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Food For Thought



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"It's a Jungle Out There" for healthcare providers.

Times are tough. The regulations keep piling on and reimbursement rates have been cut. Competition is fierce and costs are rising. Successful healthcare leaders know they must stay ahead of changes in the marketplace and continue to seek out innovative new revenue opportunities. Navigating through the maze is a challenge and leaders often don't have other leadership resources for help in strategizing the direction of their business.

Now, Clint Maun is offering consulting and executive coaching for healthcare leadership and management. Imagine being able to confidentially discuss daily challenges, opportunities and receive immediate ideas, information and action recommendations for an affordable monthly fee. Essentially,

you'd have a personal consultant and life coach on retainer for much less than his on-site fee, with no expenses.

Clint would be available via live webcam, phone conferences and email to discuss and coach on the challenges successful healthcare leaders face, such as:

- Reimbursement Issues
- Tough employees
- Strategic opportunities
- Methods to improve teamwork
- Revenue strategies
- Merger and acquisition opportunities
- Partnership with other health care providers

If you are interested in having Clint on retainer as a personal and professional advisor and coach, please contact Kathy Cain, VP, 800.356.2233.

Why, Thank You! How to Accept a Compliment

Do you turn away when someone pays you a compliment? Or is your first reaction to politely disagree? Believe it or not, these reactions can actually insult the person paying you the compliment.

If you do not know how to accept compliments, you should take the time to practice, so you can accept compliments more graciously in the future. Here are some surefire strategies:

- **Take the compliment at face value.** Do not assume that he is being insincere or making fun of you. Recognize that someone was nice enough to notice something admirable about you.
- **Make eye contact.** Look at the person who is paying you a compliment. Even if you feel embarrassed, it is disrespectful to look away while they give you one.
- **Say thank you.** Thank the person for giving you a compliment. Let the person know that you appreciate and believe the compliment by saying something like, "I really appreciate that you noticed that about me. Your compliment really made my day."

Lastly, understand that you do not have to give a compliment in return. If a genuine compliment comes to mind, it's certainly OK to express that, but trying to think of a quick compliment will be obvious, and the other person will know you are just trying to be polite.

"We are prepared for insults, but compliments leave us baffled."

—Mason Cooley

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