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Mystery Shopping

How would you score?

Maun-Lemke has been Mystery Shopping healthcare organizations, by phone and live visits, for over 20 years. We create a new Mystery Shopping 'scenario' each month specific to the type and treatment specialization to be shopped (Long Term, Assisted Living, Alzheimer's, Hospice, Home Care, Mental Health, Independent Living). We rotate our Mystery Shoppers so they do not contact the same facility within a 6-month time frame. All Maun-Lemke Mystery Shoppers have healthcare experience, are trained by us and each of their reports are reviewed for grading consistency.

Consumers today are taking a much greater interest in their healthcare. They are becoming more empowered to explore healthcare options for themselves and their loved ones. Providers can no longer merely depend on discharge planners and referral sources to keep facilities full. They need to know how their organization's staff handles inquiries.

If you'd like information on Mystery Shopping your facility, call Kathy Cain at 800.356.2233.

Confrontation Time: When & How You Should Speak Your Mind

Have you ever had conversations in your head of what you would like to say to a co-worker you're angry or frustrated with? Are you guilty of holding mental conflicts and confrontations? If so, you may not be doing yourself any favors. After all, if the person you're frustrated with doesn't know they've made you angry, they will probably just go on doing what they've been doing.

You will rarely look forward to confrontation; however, it is important that you say something when you are frustrated and angry. Indeed, if you don't stand up for yourself, chances are no one else will.

How to Make an Effective Confrontation

First, it's important to realize when you should confront someone. You definitely don't need to confront every little action that annoys you. If you have a confrontation conversation once in your head and then don't think about it again, don't worry about it—there's likely no need to confront a person in those circumstances. However, if it comes back and you have it again and/or are losing sleep over it, perhaps start thinking about holding a real conversation. By the third or fourth 'in your head' confrontation, you need to start planning how you will deal with the real confrontation.

Here are some strategies to consider:

- **Decide on the resolution.** Determine what will help you resolve the situation *before* you confront the person. Perhaps just telling the person what's on your mind is enough to resolve the matter. Or maybe it's voicing your wishes to be included or more involved in important decisions. Whatever the case may be, try to determine a solution to the problem before you have the conversation.
- **Prepare.** Prepare yourself to confront the real issue. Practice how you can state the issue in one (or two), non-emotional, factual based sentences. For example, assume you want to confront your coworker for taking all of the credit for the work that the two of you did together on a project. Instead of saying, "You took all the credit," rephrase your statement to be more like, "Our boss didn't know I contributed to the project. My name was left out."
- **Allow the person to respond (and listen to what they say).** When the person you are confronting responds, allow them to respond. Say what you want to say (the confrontation), then just allow the other person to respond. Remember to be polite and non-emotional. An effective confrontation shouldn't involve an argument. It's simply a way for you to state the facts and get a response.
- **Move on.** Keep in mind that you may not get exactly what you had anticipated. Perhaps the other person doesn't see it your way. The point with your confrontation is to be professional and at the same time stand up for yourself. In most cases, you'll find this is all you need to feel better and at ease. Get your frustration off your chest, and move on.

Although confrontations are usually never ideal, there are indeed necessary at times. Make the most out of them by leveraging the tips above!

*"Confrontation is something that I accept as part of the project though not its purpose."
—Andy Goldsworthy*

3 Simple Things Bosses Can Do for Their Staff

Do you ever wonder what your staff *really* wants you to do for them? Do you ask your staff for ideas and suggestions, but feel as though they are perhaps holding back? Simply put, there are some things your staff may never want to publicly state simply because they feel uncomfortable or scared to speak their mind. Don't get discouraged though. Here are three key items your staff probably won't ever say, but likely want to see from you.

1. **Be more visible.** Some of your staff may feel backlash from their co-workers for saying it, but they would probably prefer if you were around more. They would probably like you to catch how often their colleagues disappear for unscheduled breaks, or the way they talk to some patients. Your frequent and unexpected presence raises the level of professionalism of your staff and keeps you in touch with the realities of day-to-day care.
2. **Get the place more organized.** If your staff spends more than 10 minutes looking for forms or items in the supply closet, they are probably desperate for some organization. Rolling up your sleeves and spending some time to get things clean and organized will score you *huge* points with your team. Additionally, you will help your staff operate much more efficiently when they can easily locate the tools essential for their jobs.
3. **Step in on their behalf.** Interdepartmental issues arise frequently, and it's difficult for staff members to address and manage the problem. Left unaddressed, these types of situations lead to interdepartmental friction, staff frustration and reduced patient care. Tack a few extra minutes on to interdepartmental meetings to identify issues affecting multiple departments and to set up a time to address them.

Although there are certainly more things your staff may want from you, you can rest assured that these items are probably among them. Take some time to incorporate these items into your daily routine and you will likely be surprised at how positively your staff responds.

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."

—John Quincy Adams

Senior Residential Placement Services Positioned for Growth

Add the numbers associated with an aging population to the fact that the majority of individuals over age 65 require some type of long-term care services during their lifetime, and you have what some are calling a 'silver tsunami'. According to the U.S. Department of Health and Human Services, about 70 percent of this group will need such services.

Experts state that there is a tremendous opportunity to provide services to families due to a market trend toward simulating a home setting with services in assisted living environment and more emphasis on short-term, rehabilitation stays in skilled nursing facilities.

Services positioned for growth include senior placement services, senior referral services, and lead generator companies.

"A word to the wise ain't necessary - it's the stupid ones that need the advice."

—Bill Cosby

Not the Reassurance Patients Seek

A man was seen fleeing down the hall of the hospital just before his operation.

"What's the matter?" a bystander asked.

He said, "I heard the nurse say, 'It's a very simple operation, don't worry, I'm sure it will be all right.'"

"She was just trying to comfort you, what's so frightening about that?" the bystander noted.

"She wasn't talking to me. She was talking to the doctor!"

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