

How can we have a better conversation in hospitals?

1.
 - Livelifelightly.com.au
 - Actionableconversations.com
 - Business and sell development
 - Look at new material
 - How to have conversation
 - What is important
 - Actual measurement and measured online
 - Pivotal
 - Middle management
2. Inhouse training VS Uni training
 - Inhouse training is practical and hands on caring
 - Uni training is record keeping, who do I report to, how organisations run and gets in the way of caring
3. Coaching in hospitals span of control levels they can pull > revel will give a coach contact
4. Empathy is showing up
5. Behavioural neural change
 - Structure determines performance
6. Patient story
 - Listen to a patient and care
 - Don't take away my dignity
 - Don't talk to me like I've done something wrong
 - Don't talk to about patients like they are not there
 - Don't treat me like I am not a human being
7. What creates the change
 - When doctor becomes in patient care themselves
 - Experiential training
 - E.g put all your belongings in a box and contract (no cigarettes – signed a contract)
8. Share your patient story
 - Talk like Jeremy
 - Own how they treat people
 - PTSD from hospitals as a patient (trapped in PTSD from nearly dying)
 - What about contracting patients (see them as sick, rather than a customer)
 - Not asking questions
9. Why do we keep 84 year olds waiting 3 hours?
10. Instead how can we make this experience more comfortable for you

Date: 27th Oct

Time: 1300

Conversation: 3