

# In the Unlikely Event of an Unscheduled Water Landing...

*Soft Skills for Hard Times*

## Alabama HIMSS

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*Presented by:*

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In this one-hour session we will discuss:

- Changing work environment
- Work habits preventing personal growth
- Boosting productivity and job satisfaction
- Managing events before they manage you
- Controlling time robbers: Interruptions, procrastination, and clutter
- Developing a personal flight plan for self-improvement

# Changing Times

*“The only people who like change are babies with dirty diapers.”  
Kay Weir, Volunteer Coordinator, Saint Luke’s Hospital of Kansas City*

## Does this sound familiar?

**“Our employees are our most valuable asset.”**

**But what happens to employees in financially hard times?**

**Are employees really a valuable asset or are they an expensive liability?**

**Do you ever feel like you’re just a number on a spreadsheet?**

## Changing Work Culture

### Old Model

- Worked for companies
- 40 hrs. / week
- Job security
- Office environment
- Stability & Loyalty
- Communications:
  - Telephone
  - Face-to-face (Meetings)
  - Memo
  - Messages

### New Model

- Working for ourselves
- 50+ hrs. / week
- Employability
- Telecommuters
- Constantly changing
- Communications:
  - E-mail
  - Teleconference
  - Cell phone, Pager
  - Voicemail

## Barriers to Change

**Some people adapt more readily because of their optimistic response to adversity. Fear paralyzes us.**

***Constant change is here to stay.***

# Personal and Professional Growth

*“It’s your attitude, not your aptitude that determines your altitude in life.”*

*– Ed Foreman*

## First Impressions

People form an opinion about you in \_\_\_\_\_ seconds.

First impressions set the tone for \_\_\_\_\_.

Watch your \_\_\_\_\_.

## Feedback

*Feedback gives us direction.*

***Feedback is the return of information to the source of a process or action for the purpose of control or direction.***

There is no \_\_\_\_\_ only feedback.

## Persuasion

**Getting others to do what you want them to do.**

**Attitudes that are useful (attract others) include:**

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**Attitudes are useless (repel others) include:**

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*For persuasion to be effective you must gain others trust, your position must make sense (logical), and your position must appeal to the imagination.*

*You increase your chances for compliance when you give a reason why you want something done.*

**Source:** Francis Xavier Muldoon

*Attitude is infectious.*

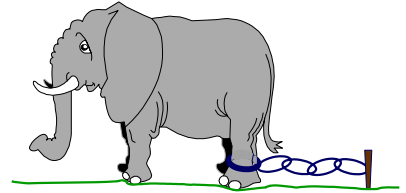
# Boosting Productivity

*“All our dreams can come true – if we have the courage to pursue them.”  
– Walt Disney*

## Effects of Conditioning

**We only achieve new results when we are willing to leave our comfort zone.**

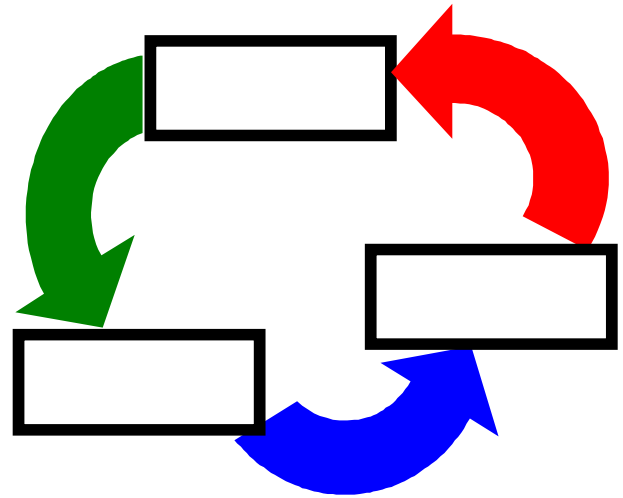
**Remember the elephant!**



When we stay in our comfort zones, we're in a \_\_\_\_\_.

## Effects of Conditioning

**Cause and Effect Model**  
*Source: FranklinCovey*



**Use positive language to change these negative expressions.**

*No problem.*

\_\_\_\_\_

*Don't panic.*

\_\_\_\_\_

*Don't hesitate to call me.*

\_\_\_\_\_

*We don't expect any turbulence.*

\_\_\_\_\_

## **KFC** (...Are we talking about chickens?)

**K:** Know what you want.

**F:** Find out what you are getting.

**C:** Change what you do until you get what you want. **Be creative.**

*Source: How to Connect in Business in 90 Seconds or Less by Nicholas Boothman*

# Managing Events

*“Nine-tenths of wisdom consists of being wise in time.”  
– Theodore Roosevelt*

## Time Management

*Time management is an oxymoron!*

Aha! ☒ The key to managing time is \_\_\_\_\_.

If you fail to \_\_\_\_\_ the \_\_\_\_\_ in your life,  
then \_\_\_\_\_ in your life \_\_\_\_\_ you.

## Planning

*Most people spend more time planning a vacation than planning their life!  
No wonder so many people are frustrated with their lives. Do you know where you are going?*

**Planning is a predetermined course of events.**

**Taking the future into the present to \_\_\_\_\_, and  
necessary for people to control their destiny.**

**Minimize distractions by doing one thing at a time by priority.**

**Reasons (excuses) why we don't plan?**

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- **Because we don't know what is important, everything is important.**
- **Because everything is important, we have to do everything.**
- **Other people see us doing everything so they expect us to do everything.**
- **Doing everything keeps us so busy we don't have time to think about what is important.**

# Time Robbers: Interruptions, Procrastination, & Clutter

*“We first make our habits, then our habits make us.”  
– John Dryden*

## Interruptions

*Recovering from an interruption takes more time than the interruption itself.*

**What types of interruptions do I experience?**

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**What do I currently do to overcome interruptions?**

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## Procrastination

**What tasks do I put off? What am I avoiding?**

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**Why do we procrastinate?**

- Inadequate \_\_\_\_\_
- Fear of \_\_\_\_\_
- Task is inadequately linked to a \_\_\_\_\_

## Clutter

**What are the effects of clutter on the subconscious?**

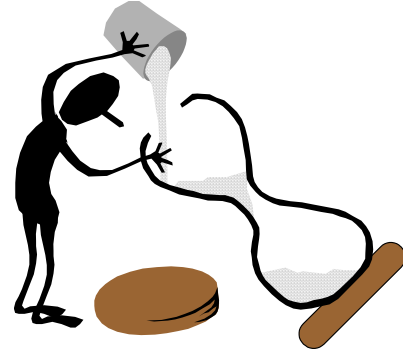
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# Time Robbers: Interruptions, Procrastination, & Clutter

## Ideas for controlling procrastination:

- Break the task into smaller parts.
- Do the unpleasant part first.
- Give yourself an incentive or reward.
- Make a public commitment.
- Avoid perfectionism.
- Just do it.



## Ideas for controlling interruptions:

- Office furniture arrangement.
- Screening telephone calls. (Use voice mail or caller ID)
- Body language. (Maintain work posture.)
- Close office door or hide.
- Reschedule at another time.
- Schedule appointments with yourself.
- A pre-arranged interruption.
- Meet in the other person's office.
- Timing "I only have three minutes."
- Have specific office hours.

## Ideas for controlling clutter:

- Your desk is prime real-estate.
- Only vital or important items on your desk.

### Tools:

- Telephone
- Computer
- Message pad near phone
- Daily planner

### Personal Items:

- Family photographs
- Coffee cup (or water mug)
- Inspirational daily calendar
- Box of tissues



### ***Visual Effects***

55% of communication is nonverbal. What is your office saying? When people are sitting in your office, do you want them looking at your office or at you?

- Take an assessment of your work environment.
- Do you have any visual noise?

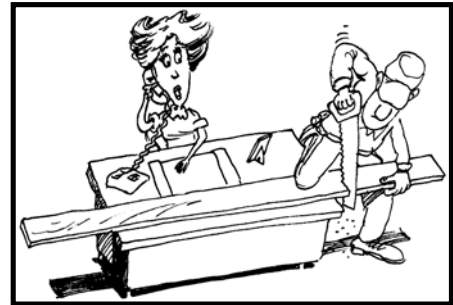
# Developing a Plan for Self Improvement

*Know your mission in life.*

## Home Improvement Project

### Installing a door - Project Phases:

- Having a vision
- Planning (Measure twice, cut once)
- Accepting uncertainty
- Starting (commitment)
- Dealing with the mess
- Making adjustments
- Cleaning up
- Celebrating success!



### Three things I learned today that I will put into action:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Developing an Action Plan

- Visualize yourself reaching your objective
- Get rid of excuses that keep you from reaching your objective
- Create a support system
- Be courageous
- Give yourself a deadline

*Source: A Whack on the Other Side of the Head by Roger von Oech*

### *About the speaker...*

Tom Walsh is the President of Tom Walsh Consulting, LLC and is a nationally recognized speaker. Tom recently co-authored a book entitled Handbook for HIPAA Security Implementation published by the American Medical Association. He also is frequently quoted in healthcare journals and newsletters.

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