

Email not displaying correctly? [View it in your browser.](#)



November 1, 2012

### Quick Links

[MaunLemke.com](#)  
[ClintMaun.com](#)  
[ClintCast.com](#)  
[ClintsCures.com](#)

Find us on Facebook 

Follow us on 

### In This Issue

[The Leading Edge: How to Make Time for the Things that Matter](#)  
[Communication Corner: Give Thanks, Get Benefits](#)  
[Just for Fun: The New CEO](#)



## 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.

## How to Make Time for the Things that Matter

To be effective with your time (at both work and home) you must ultimately make sure you're not trying to do more things, but rather spending time on doing the *right* things. Of course, how exactly do you go about doing the right things? How do you ensure you make time for the things that matter?

Fortunately, there are some very specific things you can do that will enable you to effectively focus on the items and tasks that make a true positive impact.

Here's how you can ensure you're focusing your time on the items that will enable you to be effective and produce positive results.

1. **Set goals that get your heart racing.** Many people mistakenly set goals that are vague and boring. For example, "complete all the tasks on my to-do list" is indeed a worthy goal, but it lacks excitement and it doesn't convey much important. On the other hand, "completing every task on my list so that it has a positive effect on those around me" is an admirable goal that should motivate and inspire you.
2. **Identify and tackle quick wins first.** Identify the tasks and projects that will have a high impact, but don't require significant effort. Maybe this could include a quick stand-up and communication with the staff or a status update to your superior regarding a project or task. You can achieve great momentum by immediately tackling quick wins at the beginning of your day. Break up large tasks and initiatives into smaller, achievable milestones—this will help ensure that you stay on track, yet don't get overwhelmed or distracted.
3. **Learn how to manage interruptions.** To effectively use and protect your time, you must know how to manage interruptions. You need to make sure that you're not pulled off task by things that don't matter. Here are some tips for managing interruptions:
  - *Set ground rules with others.* Most of us work in close physical proximity of others, and as a result, there are always interruptions. From someone asking you a work-related question to the person who just wants to chat, there are people who can waste your entire day before you know it. You must ultimately take a disciplined approach and tell others when you can't be bothered. Set aside a specific amount of time each day that you simply refuse to be interrupted, and communicate this time to your co-workers and colleagues.
  - *Develop a firm, yet fair response when dealing with an interruption.* Whether it's an "urgent" telephone call or someone who comes screaming into your office, you must develop a consistent response, so you're not at a loss of words when interruptions occur. Statements like, "I want to talk about this, unfortunately, this is not a good time," is a great way to address such interruptions.
4. **Allot time for interruptions and emergencies.** It's inevitable that impromptu meetings, conference calls and other unexpected issues will arise. Factor in appropriate contingency time to handle unpredictable interruptions. You must set time aside for these items, or you'll risk missing deadlines and milestones. Perhaps you could block out 30 minutes a day to catch up on important items and tasks that pile up due to unexpected circumstances.

Using these four strategies will ultimately help ensure you're focusing on the right things. By following the tips above, you can gain control of the items that matter and that have a true impact.

*"If you don't have time to do it right, when will you have time to do it over?"*

*—John Wooden*

## Give Thanks, Get Benefits! Being Thankful is Actually Good for You

In the busy hustle and bustle world of healthcare, it's easy to overlook the present and take the blessings in your life for granted. Of course, when Thanksgiving rolls around, we all collectively take

a breath and reflect on what we're grateful for. But take special note right now because giving thanks shouldn't be reserved for turkey day only.

Indeed, being grateful and consistently showing that gratitude is actually good for you. According to a study published in the *Clinical Psychology Review*, making a habit out of giving thanks has been linked to better health, sounder sleep, less anxiety and depression, higher long-term satisfaction with life and kinder behavior toward others. Moreover, researchers at the University of California-Riverside and University of California-Davis have found that people with high blood pressure not only lower their blood pressure, but also feel less hostile and are more likely to take on healthier behaviors when they practice gratitude.

Feeling and expressing gratitude is simple and straightforward. Here are some tips that will help you to be more grateful:

- **Express thanks and mean it.** Whether it's a teacher, a cook or a repair person, verbally thank the people who offer their skills and talents for your benefit. A simple and genuine "thank you for all you do" lets others know you truly value them.
- **Put your thoughts on paper.** Write a letter to someone who has a positive impact on your life. Be specific about what the person did and how it affected you. Hand-deliver the letter—not only will you make that person's day (or month or year) but you will feel fantastic as well. Try it!
- **Think beyond your immediate surroundings.** We all seem to have busy and hectic lives, so it's easy to overlook the sacrifices and struggles others face. Make a conscious effort to give thanks to those who make your life comfortable and safe, like those who have lost their lives fighting for our freedom and those who serve and protect our country. Show your gratitude by writing a letter of thanks or by donating a care package for those overseas.

*"The struggle ends when the gratitude begins."*

—Neale Donald Walsch

## The New CEO

One healthcare system's board of directors felt it was time for restructuring, so they hired a new CEO. This new boss was determined to rid the institution of all slackers and bring real fiscal discipline.

On a tour of the facilities, the CEO notices a guy leaning on a wall near the staff lounge. The room is full of doctors, nurses and aides and he wanted to let them know that he meant business!

The CEO walks up to the man and asks, "And how much money do you make a week?" A little surprised, the young fellow looks at him and replies, "I make \$300.00 a week. Why?"

"The CEO hands the man \$1,200 in cash and screams, "Here's four weeks pay, now GET OUT and don't come back!"

Feeling pretty good about his first firing, the CEO looks around the room and asks, "Does anyone want to tell me what that goof-off did here?"

With a sheepish grin, one of the radiologists, mouth full of pepperoni, mutters, "He is the pizza delivery guy from Dominos..."

## Republish Policy

Permission to republish/reprint an article is given provided the following conditions are met:

- Clint Maun receives proper recognition as the author of the article. A link to Clint Maun's [www.clintmaun.com](http://www.clintmaun.com) and [www.maunlemke.com](http://www.maunlemke.com) websites is published at the end of the article. The piece is not modified in any way.
- Clint Maun is informed of the re-publication/reprint at [solutionsnewsletter@maunlemke.com](mailto:solutionsnewsletter@maunlemke.com) and receives a copy of the publication with reprint.

You are receiving this email because you opted-in through our sign-up process to receive our free company email newsletter, Solutions (published monthly) and occasional news regarding major announcements regarding Clint Maun/Maun-Lemke Speaking and Consulting, LLC. You can unsubscribe at any time and your email information will never be shared with/rented/sold to others.

[Unsubscribe](#) &lt;&lt;Email Address>> from this list | [Forward to a friend](#) | [Update your profile](#)

**Our mailing address is:**

Maun-Lemke Speaking and Consulting, LLC  
8031 W. Center Rd.  
Suite #222  
Omaha, NE 68124

[Add us to your address book](#)

*Copyright (C) 2012 Maun-Lemke Speaking and Consulting, LLC All rights reserved.*

