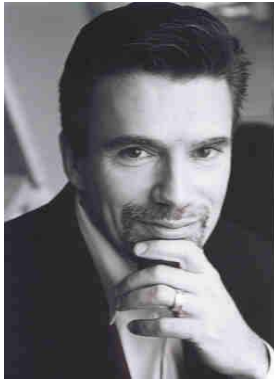


Leslie Nolin-Izzo

From: info@theizzogroup.com
Sent: Tuesday, March 04, 2008 11:32 AM
To: leslie@theizzogroup.com
Subject: Renewing the Heart of Healthcare - Volume 3



Reflections from Izzo: The Art of Presence



Serving patients and serving employees as leaders have many commonalities. Both patients and employees want to know both that we are competent but also that we care. Research studies show that when employees feel their leaders care about them as people and when they feel that leaders value them, they are more committed, more engaged, and more likely to stay. Patients and family members express very similar sentiments. Studies consistently show that “compassionate care from nurses and staff” is the single biggest factor in achieving high levels of patient satisfaction.

One of the most intriguing and overlooked dimensions of “compassionate care and compassionate leadership” is the art of being present. Some research suggests that the average physician interrupts the patient within eighteen seconds of the patient speaking. Considering the role which patient reporting of symptoms has on proper diagnosis that statistic is quite disturbing. That aside, consider the impact of not truly feeling listened to has on patients feeling valued and cared about. As a leader myself, I couldn't help but wonder how much time the average employee speaks before their manager interrupts them?

In my first career as a minister I spent a great deal of time visiting the sick and the elderly. I will never forget the first time I realized the role presence played in healing people. While interning as a hospital chaplain I was making rounds on patients late one afternoon. The man I was visiting told me that I was by far the best visitor he'd ever had. After thanking him, I asked him what made me so “good?” “Well he said, you are the only one who doesn't look at his watch while visiting me.” Before your admiration for me grows too large, I must confess that my watch had stopped working that morning. Still the lesson was not lost on me: When we are truly present people feel loved.

The art of listening and conveying presence to another person is not something most physicians, nurses or leaders ever learn. We have lots of instruction on how to communicate to people but comparatively little on how to express caring through presence. Presence requires intentional practice and often takes years to develop. In our training sessions on patient satisfaction we need to teach people the importance and the technique of being present and of listening deeply (even when we have small amounts of time). It is not about taking more time (which is often in short supply for health care practitioners and leaders) but in being more present when using our time. What I have discovered is that this same lack of presence which plagues us at work haunts us after hours as well. Our children and spouses may also feel that we are not really present.

During these next few weeks, practice being more present with others. When tempted to speak and interrupt, catch yourself and listen more. Practice keeping eye contact with people and when you find yourself multi-tasking or sending messages of distraction, catch yourself and come back into the moment. One simple technique is called “bracketing” which is that whenever you are with someone and you find yourself becoming distracted by a thought which keeps you from being present, consciously “bracket” it or put it aside to focus on the person in front of you.

When leaders and health care practitioners learn the art of presence, the results can be stunning. Over the last year I have been working with a gifted health care CEO coaching her on the art of being truly present. Over a one-year period, the impact that she has on others, both employees and patients has grown in exponential ways. Many people have told me what a profound difference they have seen in her and she too has experienced a qualitative shift in how she relates to others and how they respond to her.

So get busy practicing or better yet, get busy just being there and listening deeply. You might just find a profound shift in your relationships with others at work and beyond.

Be well and keep up your important work.



The Five Secrets...a best seller

Dr. Izzo's Book *The Five Secrets You Must Discover Before You Die* has hit best-seller lists in Canada and the United States. The book is in its fifth printing after being out for only two months! Many people are buying the book as a gift for clients, as a gift for friend, and several school systems are considering the book as required reading for Grade 12 students. Get your copy today and pass on the word to others.

The Five Secrets... reviewed along side the movie "THE BUCKET LIST" starring Morgan Freeman and Jack Nicholson.



Listen-up TV reviews the movie and talks with Dr. Izzo about "the five secrets" in his newest best seller and the hit TV movie - (CTS TV across North America— www.listenuptv.com)

Compassionate Care Workshops: The Izzo Group has developed a one day workshop on Compassionate Caring designed for health care practitioners at all levels. The unique workshop, designed by physicians and nurses, helps participants explore three elements of Compassionate Caring: Care for the Self, Care for Each Other (team members) and Care for the Patient/Families. The workshop combines self-exploration, techniques for both self-care and care of patient, as well as re-connecting practitioners to the experience of patients and families. It can be conducted with in tact teams or cross-unit groups. The workshop has been piloted at two large hospitals with great results. The workshop is designed so that an organization can be trained to deliver it through internal trainers. If you want more information on this program, contact leslie in our office at the e-mail or telephone number below.

Compassionate Care Audio-CD We have recently produced a sixty minute audio CD with ten reflections by Dr. Izzo on how to become a more loving person and to build loving relationships. The CD has numerous health care examples and is great both for personal reflection and for use at staff meetings for reflection and/or discussion. It covers topics such as the value of listening, choosing to love others even when you don't feel love towards them, and the impact our words and actions have on others. The CD retails for 16.95 and is available by e-mailing us.

Dr. Izzo at Greenleaf Conference: Dr. Izzo to Open 2008 Servant Leadership Conference

Dr. Izzo will be the opening keynote speaker the annual Greenleaf Center Conference on Servant Leadership in Indianapolis in June, 2008. He will also present a day long pre-conference session. It is a great opportunity to meet other leaders from great companies around the world and a rare opportunity to hear Dr. Izzo at a public event. "Each year many of the participants at the Servant Leadership Conference are from health care so this is a great opportunity to network with like-minded colleagues from within health care while gaining ideas from other industries at the same time." - John Izzo

Health Care Leaders Need to Practice Tough Love - Surveys of nurses in the United States and Canada

show that one of the top stressors for nurses are "toxic" colleagues who dampen the spirit of the team and/or who are not pulling their weight. In these same surveys, nurses say that the primary problem is that "leaders are not addressing these problem people." One of the challenges for health care managers is that many of us are natural caregivers which may mean that we are good at taking care of others but not necessarily courageous in our willingness to give honest feedback. We may have a tendency to make excuses for people or to "soften" the feedback we give employees. The paradox is that by being soft we wind up failing to take care of those who are working hard and who bring a good attitude to work each day. What's more, we inadvertently enable people not to grow and develop. Giving courageous feedback begins by re-framing the act of giving feedback. Our willingness to constructively and honestly confront may be just the catalysts someone needs to change. We cannot expect to be thanked (at least not often) for providing honest feedback but sometimes years later we discover that our feedback was a catalyst for change. We must recognize that as leaders our short term need to be liked must not overwhelm our long term need to gain respect. Identify a few people on your team who need some courageous feedback. Remind yourself that you owe it to them and to the team to be give that feedback in a straightforward manner. While there are often reasons why people

behave in a certain way, leaders have the responsibility to speak the truth and to help people overcome those reasons rather than simply accept them.

Upcoming Nurse Week Event The month of May is a time when healthcare sets aside a week for celebration, education and appreciation. In past years, Dr. John Izzo has been the keynote presenter for a variety of hospitals, health centers, health regions, health systems, nursing associations and federations. With the likes of AARN, AANA, NNONE, AWONE as well as the Mayo Clinic, Providence Health System, The Benedictine Health System, Kaiser Permanente and a regions across Canada Dr. Izzo's has spent the past seven years delivering programs to Nursing Audiences globally. His programs ignite appreciation for the people who have dedicated their lives to helping and healing. This year Dr. Izzo will be presenting for the American Association of Occupational Health Nurses in Salt Lake City May 1st 2008. If your health organization is planning an event let us know if we can assist you in creating a memorable program.

Thank you for taking the time out of your busy schedule.



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