



***Wired to Connect: Focused
Relationship Skills that Promote
Extraordinary Service & Increase
Patient Safety***

Lolma Olson
President
Sage Consulting

2:00pm – 3:15pm
Tuesday, November 18



Wired to Connect: Focused Relationship Skills that Promote Extraordinary Service and Patient Safety

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Focused Relationship Skills

- **People want to connect**
- **Lolma's Theory**
- **Relationship skills, just as clinical skills—can be learned!**
- **Engage and motivate staff through simplicity and open their hearts**
- **Find out who your staff is—by suspending judgments and believing they can learn these skills.**

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Appreciative Inquiry Model

- **Appreciative Inquiry Approach: possibilities, vision-led, generative thinking, glass half-full, self- and group-directed**
- **What is working around here? What is best about you? What is best about our unit/department? What is best about our organization? What is great about our co-workers? What is great about our patients and their families?**

Appreciative Inquiry

Appreciative Inquiry is an exciting philosophy for change. The major assumption of Appreciative Inquiry is that in every organization something works and change can be managed through the identification of what works and the analysis of how to do more of what works.

Sue Annis Hammond: "The Thin Book of Appreciative Inquiry"

First Touch® : Building Connections

The Philosophy: *Taking the best of who we are and connecting with the best in the people we serve.*

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Heads, Hearts, Hands Theory®

Sage Consulting™
Specialists in Organizational Transformation

HEADS	HEARTS	HANDS
Values Beliefs Thinking Concepts	Inner Life Motivation Feeling Stories	Behaviors Actions Skills Tools

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Three Kinds of People

- **Good and need even better relationship skills**
- **Shy and need coaching**
- **Resistant and need to be held accountable and/or counseled out, moved to another position that doesn't require these skills or let go**

What Have We Learned?

- **Simple concepts are best**
- **Use concepts that touch the heart and make sense**
- **Don't start with the skill set, start with "Motivating Hearts"**

What Have We Learned?

- Importance of storytelling and how it works
- If you do this right, staff will rarely need their Service Recovery skills
- Patients will stay safer

First Touch®: Building Connections Concepts

- Presence
- Practicing Touch
- Suspending Judgment

Relationship Skill Set

- Hello
- Retouch
- Handoffs
- Goodbyes

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Questions for Audience Discussion

- What thoughts do you have about these ideas?
- What do you like about what I've said?
- What do you want to know that I haven't covered?

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Let's Practice the Skills

- Choose someone in the room that you don't know
- Find a way to get to know them personally and note what question/s you ask to get to know them
- Now—act as if you're a caregiver and talk about what will happen during your shift or the interaction
- Discuss as a large group

Questions and Answers



How to Contact Sage Consulting

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