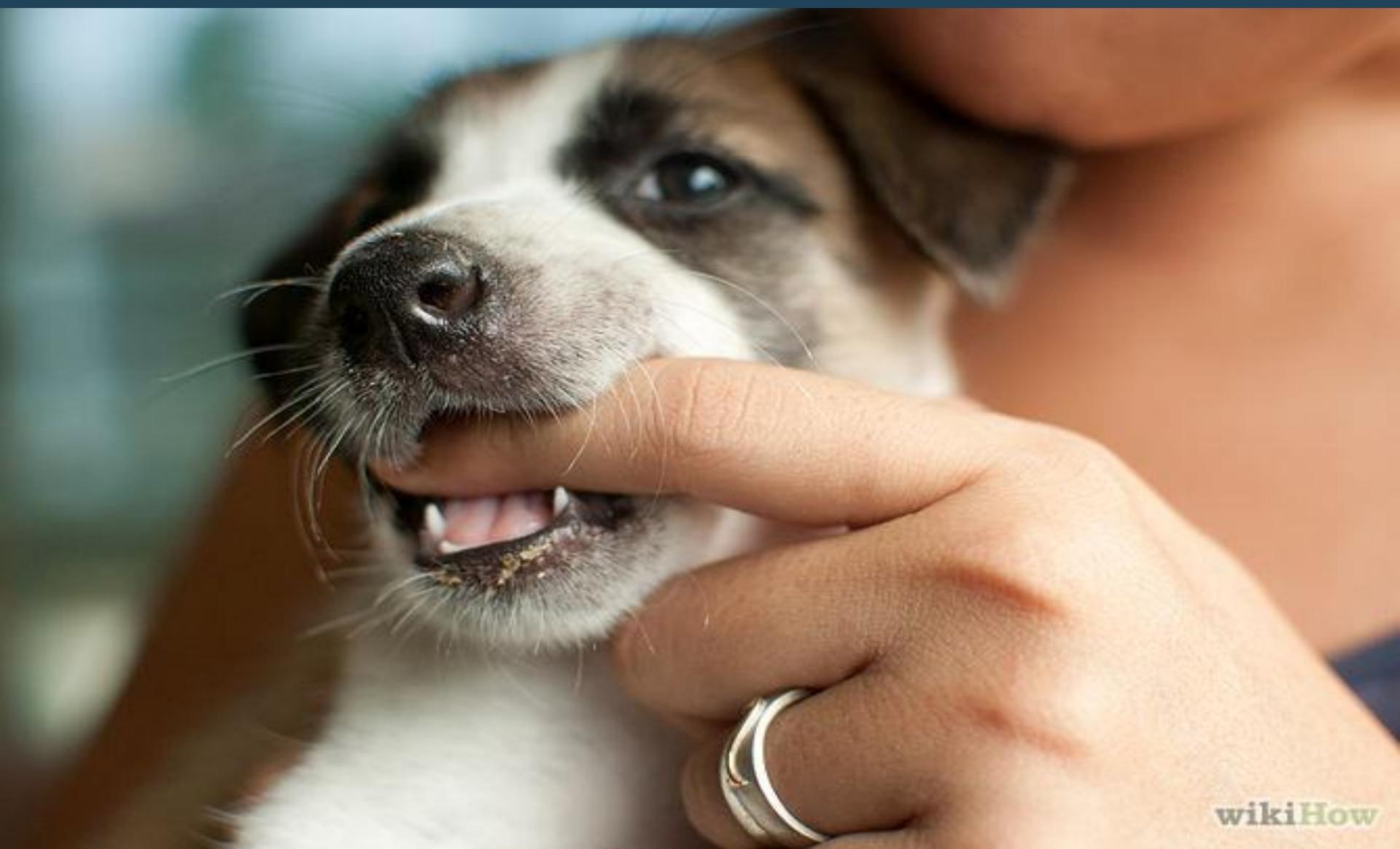
How did I get here?



Planting the Seeds of a Noble Profession



Reality Bites



Staffing Over Strategy

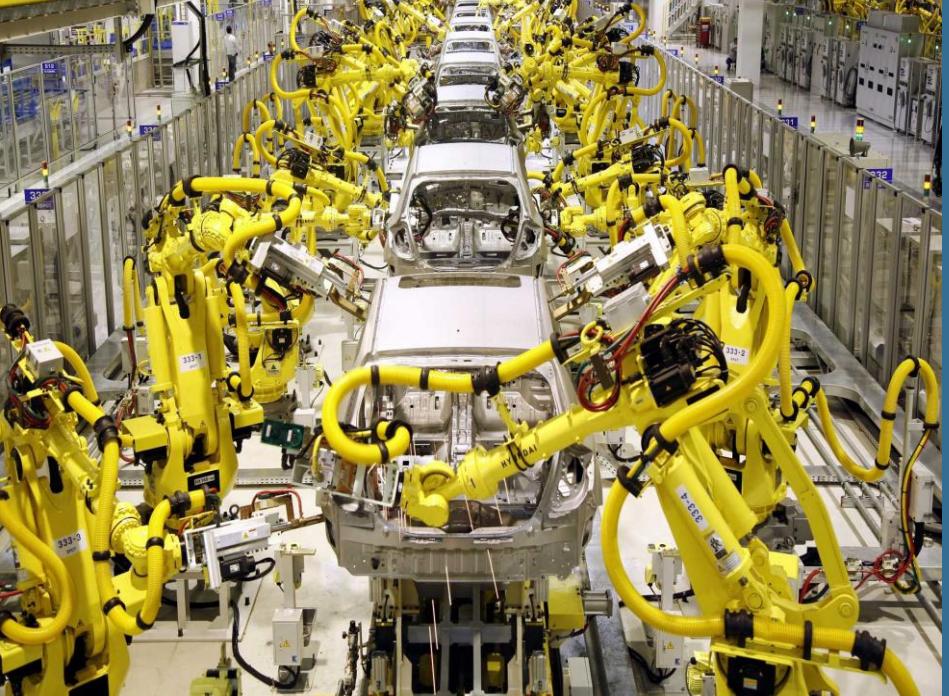


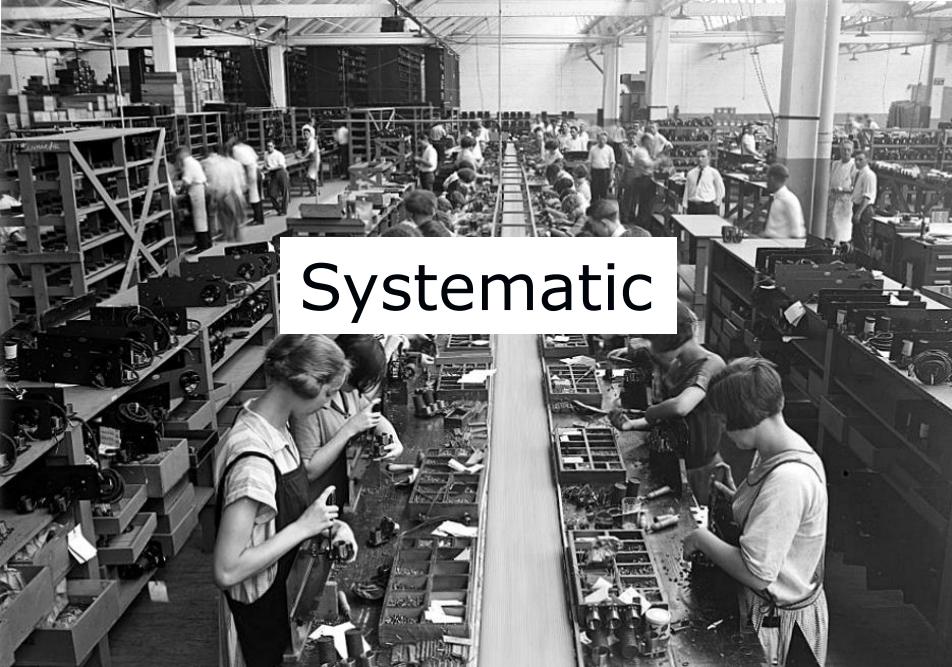
Computer Care Over Patient Care

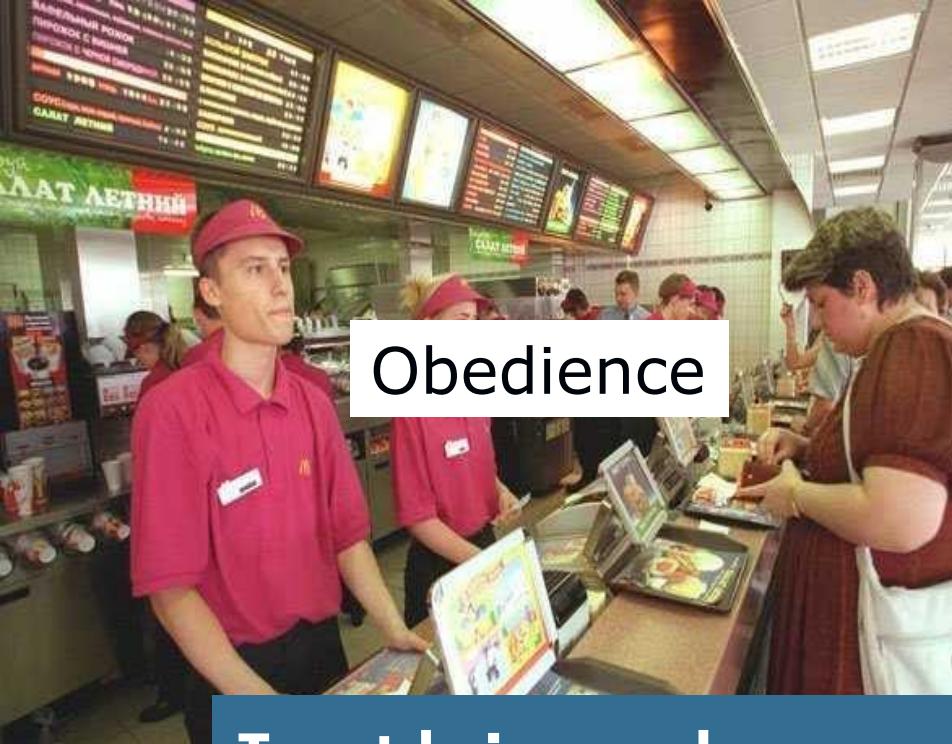


Compliance Over Independence









Is this who we want to be?





Obedience



Productive

Is this who our customers
need us to be?



Systematic



Inhuman

What We Learn at School

- ✓ Use a #2 pencil
- ✓ Show up on time
- ✓ Color within the lines
- ✓ Don't question authority
- ✓ Follow the rules
- ✓ Pass the standardized test
- ✓ Get good grades
- ✓ Show up on time
- ✓ Don't fail
- ✓ Be socially acceptable

Healthcare Reinforces This

- ✓ Follow the rules
- ✓ Show up for your shift
- ✓ Don't challenge authority
- ✓ Do the minimum to stay out of trouble
- ✓ Avoid taking risks
- ✓ Be productive
- ✓ Smiling is a rule to be followed
- ✓ Give everyone equal attention
- ✓ Complete your assigned tasks
- ✓ Comply

What's important about these rules?

- ✓ Healthcare is risky and in high demand
- ✓ So we need systems, rules, protocols, procedures, workflows, best practices

What's harmful about these rules?

- ✓ Diseases are not cured without taking risks
- ✓ Systems, rules and protocols don't care for unique people, they take care of the Average Patient
- ✓ How many of your patients or customers are average?

Do you want to be a cog?



Or Do You Want to be a Linchpin?



The Choice is Yours

- ✓ One of them prioritizes Good Days for themselves and those they encounter
- ✓ One of them goes along with the average flow and energy of the day
- ✓ One is a day maker
- ✓ One is a day taker

Three Components of Good Days

- ✓ Recognition
- ✓ Contribution
- ✓ Execution

Recognition



Why Mattering Matters

"When people are made to feel cared for, nurtured, and growing, that will serve the organization well.

Because those feelings drive commitment and loyalty just like it would in any relationship. If you

feel uniquely seen, understood, valued and appreciated, then that will hook you into being committed to that team, leader and organization.

This is how positive emotions work."

—Barbara Fredrickson, PhD

Our Domestication



Recognition

- ✓ What are my unique superpowers for which I want to be recognized?
- ✓ What are the unique superpowers that make up my team?
- ✓ What is better in the world because I showed up?

Contribution



On Civility

- ✓ Survey of 4500+ physicians, nurses and other hospital staff revealed
 - » 71 percent tied disruptive behavior, such as abusive, condescending or insulting personal conduct, to medical errors
 - » 27 percent tied such behavior to patient deaths

RM Sopolsky

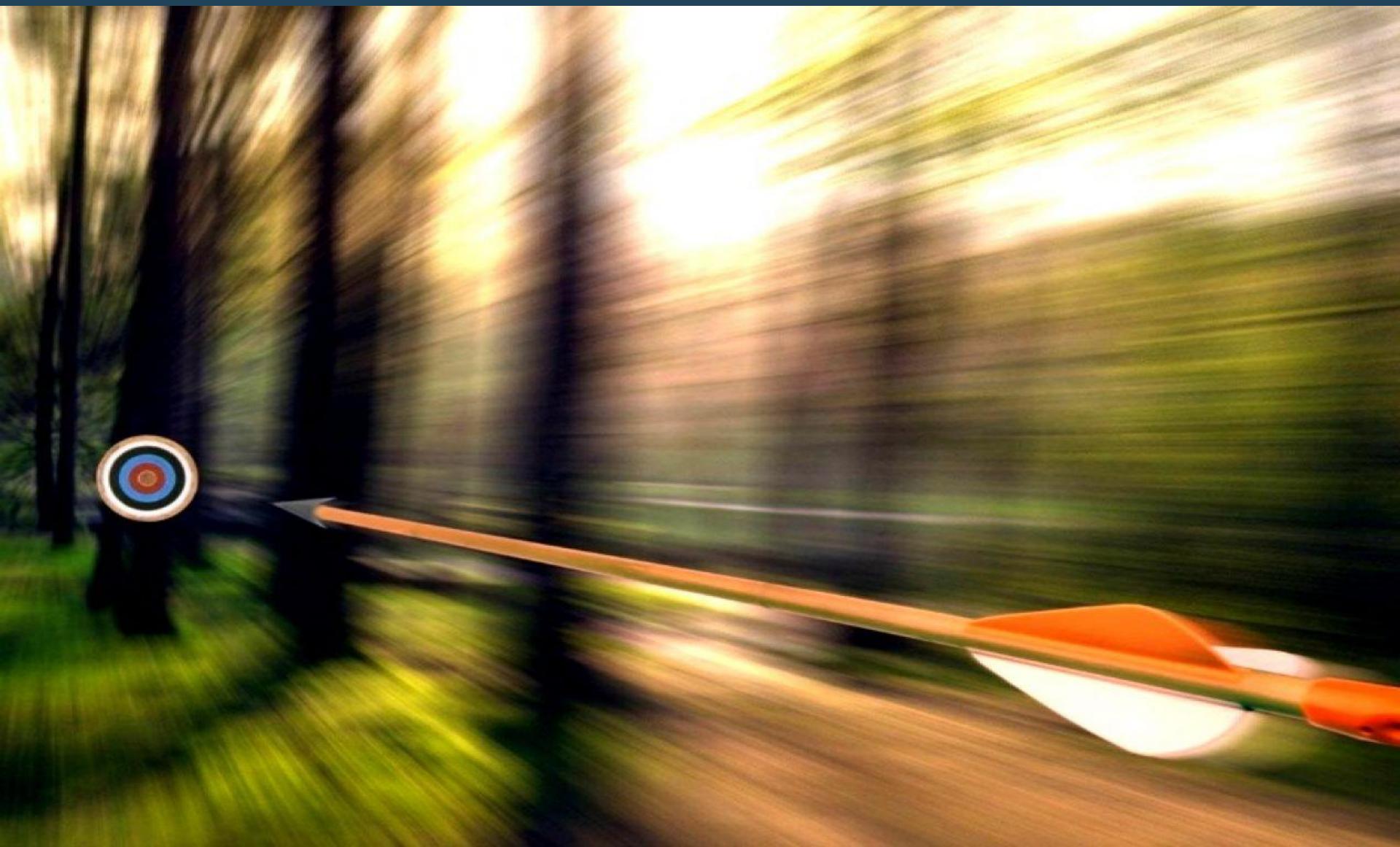
Behaviors Identified by Self & Others

- ✓ Focuses on phone, text, email
- ✓ Interrupts people
- ✓ Judgmental of those who are different
- ✓ Shows little interest in others' opinions
- ✓ Takes the best and leaves the worst tasks for others
- ✓ Fails to pass along necessary information
- ✓ Neglects saying please or thank you
- ✓ Talks down to people
- ✓ Takes too much credit for things
- ✓ Does not listen

Contribution

- ✓ What does my contribution say about who I am?
- ✓ What truth must I face about my own civility?
- ✓ Who needs to hear from me about their contribution and the difference it makes?

Execution

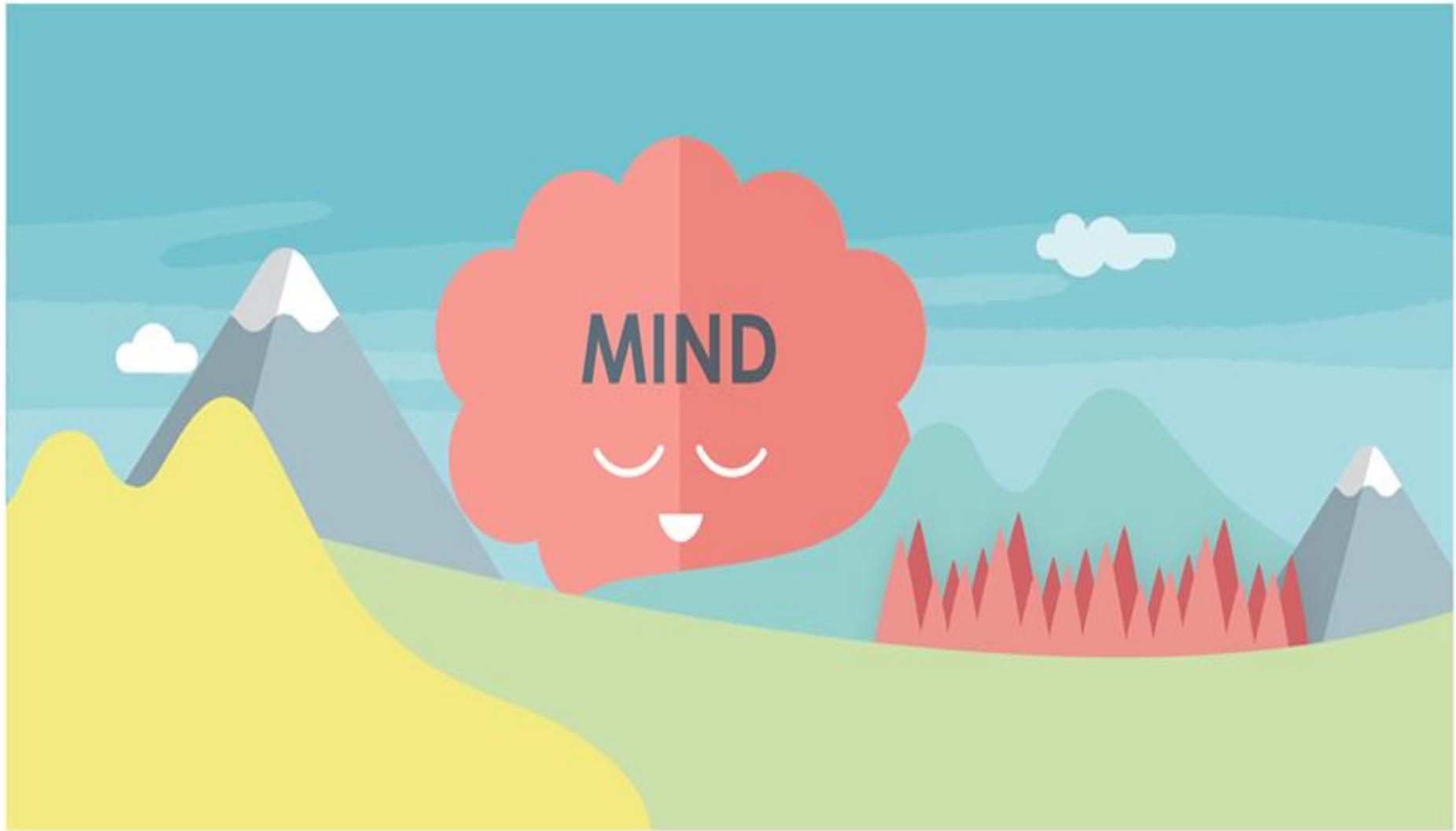


The Self is the Source of Willful Action

“Connecting an idea or an action with the self implies making it self-relevant, moving it from the vague, the global, or the abstract to the personal, the individual, or the concrete.”

—William James

Free Your Mind



“In pursuit of the novel, small is
beautiful”—Joe Bower

Execution

- ✓ What can I do for 10 minutes every day that would profoundly improve my days?
- ✓ What goal would take my breath away?
- ✓ What must I let go of in order to free up space for more good days?

What's Possible



“We all walk in
shoes that are
too small for
us.”

Carl Jung

Here's to Consciously Engaging in More Good Days!



Lisa@LisaGoren.com

Resources

- ✓ Distracted: The Erosion of Attention and the Coming Dark Age by Maggie Jackson
- ✓ In Praise of Slowness: Challenging the Cult of Speed by Carl Honore
- ✓ Hamlet's BlackBerry: Building a Good Life in the Digital Age by William Powers
- ✓ Imagine by Jonah Lehrer
- ✓ Deep Work by Cal Newport
- ✓ Distraction Detox by Katie Lee