

“Communication, Managing Conflict and Difficult Patients”

**Day Surgery Nurses Association
Conference**

Sydney Masonic Centre

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Dot Yam & Associates

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The First Step ...

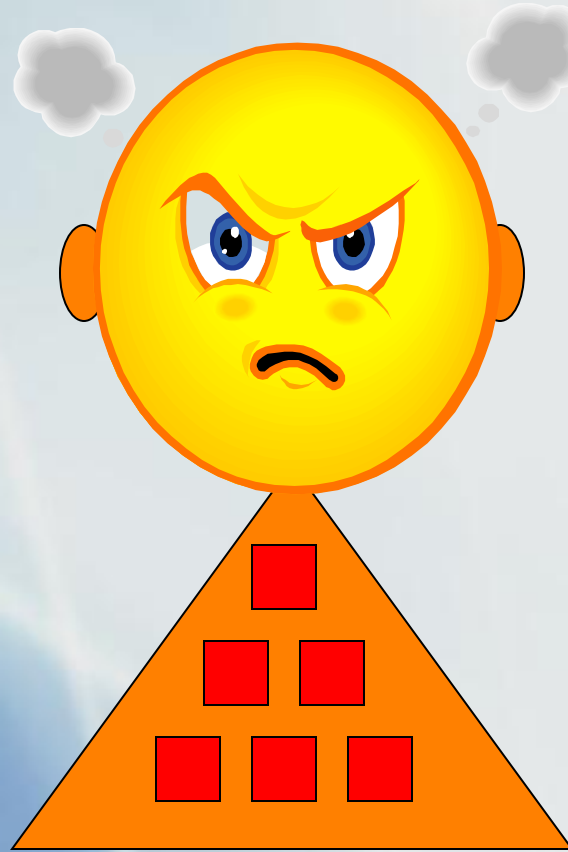
**What gets you out of bed
in the morning?**

**What is it that you
LOVE
about what you do?**

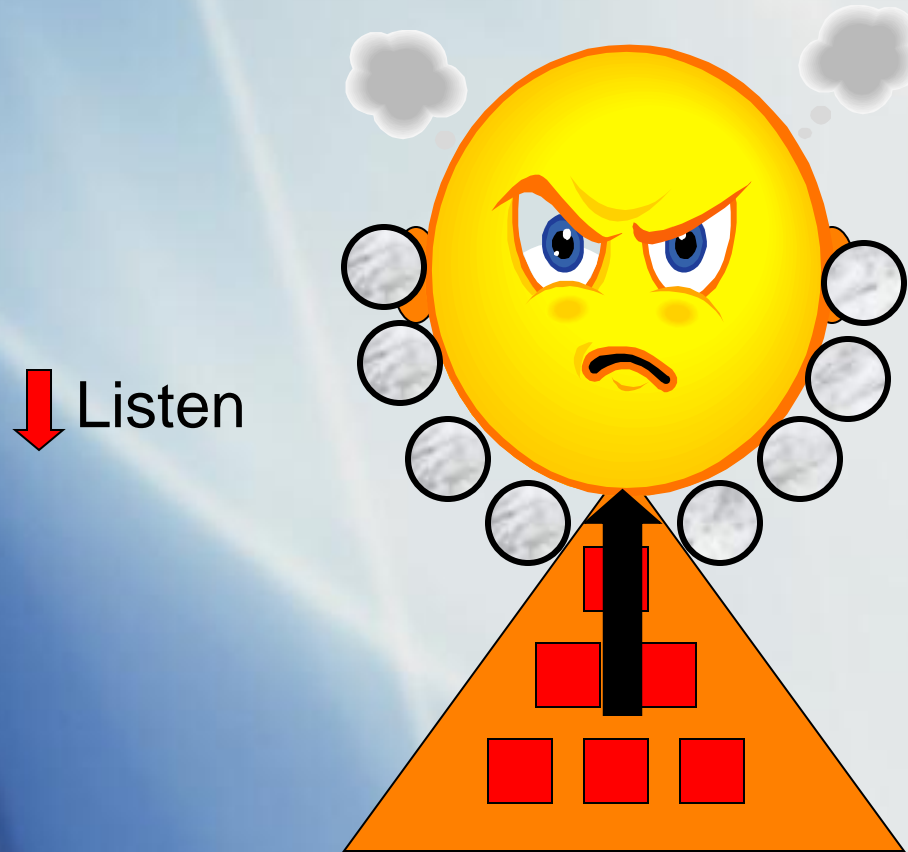
Virtues & Values

- These qualities are at your core, they are valuable to you
- Remember this especially when things feel tough
- Link your purpose to your daily tasks and you'll stand strong in your own skin and be better able to manage emotions...

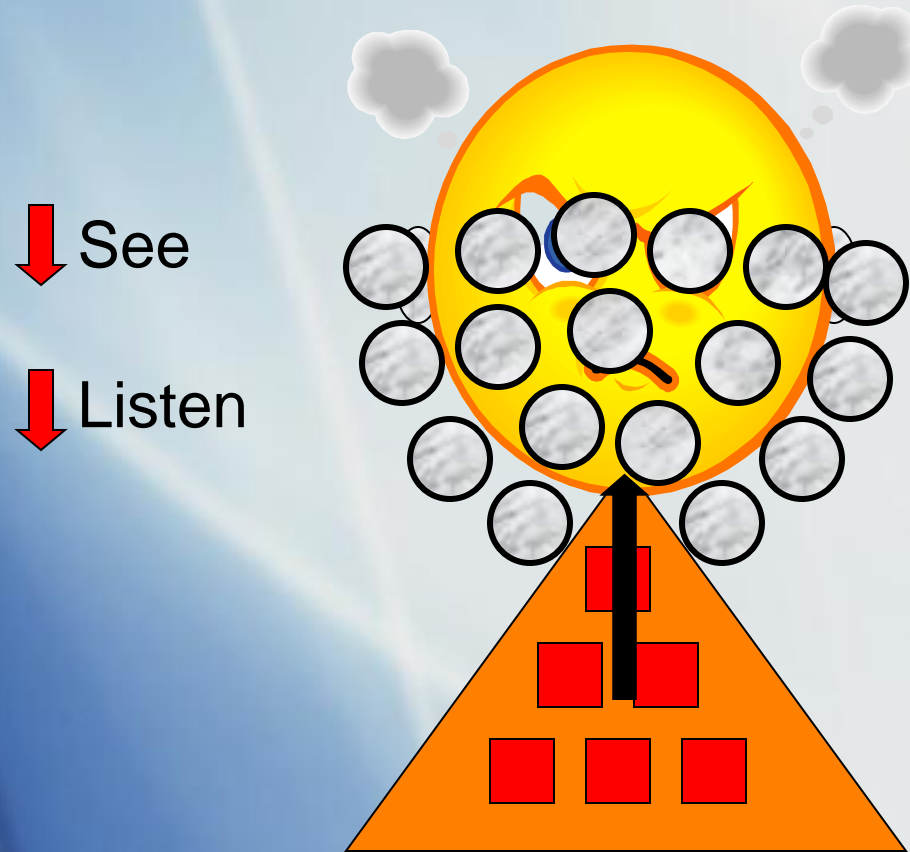
Managing Emotions



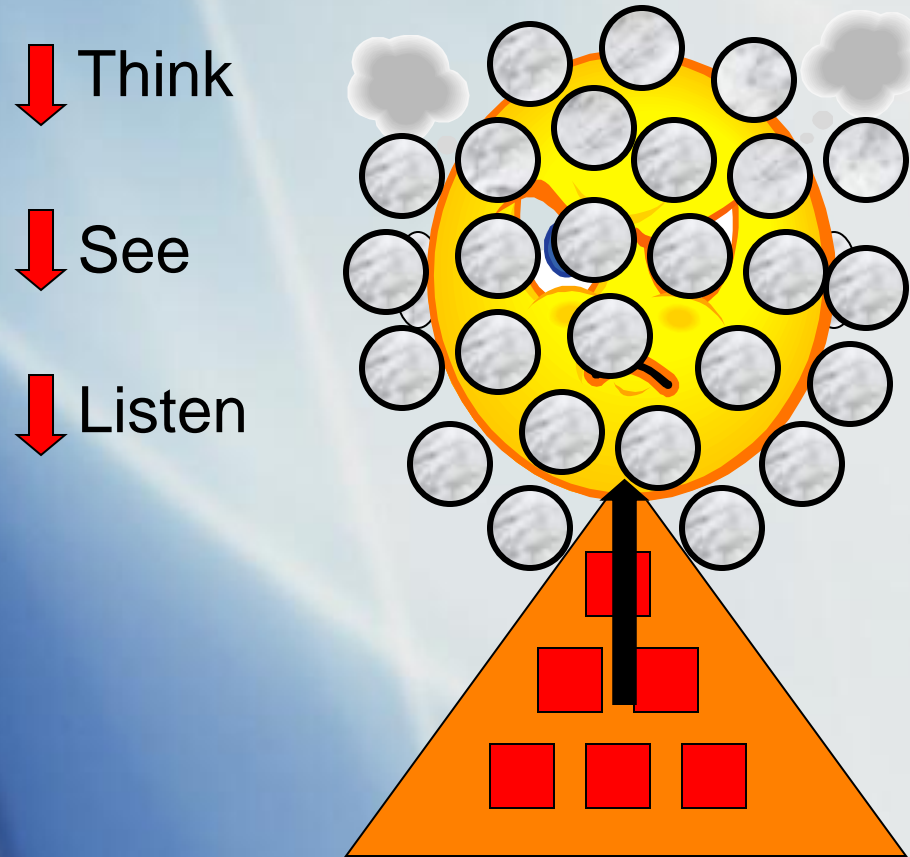
Managing Emotions



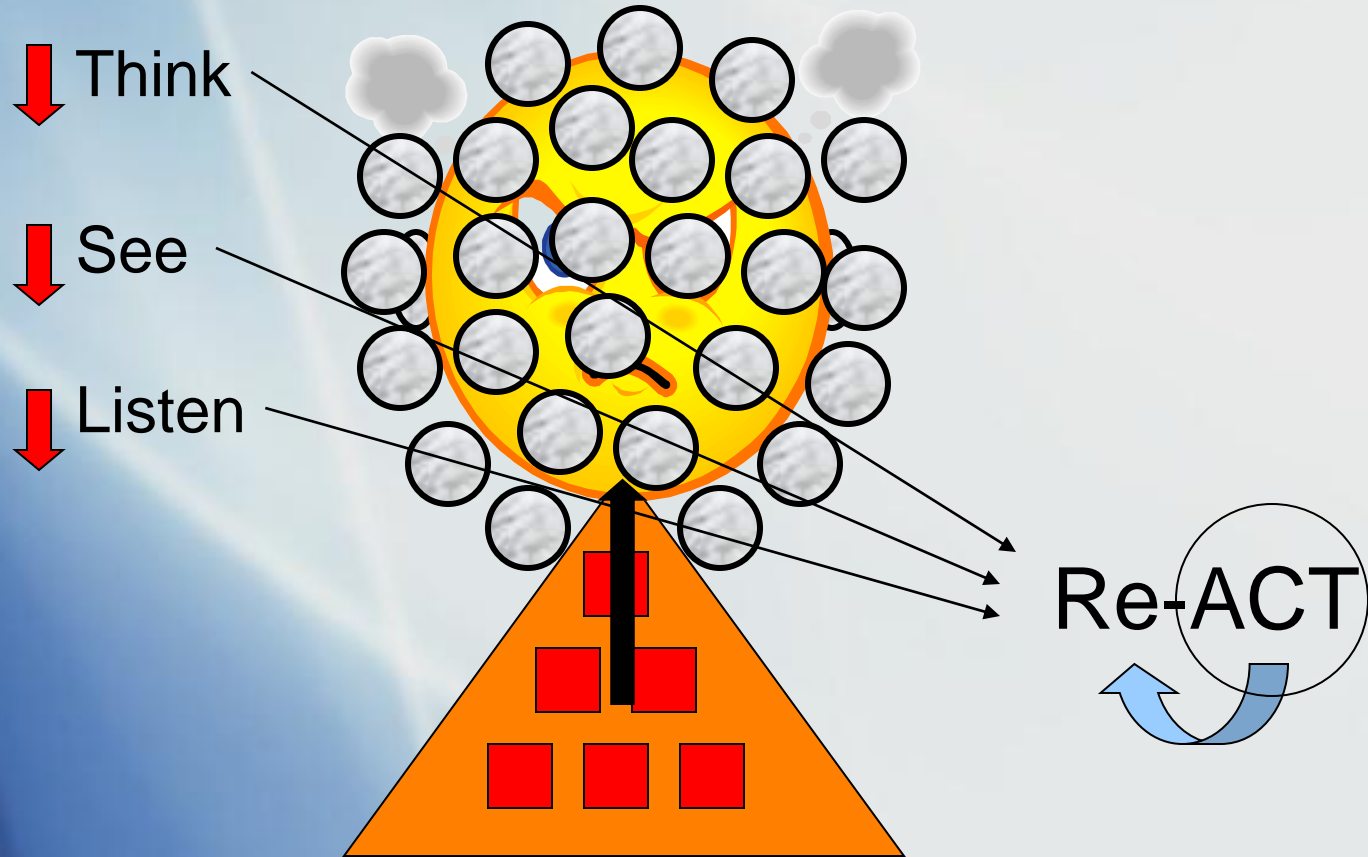
Managing Emotions



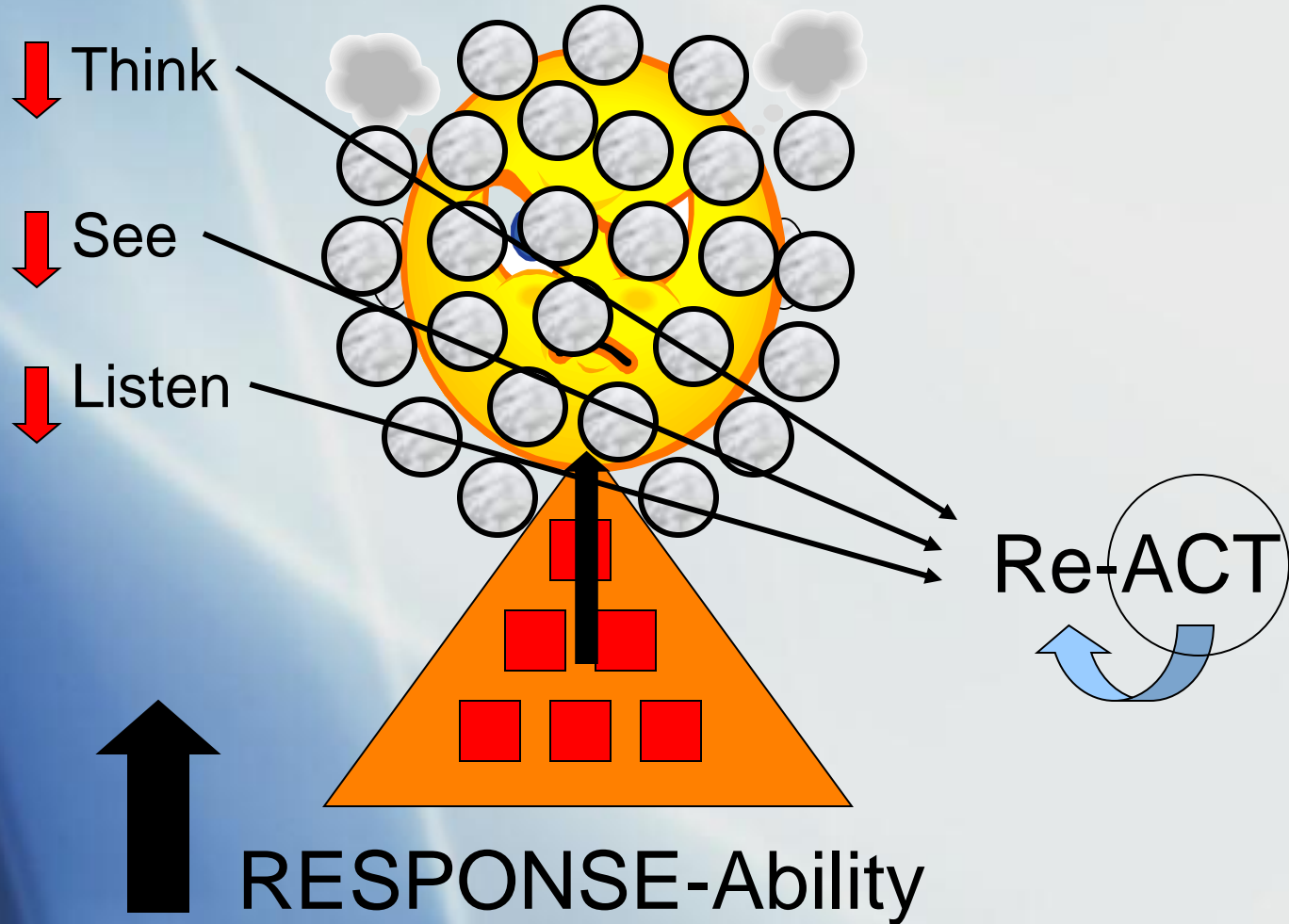
Managing Emotions



Managing Emotions



Managing Emotions





SPACE

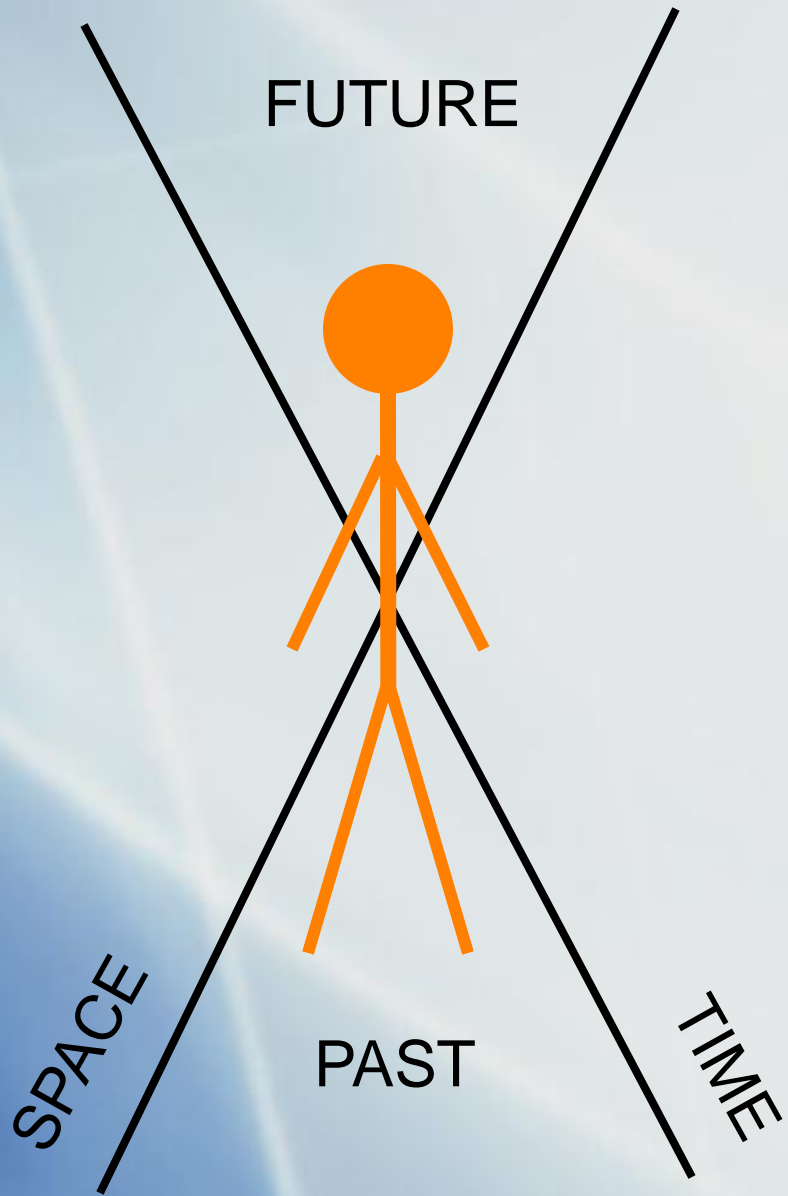
TIME

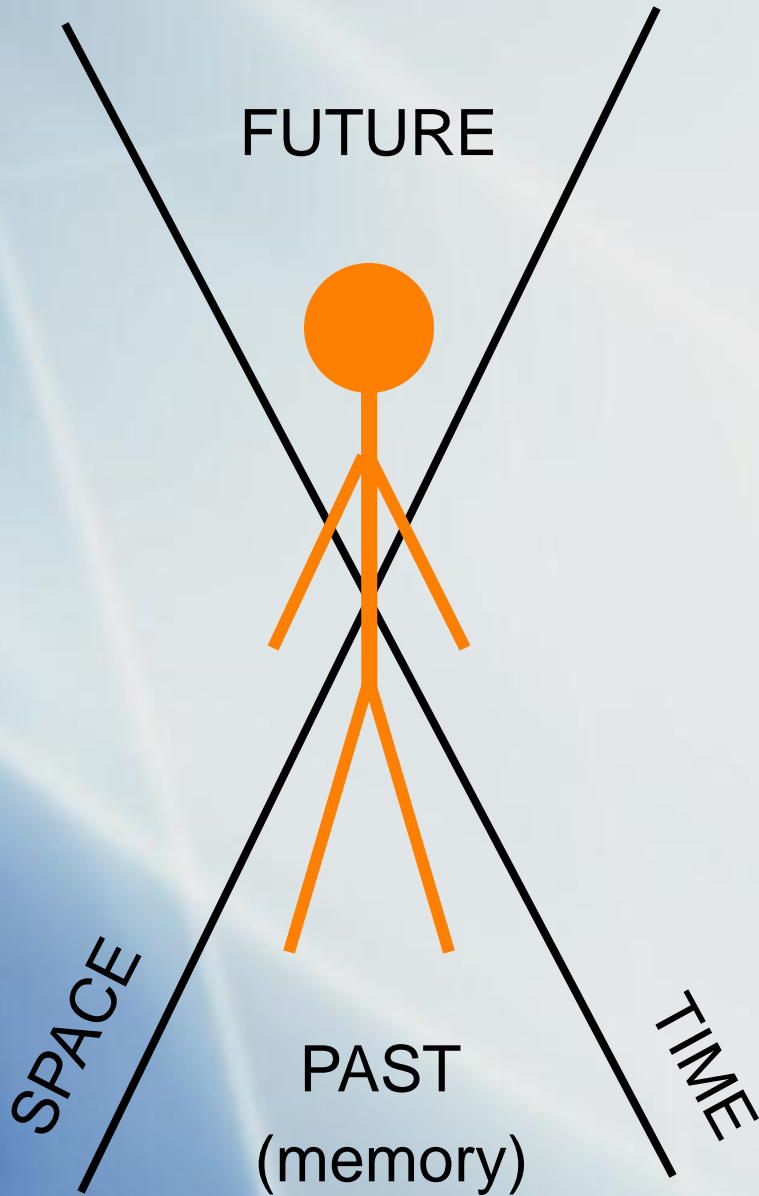


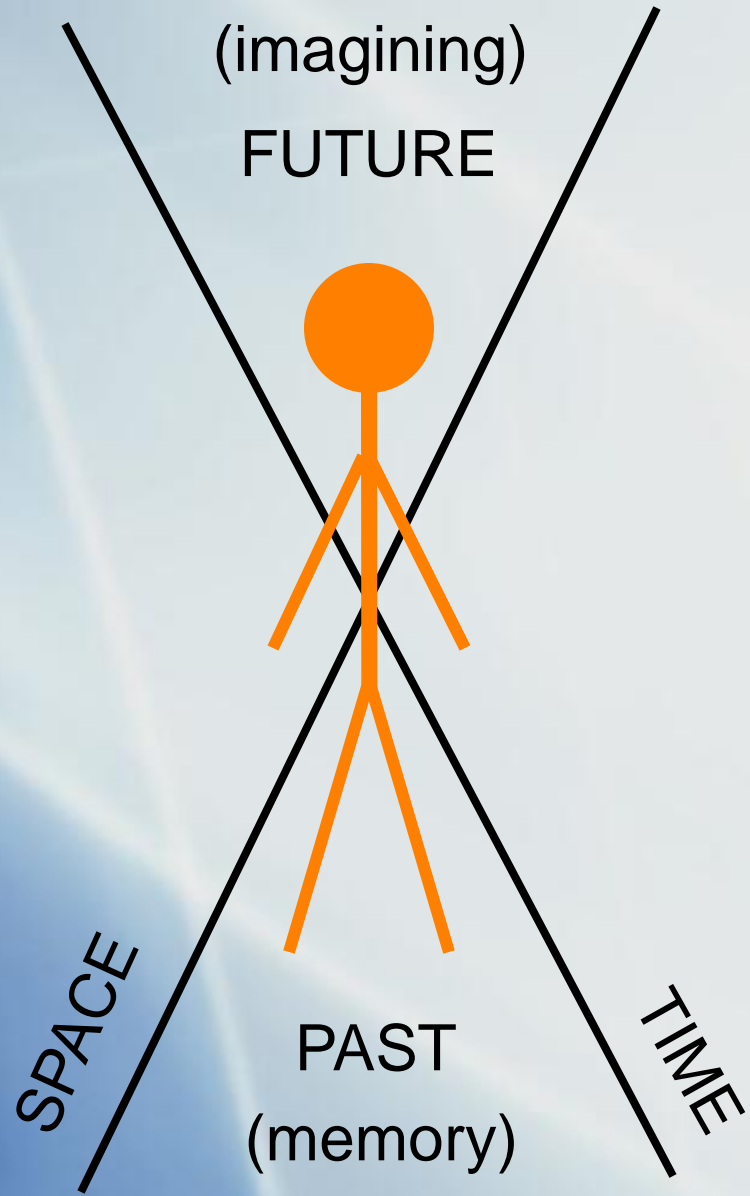
SPACE

PAST

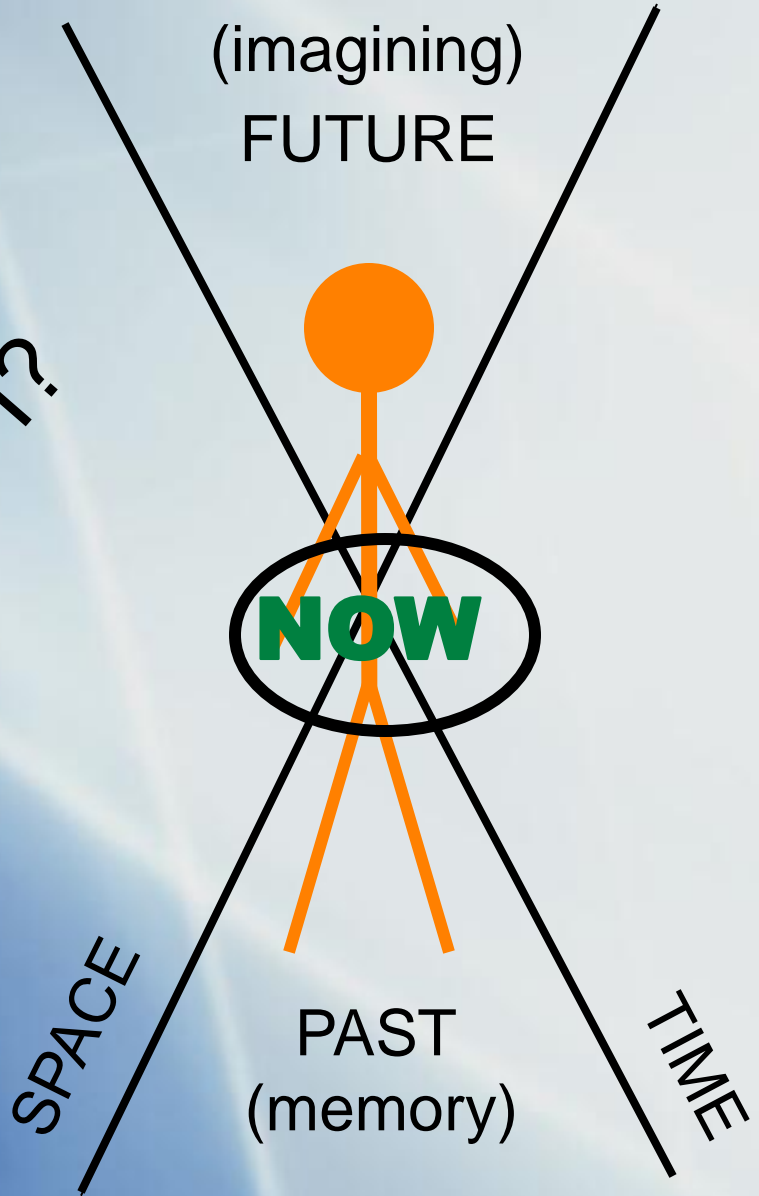
TIME







Where am I?



Managing Emotions

Three steps...

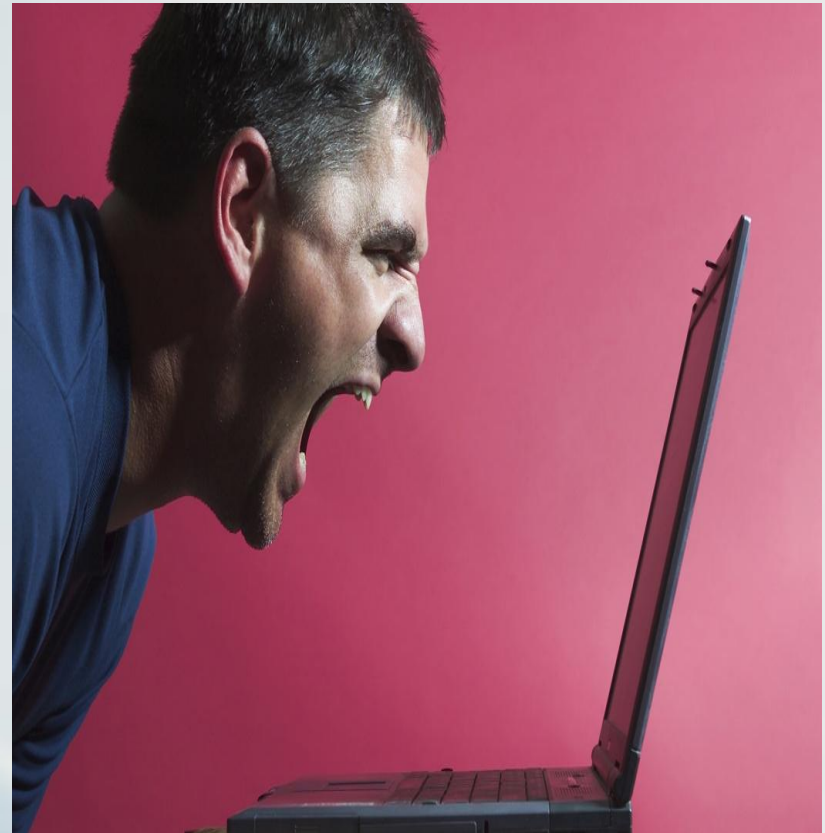
- 1. Notice you had an emotion**
- 2. Where am I?...NOW**
- 3. Choose your RESPONSE**

The Four Empowering Habits

- The **power** to avoid taking anything personally
- The **power** to avoid making assumptions
- The **power** to always act with your best intentions
- The **power** to choose your word, action and interaction

Power 1: Avoid taking anything personally

- **Nothing others do is because of you**
- **What others say or do is a projection of their reality**
- **Don't make a personal problem out of a situation**
- **When you are steadfast & strong you become immune to the opinions and actions of others, you won't be the victim of needless suffering**



Power 2: Avoid making assumptions

- **Avoid mind reading**
- **Find the courage to ask questions and to express what you really want**
- **Communicate with others as clearly as you can to avoid misunderstandings, frustration and drama**

Power 3: Always act with your best intention



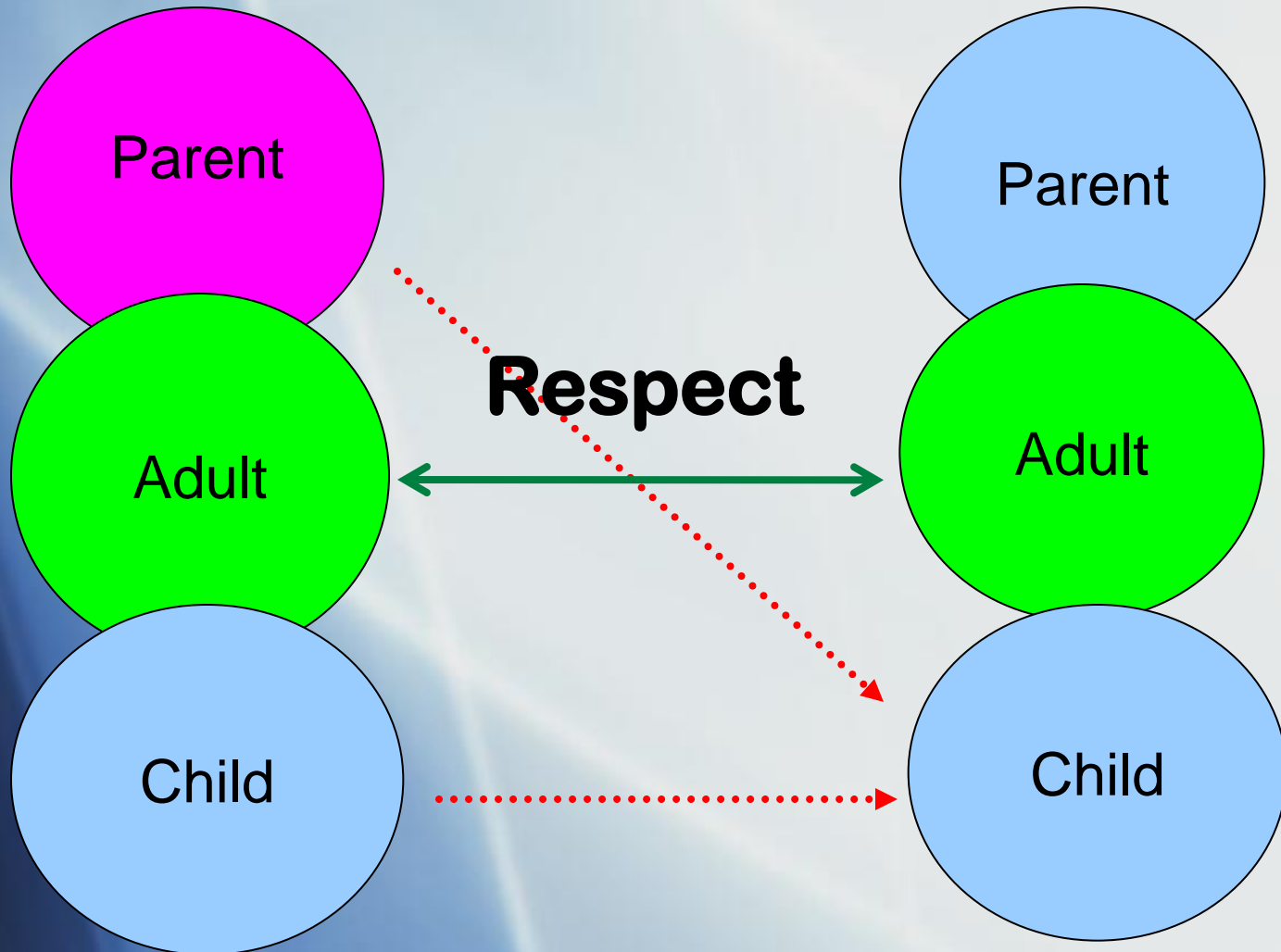
Choose your action with the best intention

- RAS (Reticular Alarm System)
- It is really important that you feel good
- Avoid self-judgment, self-abuse and regret
- Reward the slightest try

Power 4: Always choose your word, action and interaction

- **Say only what you mean**
- **Don't buy into gossip**
- **Use your word/interaction to communicate your authentic self and your best intentions**

NO one likes to be told what to do



The Emotional Pit

- Learn to recognize what happens before what happens...happens!
- Here begins your quest for never-ending-self-improvement
- You get to **CHOOSE...**

Reflect at the end of each day...

- What did I do well?
- What could I do better?

In Summary

1. Notice that you had an emotion:

- emotions are a reporting system
- what was it that pushed your button
- don't fall in the pit

2. Bring yourself back into the NOW:

- by identifying where you are: past/future
- even if the first thing you do is change your physiology

3. Use the Four Empowering Habits:

- pick one per week ... and consciously use it

4. Be a reflective practitioner:

- What did I do well?
- What could I do better?

