

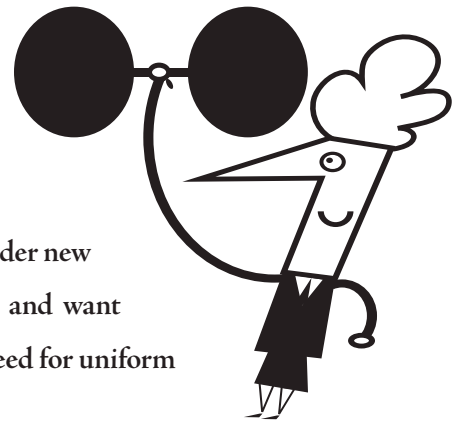
A 30 MINUTE WORKSHOP

The Unique Challenges of Finding “YES” in the Healthcare Workplace



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Healthcare organizations, medical centers, hospitals, clinics, doctors’ offices, and medical supply companies understandably require fairly structured procedures and firm policies to ensure consistent, high quality patient care. In this type of work environment, it can be especially challenging to consider new ideas and approve new projects. Healthcare organizations need and want people to contribute suggestions for improvement; however, the need for uniform standards sometimes makes it difficult for those seeking a “YES.”



The following discussion questions will help your participants explore ways to find “YES” in a healthcare environment.

1. Does your organization have a YES culture or a NO culture? Can you give a few examples?
2. Are there certain policies or procedures that get in the way of new ideas or improvements? List and discuss the policies that get in the way of helpful suggestions and good ideas.
3. Do you know who the chronic Nay-sayers are in your workplace (people whose answer to everything is “no”)? Do you know how to work around them?
4. Do you know who to go to when you need a YES? Who are the champions of change in your organization?

5. Can you think of people in your workplace who are good at getting things approved? Who are they? What makes them successful at finding YES? What can you learn from them?
6. What advice would you give a new employee about how to find YES in your workplace?
7. When budget or financial concerns cause others to say NO to ideas you believe are important, what creative solutions can you offer to help them find a way to say YES?
8. How can your department or organization balance the need for innovation with the need for procedural consistency and patient safety? Brainstorm some ways to balance these two important needs.
9. What do you have to gain by finding more ways to say YES in your department or organization? Is there any risk involved in this?
10. How do your patients/clients/customers feel about how you handle their requests and/or complaints? Do you say NO more often than you say YES? Do you say YES whenever you can? How does this affect customer satisfaction with your organization?
11. Use Handout #1 (Do You Work in the Land of NO?) to assess your healthcare organization. Evaluate your group's scores and discuss the results. Any surprises? What needs to change? Does anything require management's attention?
12. What is YOUR role in changing the Land of NO where you work? Is there anything you can do to contribute to more positive problem-solving, flexible policies and procedures, and solutions that work for everyone? Review and discuss Handout #2 (Creating a World of YES Wherever You Are) for additional ideas.

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HANDOUT #1

Do You Work in the Land of NO?

Read the below statements and decide whether or not it describes your working environment. Select YES if the statement is generally true and accurate or NO if the statement is not.

YES NO

- | | | |
|-----|-----|--|
| ___ | ___ | 1. New ideas are welcomed and appreciated where I work. |
| ___ | ___ | 2. Taking initiative to change things for the better usually wins support from others in our organization. |
| ___ | ___ | 3. Usually, it is easy to get ideas and recommendations approved where I work. |
| ___ | ___ | 4. Questioning the status quo is encouraged at all levels in our organization. |
| ___ | ___ | 5. Trying new things, launching pilot projects, and conducting experiments are regular parts of how we operate. |
| ___ | ___ | 6. Risk-taking is typically encouraged. A certain amount of failure is accepted as a part of how we grow. |
| ___ | ___ | 7. Most everyone operates by the unwritten motto: “Find a way to say YES.” |
| ___ | ___ | 8. Organizational leaders set the tone for the rest of us; seeking input from all levels, giving new ideas fair and timely consideration, and keeping red tape to a minimum. |
| ___ | ___ | 9. Coworkers and teammates are usually open to new suggestions. |
| ___ | ___ | 10. Organizational policies and procedures are flexible enough to allow for exceptions and are changed when they impede innovation and adaptability. |
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___ ___ **TOTALS**

Scoring:

If you answered YES to all ten statements, congratulations! You are very fortunate. You don't work in the Land of NO.

The more NOs you indicated, the greater the existence of negativity in your healthcare workplace and the harder you'll have to work to find a YES for your projects, ideas, and proposals.

If you answered NO to one to three statements, your organization is a pretty positive place to work. There is a minimal amount of negativity to deal with.

If you answered NO to four to six statements, your healthcare workplace is a mixed bag: some negative elements counterbalanced by some positive elements.

If you answered NO to seven to ten statements, it's pretty hard to find much to be positive about. Negativity dominates your corporate culture. You definitely work in the Land of NO. Tips and strategies in this program will be especially helpful to you.

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HANDOUT #2:

Creating a World of YES Wherever You Are

While we are looking for more YESes in the Land of NO where we live and work, we need to remember that others may want a YES from us. How can we contribute to transforming the Land of NO into a World of YES? What can we do to find ways to say YES more often?

Look for what you like in people, places, situations, and ideas.

For many of us, our inclination is to notice what we don't like. It's simply a habit. And habits can be changed. Make a point to actively look for what you like, both at work and at home. Say, “YES, I like that,” more often.

Piggyback on other people's YESes.

Instead of saying, “YES, but...,” learn to say, “YES, and here's how I can see that working,” or “YES, and here's how I can help make that idea or project even better.”

When you feel the urge to say NO to someone, stop yourself, take a break, and reflect before you speak.

Why are you saying NO? What is getting in the way of saying YES? Have a conversation with the person asking for YES and share your concerns; see if he or she can address your issues to help change your NO to YES.

Model the behaviors you seek from others.

If you want others to do their homework before bringing you an idea, do the same with them. If you want coworkers, family members, and friends to say YES to you, look for opportunities to say YES to them. Remember: What goes around comes around.

Be resourceful in finding ways to say YES.

Don't hide behind policies or tradition to say, “NO, it can't be done,” or “NO, we've never done that before.” It's easy and safe to say NO — it takes courage to say YES. Be courageous. If someone has a good idea, help them make it happen.

Recognize others who are positive influences in the Land of NO.

Tell them how much you admire and respect their can-do attitude. Express your appreciation for all the ways they say YES. Let them know how much you enjoy being around them and/or working with them.

Whether your Land of NO is at work, at home, in school, in personal relationships, or in your community, you can make a significant difference in lowering the level of negativity. Your YESes will add up. Other YESes will join yours. YES is contagious; it feels good.

Start now — right where you are. Find more ways to say YES.