

From Miserable Moments to Courageous Conversations



Miserable Moments

- Angry patients
- Staff you manage
- Coworker interactions
- Awkward conversations
- CEO situations
- Board of Directors
- Personality issues



90 Minute Objective

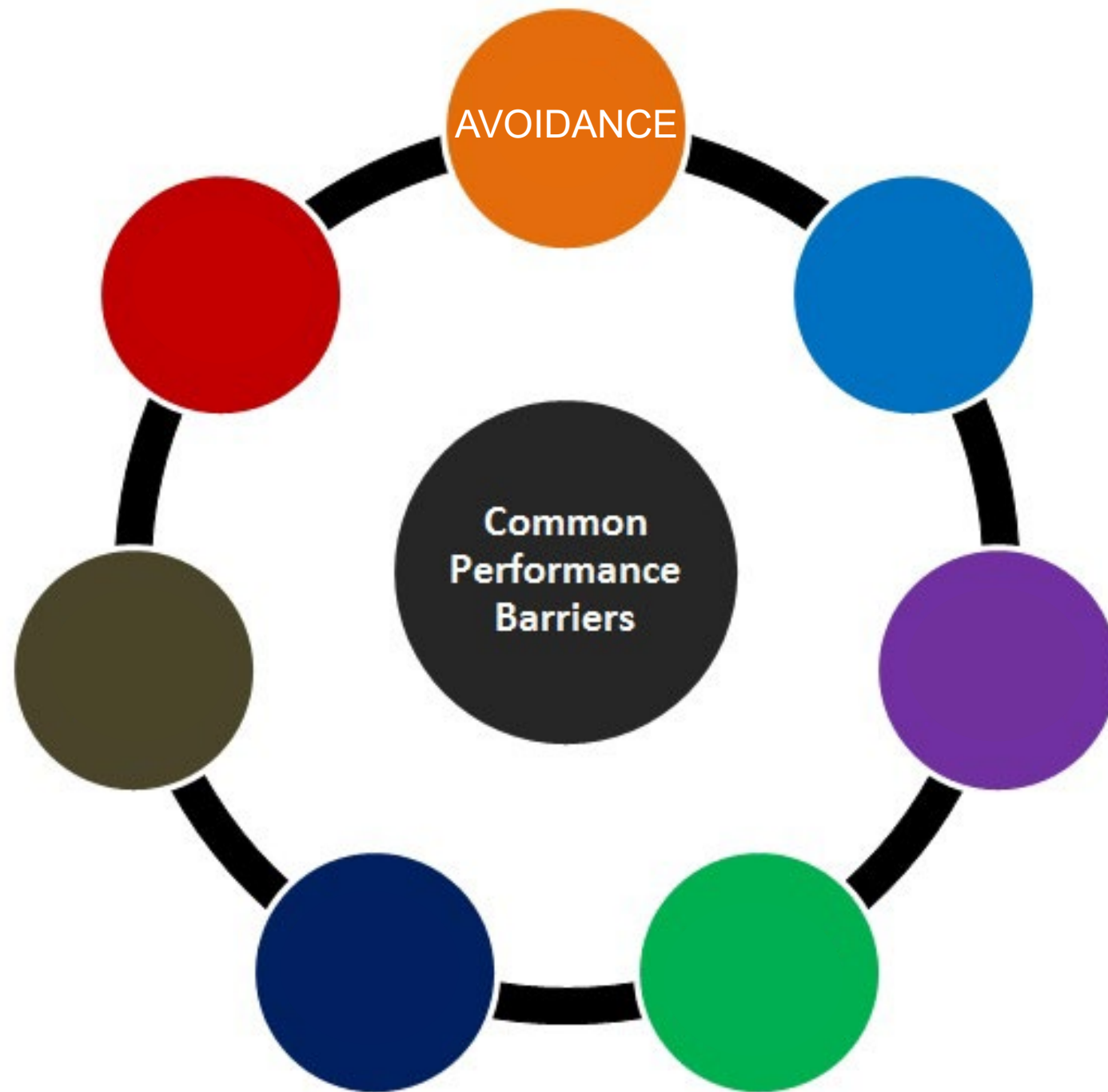
Fine-tuning your ability to have a critical conversation that allows us to identify a problem and improve performance or the get the results you seek.



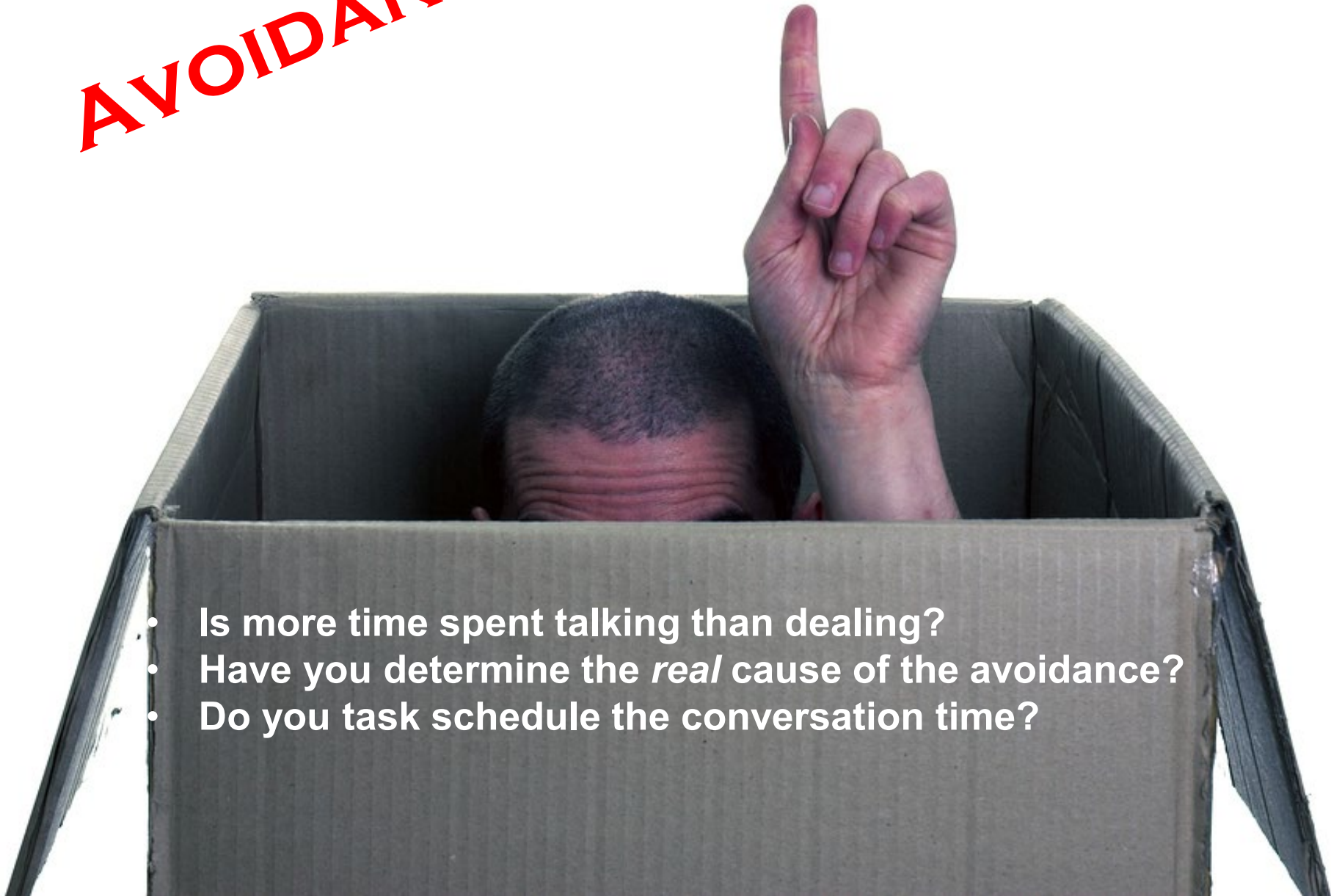
Crucial conversations are part
of a healthy organization

Choosing not to confront issues,

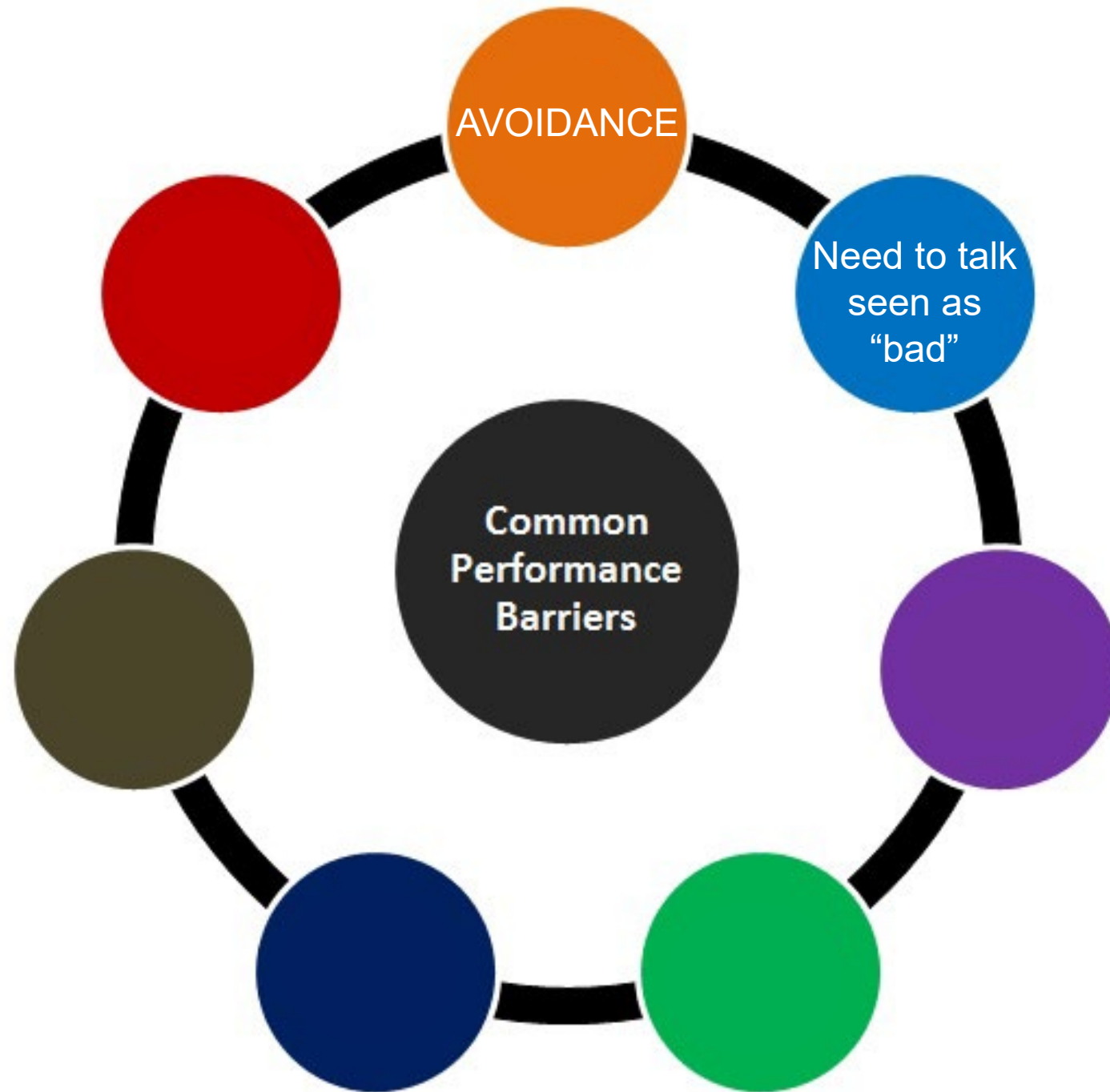
**IS NOT AN
OPTION!**



AVOIDANCE



- Is more time spent talking than dealing?
- Have you determine the *real* cause of the avoidance?
- Do you task schedule the conversation time?



THE NEED TO TALK IS SEEN AS BAD....

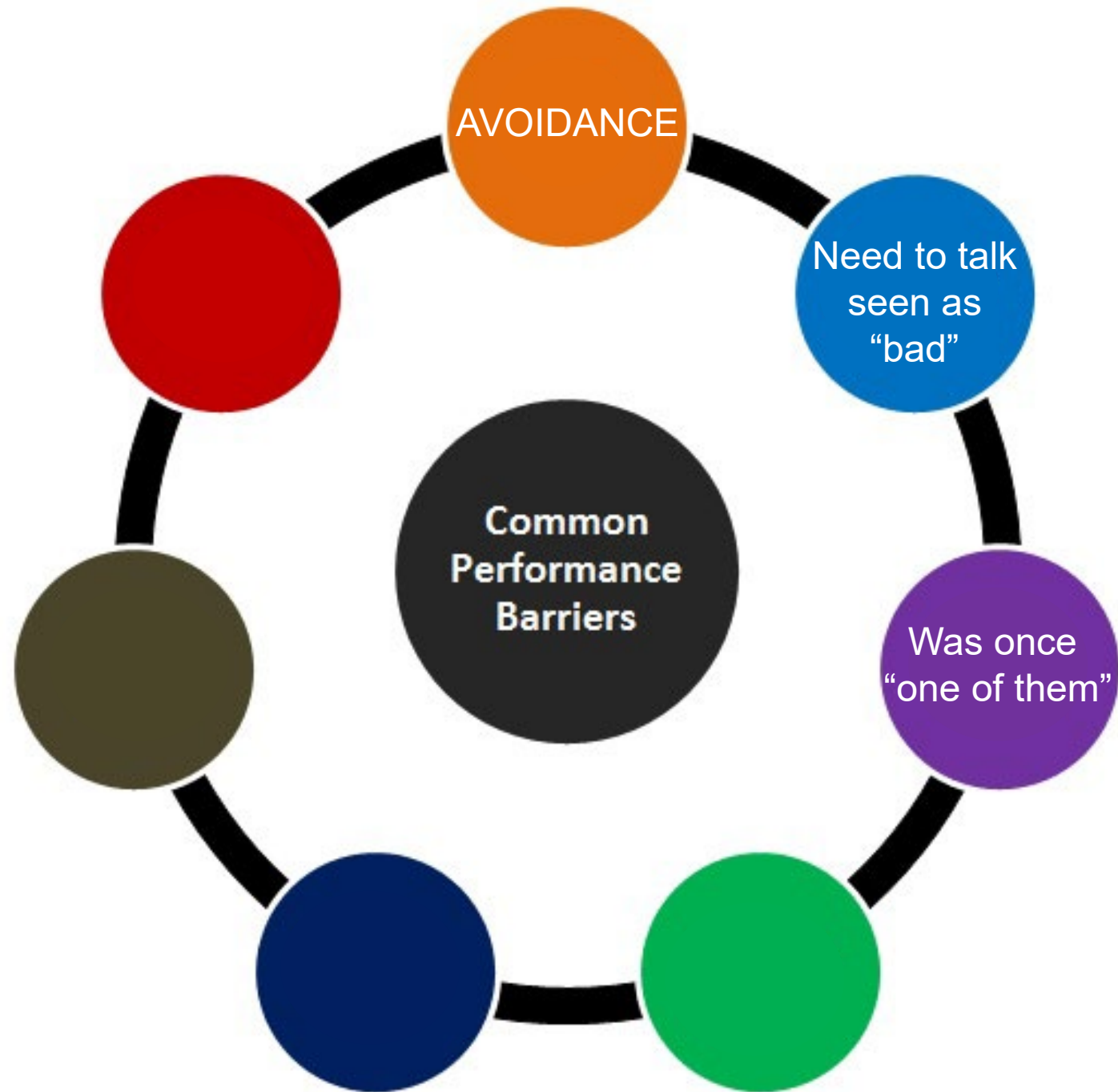
- What is the confidentiality level post-talk?
- Is every conversation discipline based?
- Use the praise formula



Praise Formula

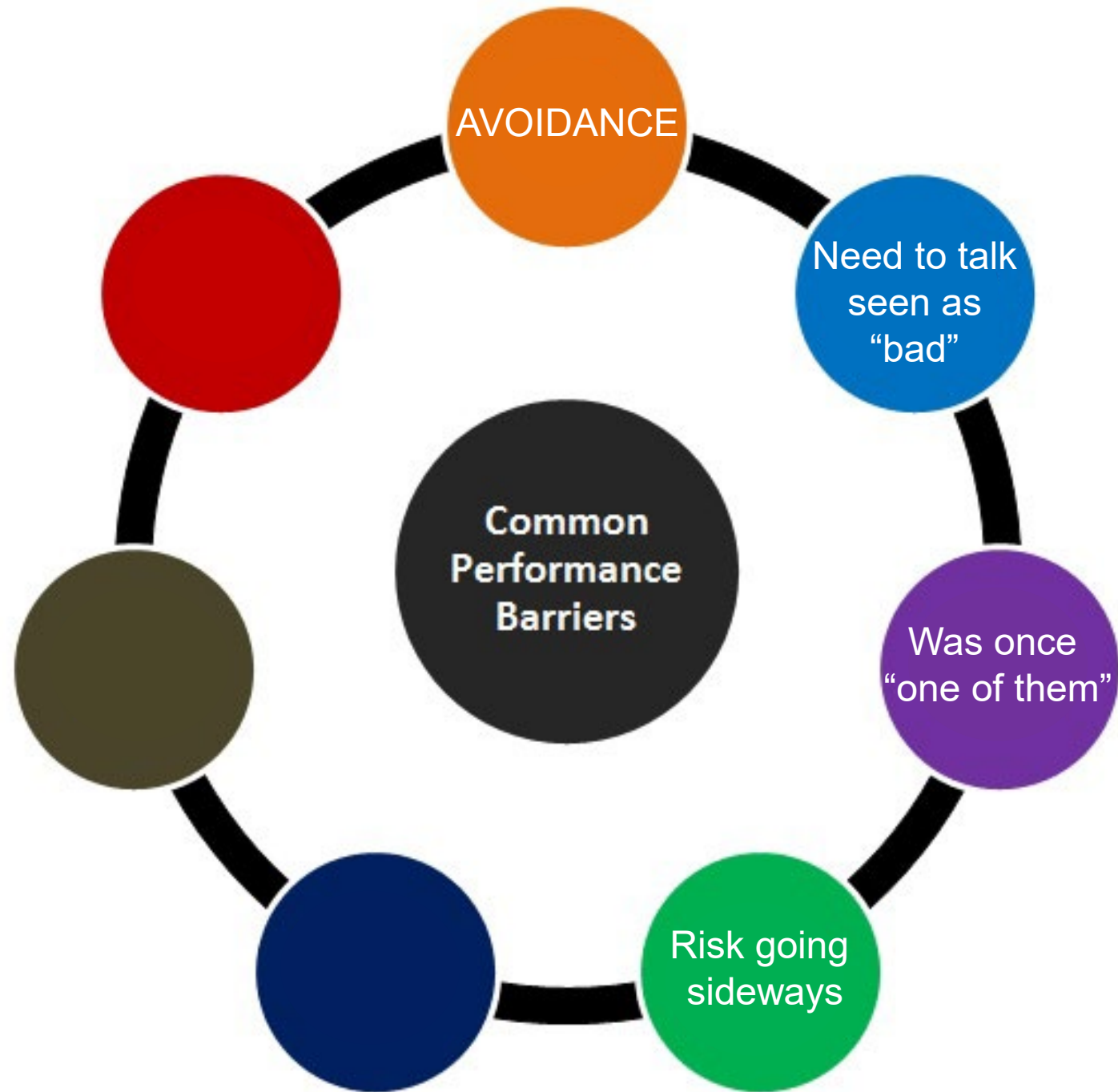
- Like Frosting on Cake
 - Just thick enough
 - Evenly spread
 - Not so much it makes you sick
- Praise formula
 - Name
 - Praiseworthy action
 - Why it matters





WAS ONCE “ONE OF THEM”

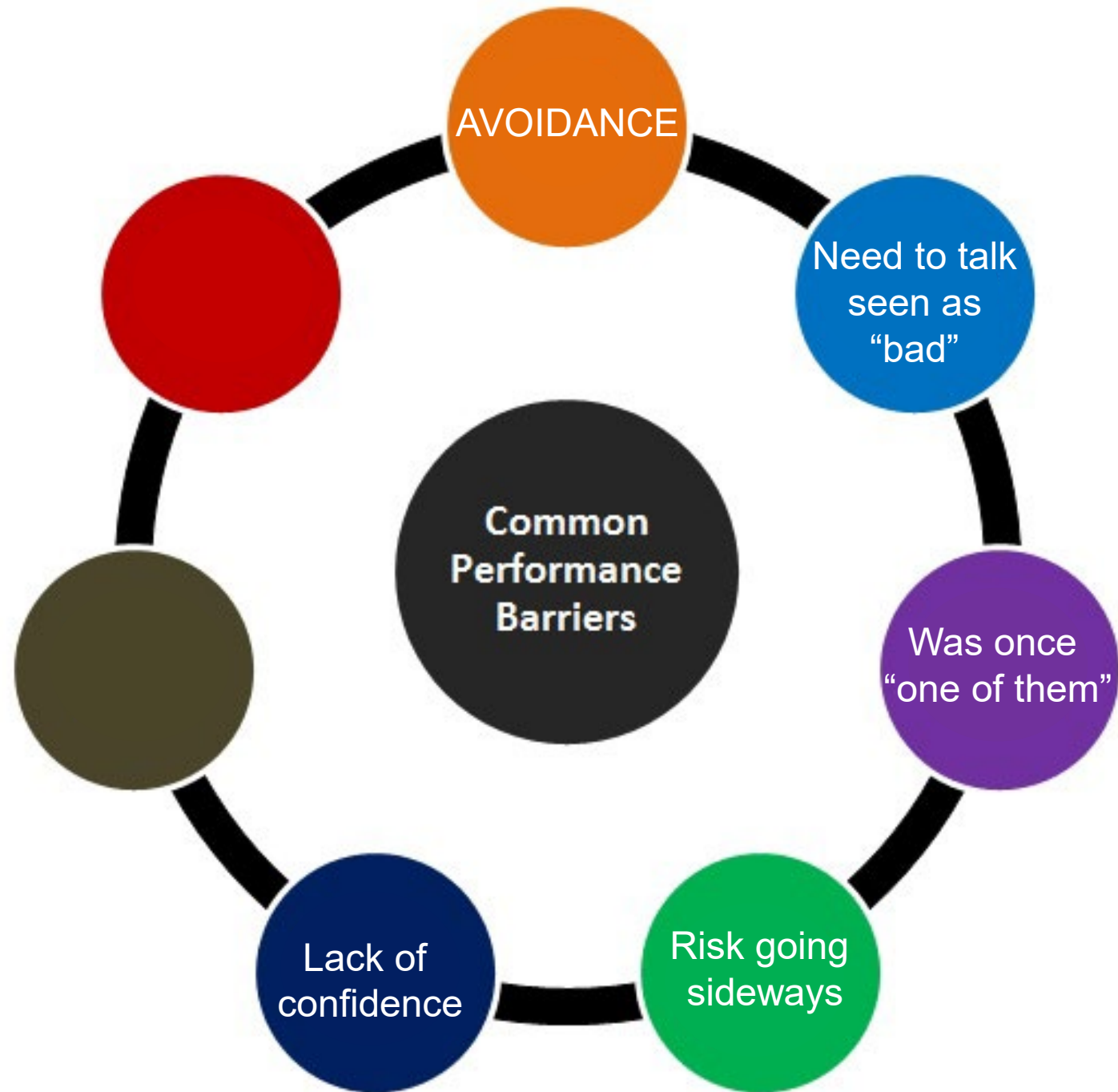






Risk of things going “sideways”

- Level of empathy and sincere concern for the staff member
- Clear communication on desired result post-talk
- Your reputation as a fair and focused leader



Lack of Confidence

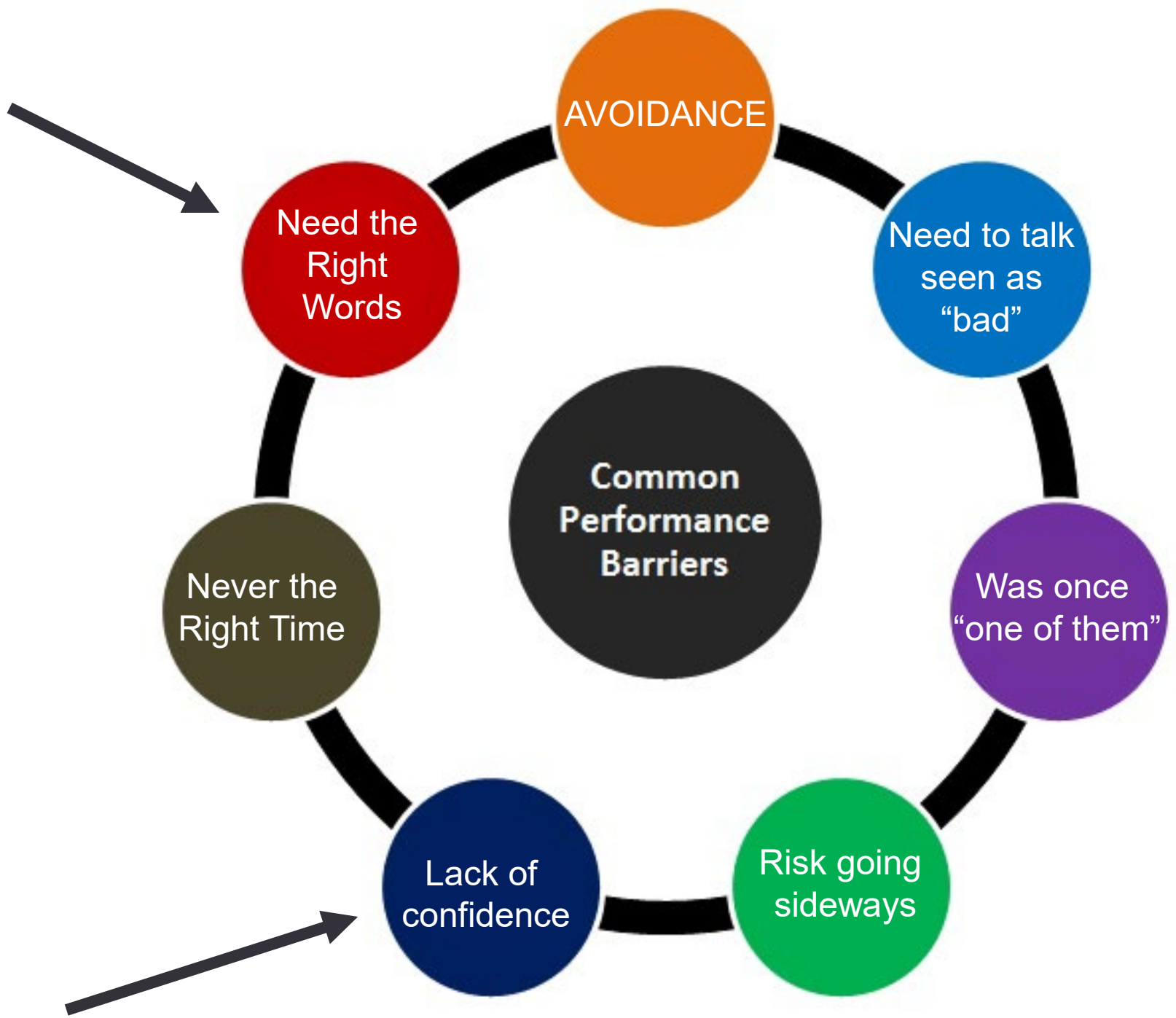




Never the right time

- Can't be only during annual reviews
- Can't be halfway management
- Can't be during the heat of anger





Need the Right Words

- Mold
- Practice
- Improve
- Repeat

But first...

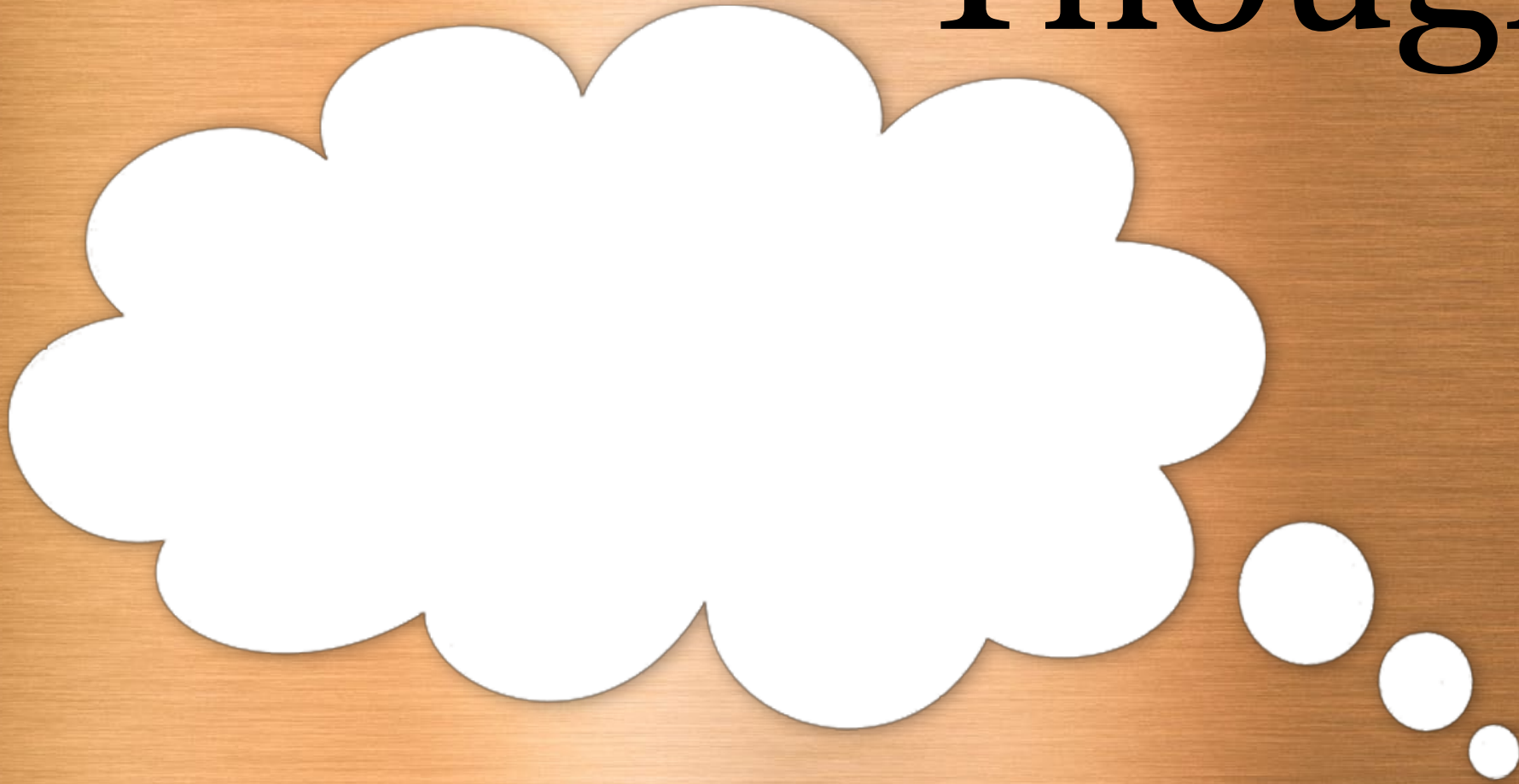




Thoughts + Presence + Words

Influential Communication

Thoughts



Presence



Silent Signals





Words. Tone . Pace

4 TABOO

Words & Phrases

~~Busy~~

Dr. Ross is currently with a patient, is there something I can help with?

~~Wait~~

If you would like to relax here,
we will call you back when your exam
room is available.

Actually,
~~No.~~

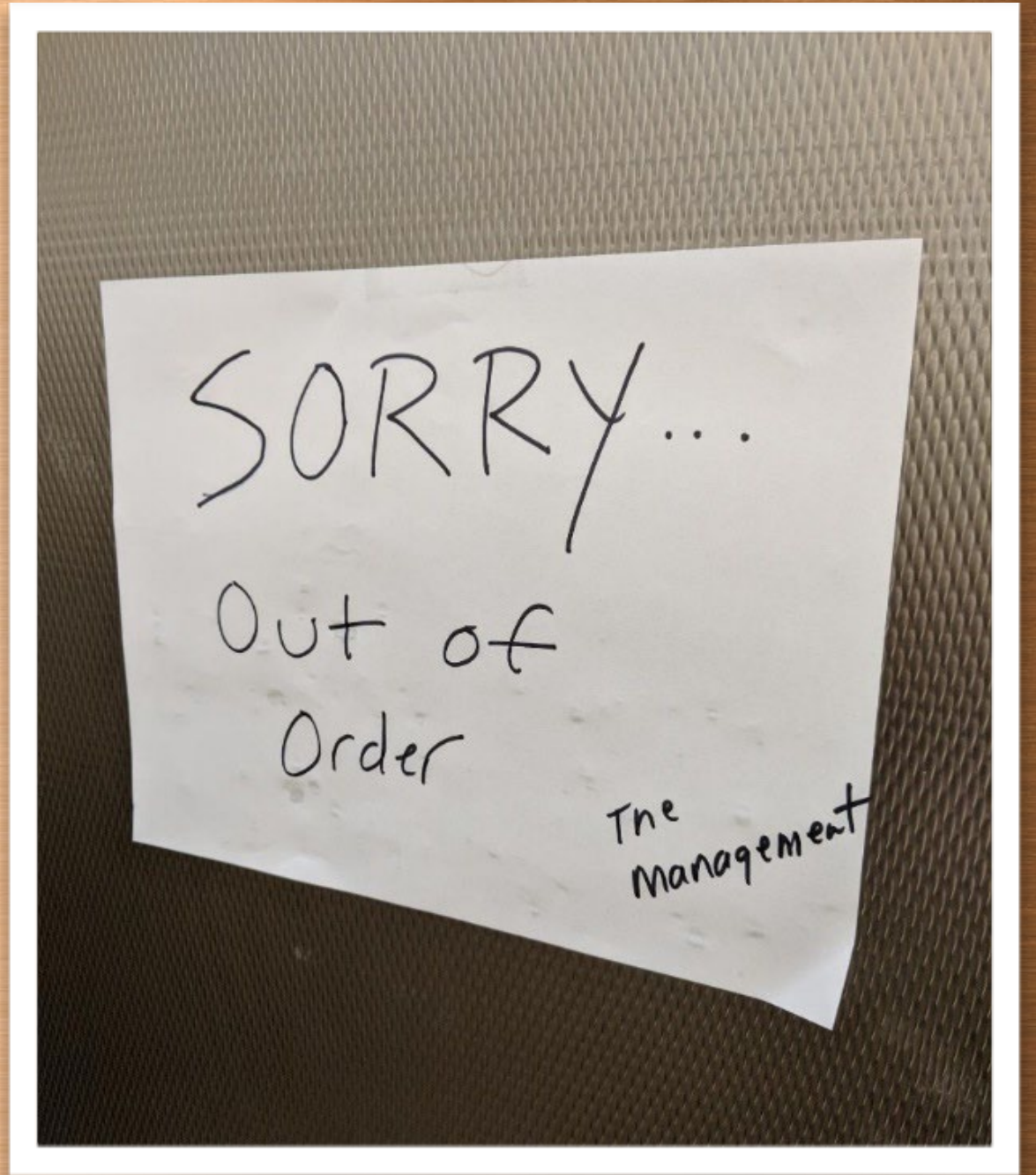
~~Sorry.~~





Stuff your
Sorries in
a sack!

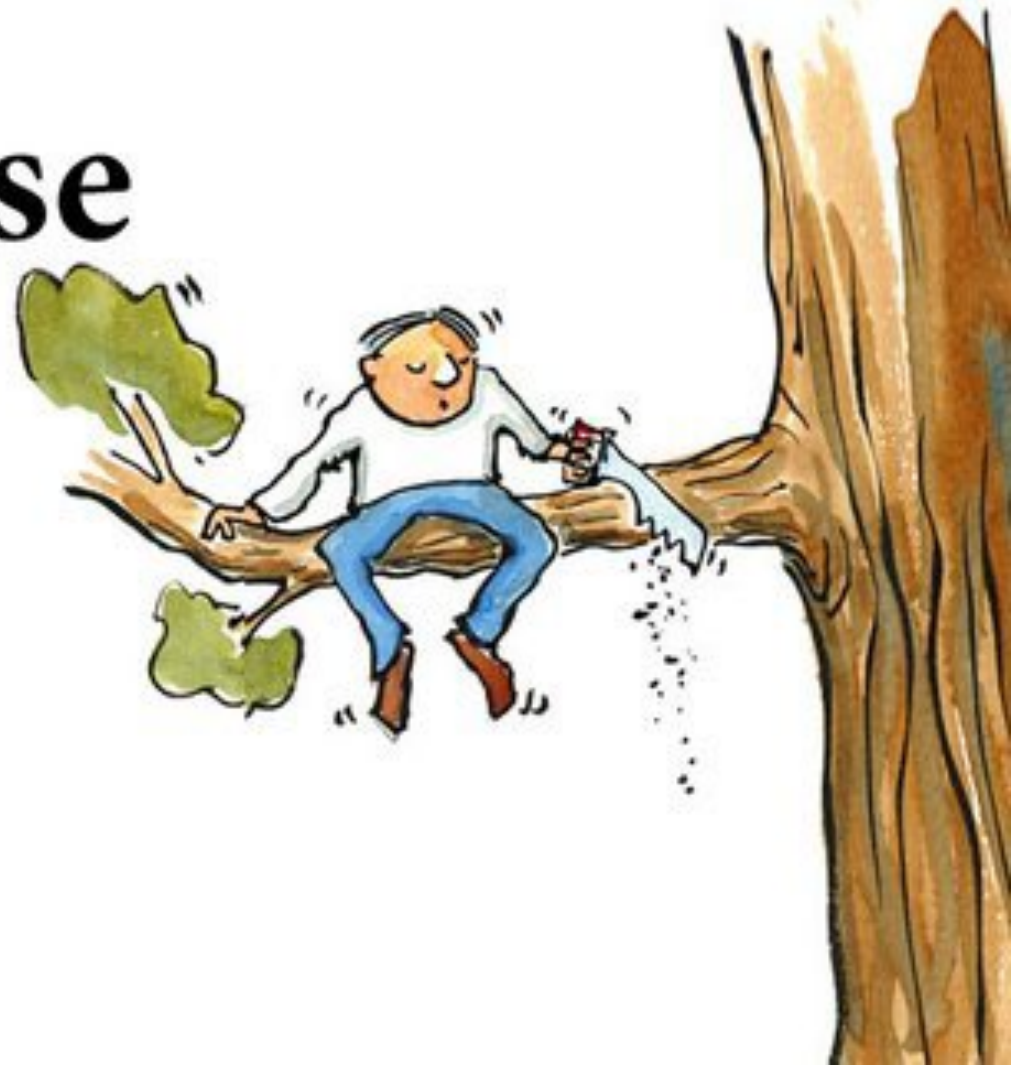






**Common sense
is not so
COMMON.**

- Voltaire



5 Influences of Common Sense

- Environment in which you were raised during formative years
- Generation in which you were born
- Core personality – extrovert, introvert, ambivert
- Service behaviors of those you used to work with
- Example set of those you work with today

TOP 3

Action Steps



Showtime!

Go time,

All the time...

Anticipation of Needs





Fair Hill
Municipal Bus Area
Pumpkin
Park Zoo

SPEED
LIMIT
50

DO
NOT
PASS


MARYLAND
WELCOMES YOU

GENIUS. AGRI-CULTURE.

How to stay in touch, plus a bonus tip (vault)!



PERFORMANCE MEASURES



Virtual Customer Service Training Series



2 High-Impact Models

60 Video Segments

30 Experts sharing their expertise



Full curriculum for leaders with group discussion questions and articles for every segment

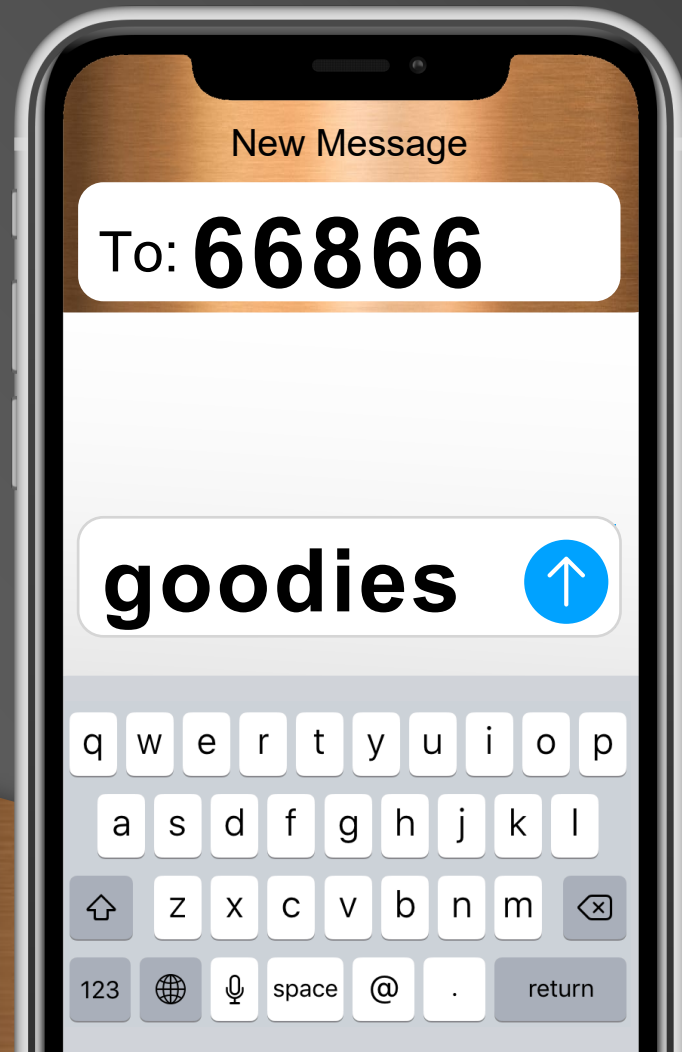
LAURIE | GUEST, CSP



Don't worry. **I've got your back.**



Text to get Goodies:



- Big 7 of Service
- It's Showtime!
- Is My Body Language Showing?
- Scripting for Superior Communication
- Dealing with the Angry Person
- Level up your Thank You's

Vault





LAURIE GUEST
CSP, CPAI

WWW.LAURIEGUEST.COM

Burst

OUT OF

SERVICE FATIGUE



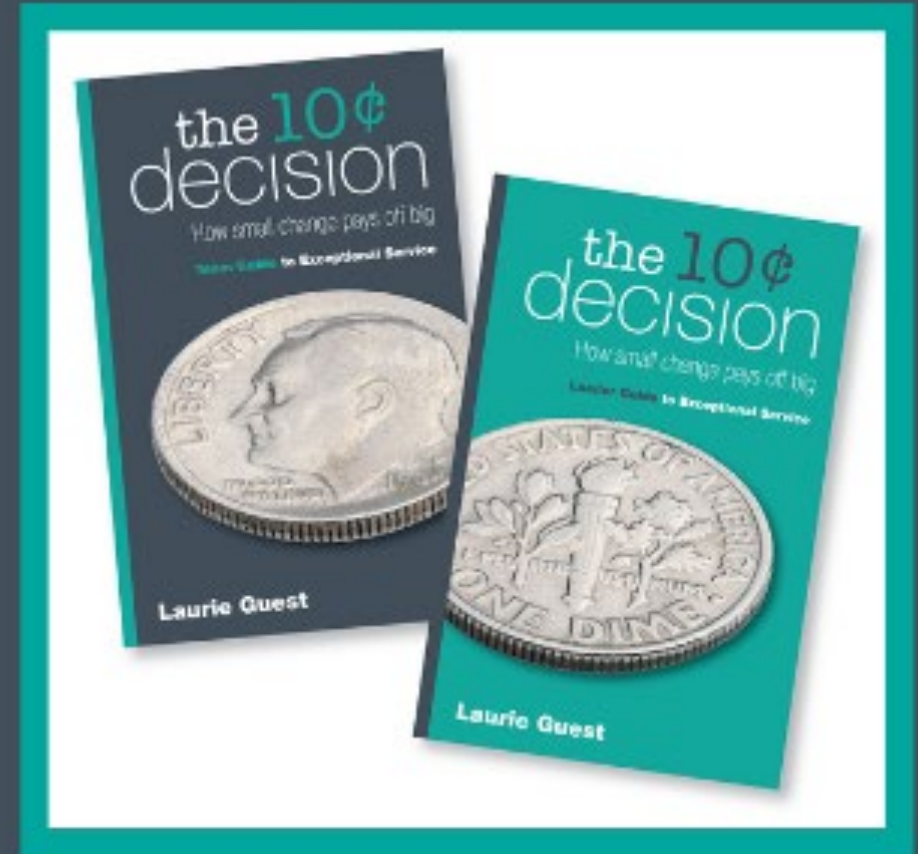
the 10¢ decision

How small change pays off big

For teams. For leaders.

A new book by Laurie Guest

Two books
in one!

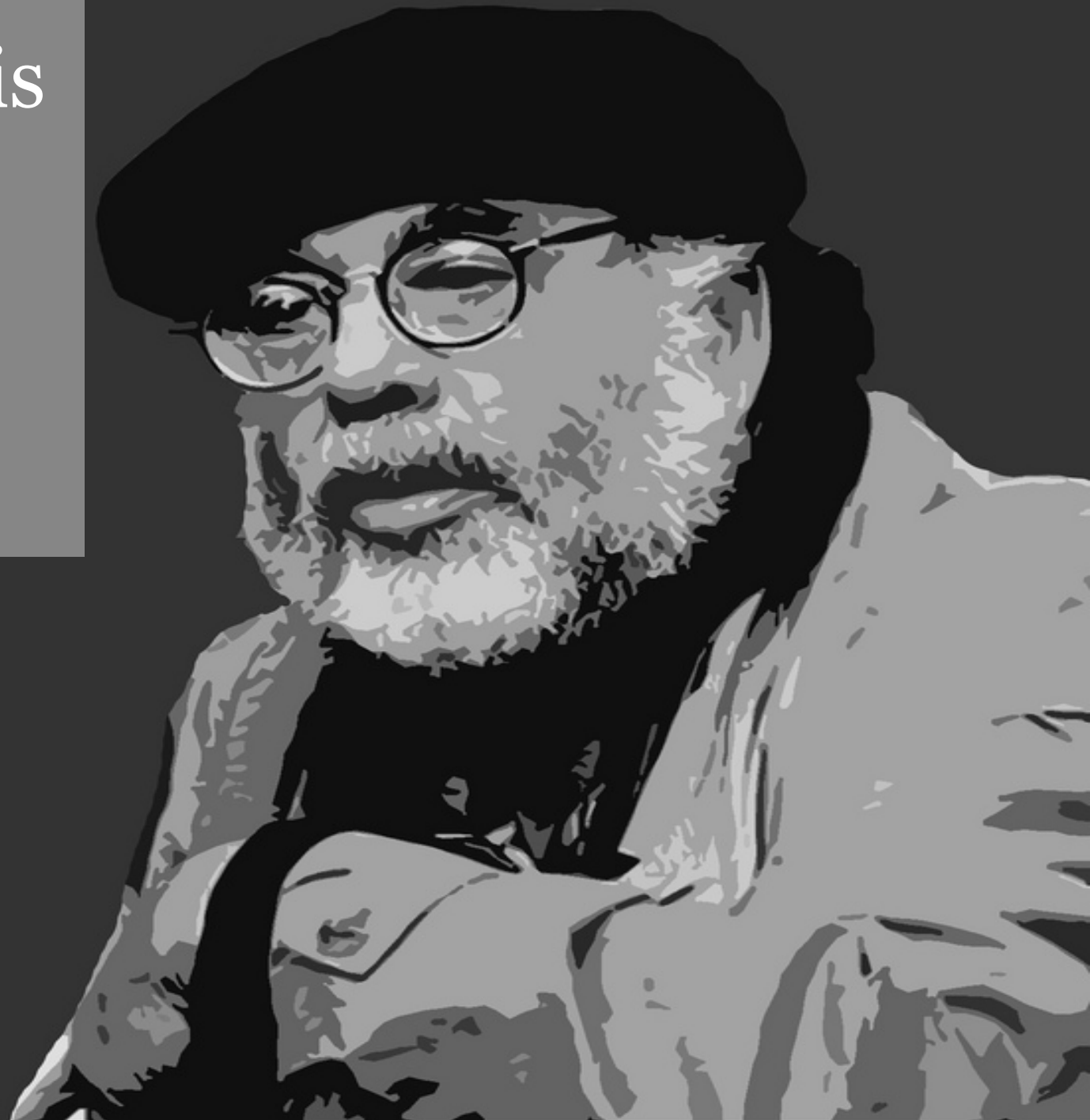


Attendee discount code: **DIME**

LaurieGuest.com

“This first thing I do is
make sure that
everyone on set is
making the
same movie.”


FRANCIS FORD COPPOLA



“it doesn’t matter how good of a doctor I am, if the patients don’t like you!”

Neil Ross, MD

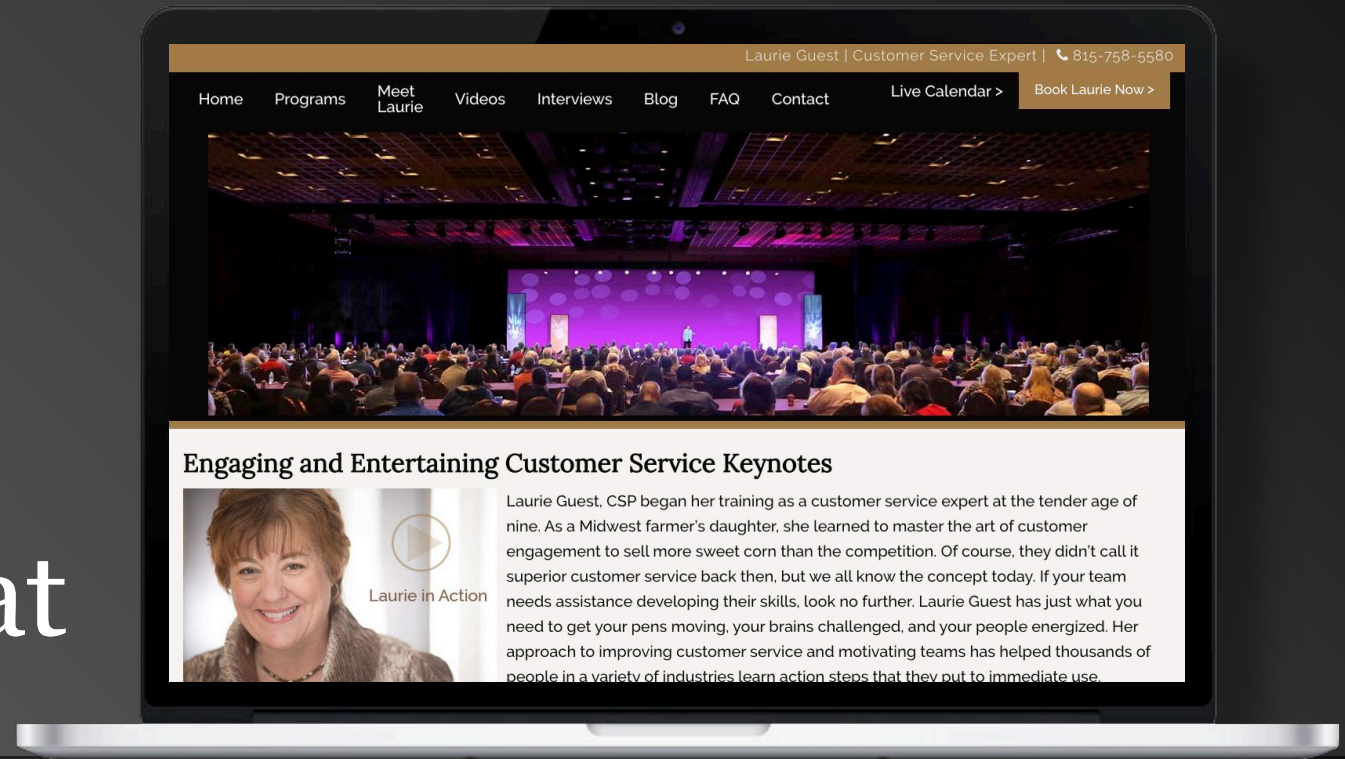


A small yellow toy lizard is perched on the top edge of a red clipboard. The clipboard has a piece of light-colored paper pinned to it with red corner tabs.

*“It doesn’t matter
how good the
baker is,
if the cashier spits in
your cake!”*

~Laurie Guest

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More Resources at



LaurieGuest.com