Strategies for Professionalism
When Tantrums Aren’t an Option

HCCA Compliance Institute
March 28, 2017
Jay P. Anstine
President
Bluebird Healthlaw Partners, LLC

“A professional is one who does [his/her]
best work when he/she feels the least like working.”
-Frank Lloyd Wright
Know Your Political Landscape.

Commerce with All Nations, alliances with none, should be our motto.
-Thomas Jefferson

Know Your Political Landscape

- Identify the leaders in your organization.
- Develop a sense of "political" self-awareness.
- Identify your leaders' political self-interests.
Build Strong Relationships

Building Strong Relationships

- Establish Rapport.
- Build and Maintain Trust.
- Support Your Leaders.

Use Diplomacy to Influence Behavior
Use Diplomacy to Influence Behavior

• Know your audience.
• Know how decisions are made in the organization.
• Appeal to their interest, not their position.

Challenging Professionalism.

Consulting to Defensive Leaders

1. "Are you crazy? You want us to do what?"
2. "We've always done it this way..."
3. "You just don't know operations..."
4. "You're just an obstacle to me getting ___ done."
5. "Do you know what the ___ I do for a living?"
Overcoming The Defensive

• Be engaged to their business.
• Be empathetic to their challenges and interests.
• Approach your role as a resource and not an obstacle.

Investigations & Difficult Witnesses

Common Characteristics:

• Defensive
• Reluctant to speak
• Argumentative

Overcoming Difficult Witnesses

• Establish rapport/identify root cause of difficulty.
• Approach your role as gatherer-of-facts, not interrogator.
• Don’t return anger; empathize but don’t advise.
Check-in with Thyself.

“Stress is the trash of modern life. We all generate it, but if you don’t dispose of it properly, it will pile up and overtake your life.”

-Danzae Pace

What Causes Stress?

**Self-Inflicted Causes:**

- Failing to prioritize projects;
- Procrastination;
- Not taking the time to plan;
- Failing to delegate tasks to others.
How are you managing your time?

• Identify your most motivated time to tackle the least motivated tasks.
• Can you leverage technology or communication forms to save time?
• Block time on your calendar and honor it as if it were a meeting.

How are you managing your workload?

• Create your “to-do” list based on assigned priority levels (A, B, C,).
• Triage work coming in based on priority level.
• Communicate honestly with others on deadlines/expectations.

How are you managing stress?

• Are there changes you can make to make life easier on yourself?
• Identify where stress is coming from and schedule time to address it.
• What is your system for disposing of stress?
### How are you managing work-life balance?

- How are you prioritizing life (be honest)...is it time to reprioritize?
- Schedule in time for you (perspective, relaxation, constructive project).
- Plan out the following day before you go home.

### Takeaways

- In times of frustration remember we need problems to be employed.
- The real growth in life comes from experiences outside our comfort zones.
- Develop your own support system.

### Develop Your Own Support System

[Image of computer interfaces]