



Indiana University Health

Connect to Be a Better You!

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November 4, 2016

Indiana Cancer Registrars Association Fall Conference

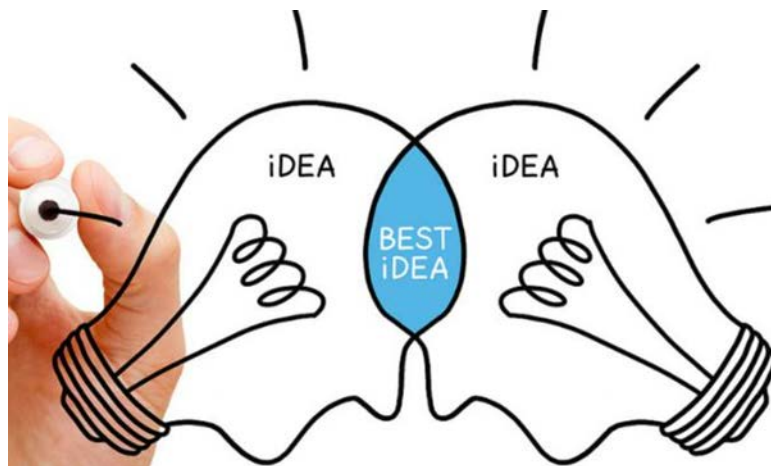
Learning Objectives

- The audience participants will become **aware** how to **improve personal/professional connections**.
- The audience participants will become **aware** how to **improve self through collaboration and education**.



Agenda

- How to instantly connect
- Secrets of great communicators
- Why we need to be more positive
- Structure is the antidote to stress





How to Instantly Connect

“The most basic of all human needs is the need to understand and be understood.”

—Ralph Nichols



How to Instantly Connect

- Research:
 - connecting is as fundamental as food, shelter, and water.
 - Humans are hardwired as social creatures.
 - The brain feels social pain, i.e. loss of a relationship, as physical pain.
 - MRI studies provide evidence that social and analytical thinking operate like a seesaw. The social brain is the default.



How to Instantly Connect



- Strong first impression
 - 7 seconds, justifying initial reaction
 - Tied to positive body language (enthusiastic tone, uncrossing arms, eye contact, learning in)
- Venture beyond superficial
 - Be open and reveal the real you
- Ask questions
 - “Why did you choose your profession?”
 - Questions to understand what makes them tick
- Learn from them
 - Creates a bond, you learn, and they feel important

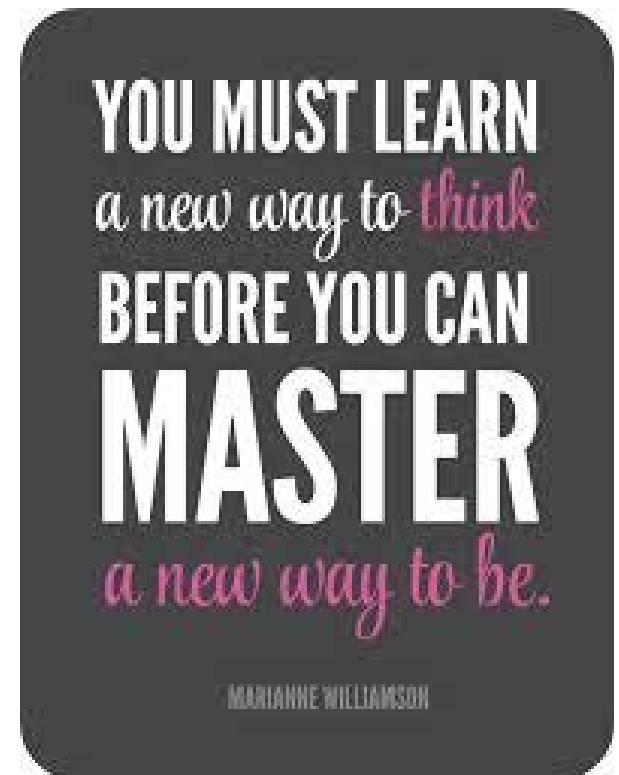
How to Instantly Connect

- Don't regret removing the mask
 - No regrets for opening up, empathize to approach
- Look for the good
 - Shut down the cynical voice, look for the good
- Smile
 - Unconsciously return the favor and positive feel good result
- Use their name
 - Research shows people feel validated by use of name during conversation
- Platinum rule
 - Treat people the way *they* want to be treated
 - Shows you have been listening and have heard them—extra effort



How to Instantly Connect

- Not a contest
 - Focus on learning about them and find common ground
- Turn off inner voice
 - Listen
 - Usually we focus on what we are going to say
 - Turn off the inner voice and focus on what they are saying
- Good news, we are programmed to connect
 - Get out of our own way and turn a conversation into a real connection



Secrets of Great Communicators

“The single biggest problem in communication is the illusion that it has taken place.” –George Bernard Shaw



Secrets of Great Communicators

- Great communication...
 - Is work
 - Creates a connection that is real, emotional, and personal
 - Connection through understanding of people
 - Speaks directly to the needs and is ready to be heard
- Communication bias
 - Presumptions made
 - Rushed and preoccupied, stop listening to the perspective of the other person
 - Hold us back from true understanding



Secrets of Great Communicators



- **Speak to groups as individuals**
 - Level of intimacy, speaking to each person individually
 - Eliminate the distraction of the crowd by delivering the message as you are speaking to a single person and emotionally genuine
- **Talk so people listen**
 - Adjust the message on the fly
 - Leads to asking questions
- **Listen so people will talk**
 - Provide opportunity for others to speak
 - Listen for tone, speed, and volume of voice of others
 - Stay present

Secrets of Great Communicators

- **Connect emotionally**
 - Be transparent
 - Be human
 - Express feelings openly
- **Read body language**
 - Understand unspoken messages
 - Wealth lies in a person's body language
 - Messages become loud and clear
- **Prepare your intent**
 - Preparation goes a long way toward intended impact
 - Develop conversation focus
 - Communication on point



Secrets of Great Communicators

- Skip the jargon
 - Business world is full of jargon and can alienate
 - Use sparingly
- Practice active listening
 - Ensures a feeling of being heard
 - Listen more than talk
 - Focus on the other person
 - Reframe what the other person is saying
 - Ask questions
 - Never interrupt
- Communication is dynamic and is intertwined with every day life!

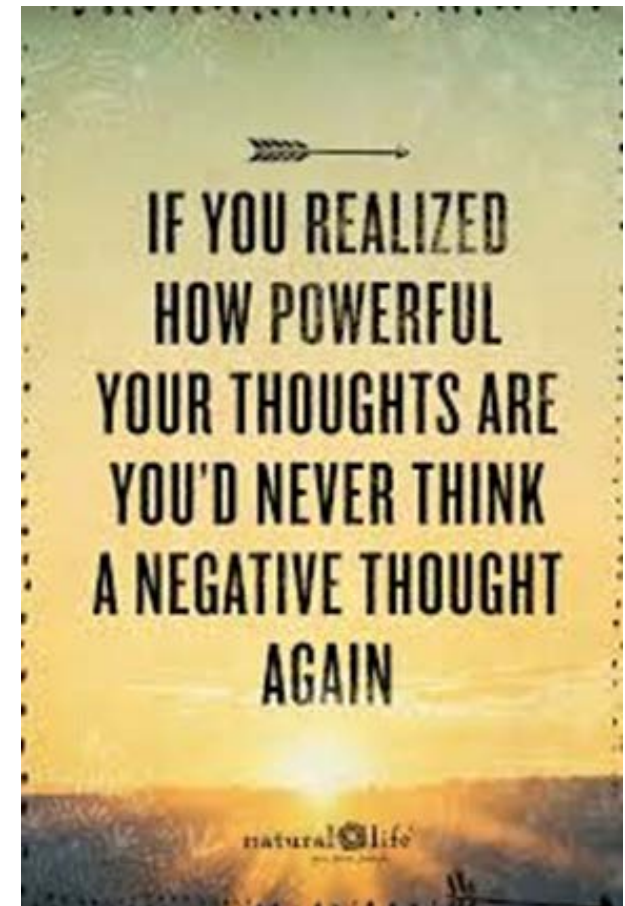


Why We Need to be More Positive



Why We Need to be More Positive

- Well meaning advice, stay positive, glass half-full, appears to be wishful thinking
- Brain is hard-wired to focus on threats, the survival mechanism
 - Breeds pessimism and negativity due to mind's tendency to wander to find threats
 - Threats magnify perception to poor outcomes
 - When the threat is real, the mechanism serves well



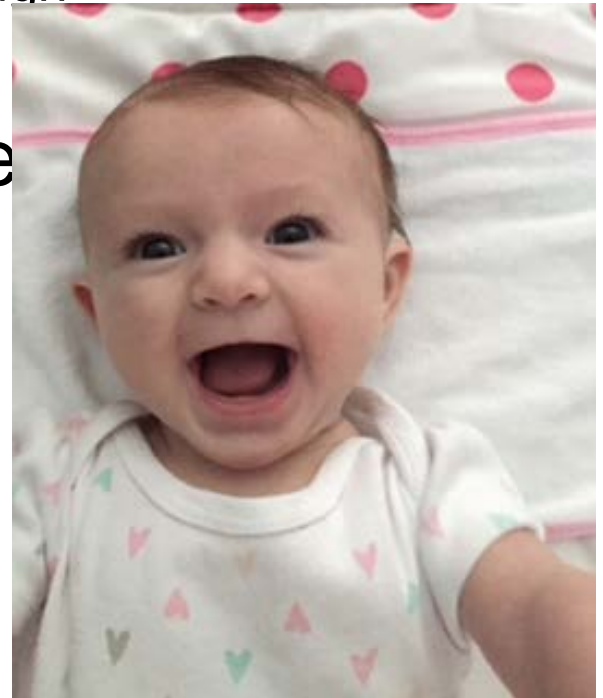
Why We Need to be More Positive



- Positivity is a daily challenge which requires focus and attention
 - Overcome the brain's tendency to be focus on threats and negativity
 - Will not happen by accident, practice positivity
- Positivity and your health
 - Research has provided evidence positivity promotes physical and psychological health
 - Pessimists' health deteriorates more rapidly
 - Associated with weakened immune response to tumors and infection

Why We Need to be More Positive

- Positivity and performance
 - Research provides evidence positivity promotes improved work performance
 - People can transform tendency toward pessimistic thinking into positive thinking through simple techniques
- Three techniques to stay positive
 - Separate fact from fiction
 - Identify a positive
 - Cultivate an attitude of gratitude



Why We Need to be More Positive

- Three techniques to stay positive
 - Separate fact from fiction
 - Most negative thoughts are not facts
 - Identify a positive
 - Train your brain
 - Eliminate the negative
 - Replace with positive
 - Write out negative thoughts to discredit their validity
 - Cultivate an attitude of gratitude
 - Reduces stress and improves life

Positivity Pledge

I shall no longer allow negative thoughts or feelings to drain me of my energy. Instead I shall focus on all the good that is in my life. I will think it, feel it and speak it. By doing so I will send out vibes of positive energy into the world and I shall be grateful for all the wonderful things it will attract into my life.

Why We Need to be More Positive

- Train your brain
- Be aware of negative self-talk and outward negative talk
- Break old habits and force self to practice positivity
- Reap the physical, mental, and performance benefits that come with a positive frame of mind



Structure is the Antidote to Stress



Structure is the Antidote to Stress

- Research provides evidence productivity declines sharply after 50 hour work week
- Find balance between work and rejuvenating activities during time off
- Life outside of work—recharge, refocus, and reboot



Structure is the Antidote to Stress



- Rule #1—
Disconnect
 - Remove yourself electronically or designate specific times
- Rule #2—Minimize Chores
 - May monopolize time, need time to relax and reflect
 - Schedule allotted time

Structure is the Antidote to Stress

- Rule #3—Exercise
 - 10 minutes a day releases soothing neurotransmitters that reduce stress
 - Exercise to generate new ideas
 - Find physical activity you enjoy
- Rule #4—Pursue a Passion
 - Way to escape stress and open your mind to new ways of thinking



Structure is the Antidote to Stress



- Rule #5—Spend Quality Time with Family
 - Go to the park or out to a favorite restaurant
- Rule #6—Schedule Micro-Adventures
 - Go to a concert or play, visit a new hotel, take a hike
 - Research provides evidence that anticipating something good to come is a significant part of what makes the activity pleasurable
 - App on phone—Days Until



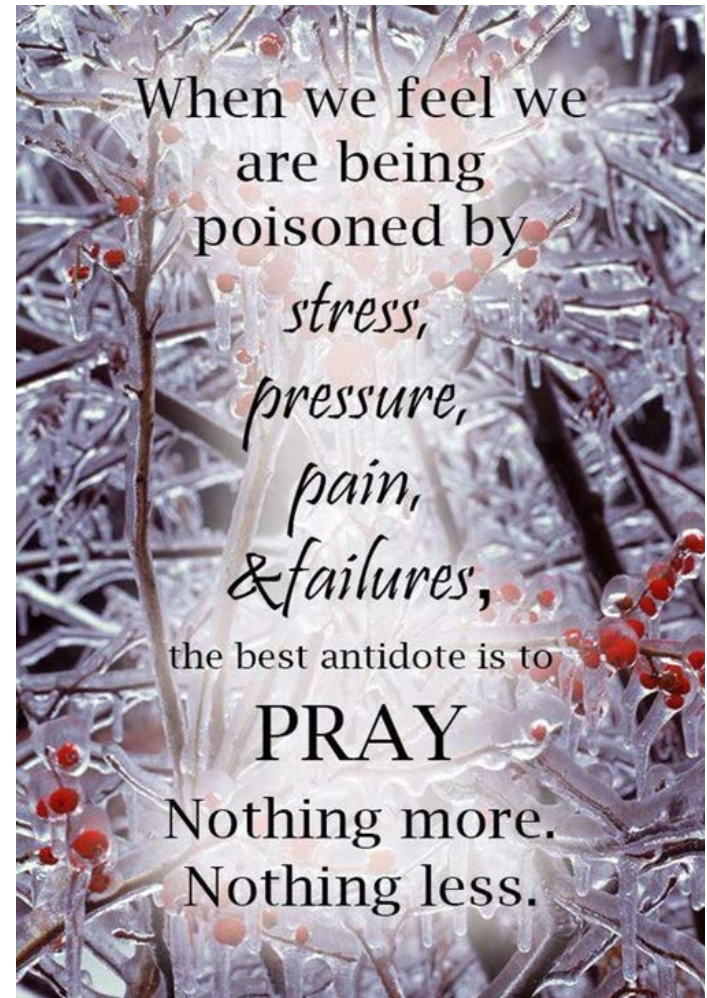
Structure is the Antidote to Stress

- Rule #7—Wake Up at the Same Time
 - Inconsistent wake-up times disturbs your circadian rhythm (and can aggravate depression)
 - Prepares your mind to be awake and alert
- Rule #8—Reflect
 - Reflect to improve and plan



Structure is the Antidote to Stress

- Rule #9—Designate *Me* Time
 - Designate time during the day for *Me* time
- Rule #10—Prepare for the Upcoming Week
 - Determine a time on the weekend to plan for the next week to improve productivity and reduce stress
 - The Week is more manageable



Conclusion



- Connect, Collaborate, and Educate

**There are no limits to
what you can accomplish,**

**except the limits you place
on your own
THINKING**

Conclusion



- You are in control...

**IF IT IS IMPORTANT
TO YOU, YOU WILL
FIND A WAY.**

**IF NOT
YOU'LL FIND
AN EXCUSE**

Conclusion



References

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