

Transition Into Leadership
Webinar Chat
October 5, 2022

[introductions removed to reduce length of chat log]

00:45:07Olivia Peterson, NACHC: Hi all, welcome! All sessions will be recorded and we will make sure to share the links to all recordings.

00:45:10Kevin Novak: Began my leadership journey during the beginning of COVID and leadership transition that left me figuring out how to lead a team that I used to be a co-worker. Still working at being a leader than a friend. However, still wanting to be more than just a boss.

00:53:42ALamelou Radjindrin: leading-I like perspectives, least liked- personality conflicts

00:53:48Rebecca Carrico: doer-share knowledge

00:53:53ALamelou Radjindrin: doing like everything, dislike nothing

00:53:53Brandi L Wright, PhD, MPH: Getting the job done.

00:54:37Rebecca Carrico: leading -collaborate & coordinate - balance -initiate in action

00:56:00Theresa (Terry) Laine: Great concept.

00:56:31Lisa Duncan: This picture makes me uncomfortable - not safe to be on top of the guardrail.

00:56:44Regina Pastor: I like this idea 😊

00:56:47Carol Blake: don't stay on the balcony too long without visiting the dance floor once and a while. You will be perceived as disconnected by your staff when you stay up high too long

00:56:58Cindy Thomas, NACHC: great point @Carol!

00:57:09Donna Mejia: agreed with Carol

00:57:41Regina Pastor: Thanks for the advise Carol

00:58:14ALamelou Radjindrin: Time on dance floor- 0.6FTE,

00:58:31ALamelou Radjindrin: DAnce floor is engaging

00:58:59ALamelou Radjindrin: Be on the balcony but stay engaged

00:59:00Kelly Salazar: Concrete examples of balcony vs dance floor activities might be helpful here. I don't think balcony means "checked out"

00:59:34Angelia Guthrie: We're in the "Great Resignation". It's hard to stay on the balcony when there are so few dancers!

00:59:34Darlyn Contreras: about 30 minutes. The music, the vibe. Motivation

00:59:36Dr. Richard Amiss: Mix. Dance at primary location and balcony virtually.

01:00:12Donna Mejia: @angelia 🍷

01:00:16Brandi L Wright, PhD, MPH: Understanding my team and seeing their vision, also!

01:00:17Candy George: Angelia - so very true!

01:00:24CeCe Stovall: 1/2 hour. Its comfortable, but I need to spend time on the balcony I need to trust more.

01:00:25Patricia Gregor: 🍷

01:00:45Icarreno: Interesting I never thought of it that way 😊

01:00:45Christie Densmore: @Cece Same!!!

01:00:46Brandi L Wright, PhD, MPH: Trust..

01:00:50ALamelou Radjindrin: Have a set time to be on the dance floor

01:01:02Mildred Garcia: 🍷

01:01:44tina horton: Being on the Balcony and adaptable to getting on the dance floor when needed are Great traits of an effective leader/manager.

01:02:18Irene Alvarez: I like that list!

01:02:31Maddy Ranshaw: Glad you are addressing leading former peers!

01:03:02Aryn Spurgeon: Nerve-wracking...for sure

01:03:06Marci Arkin: 🙄

01:03:08Donna Mejia: boundaries

01:03:25Haley Mattison: Perception of power as a threat rather than an asset

01:03:51Alyssa Beisker: Their professional behavior/interactions towards you

01:03:54Whitney Middleton: Lack of boundaries and respect

01:03:55NANCY RYAN: Others still think of you as equal to them, they sometimes won't take you seriously.

01:04:02tina horton: I had this happen to me when I first became a leader in the org. It was extremely difficult because I was also now supervising some of the people who trained me when I started.

01:04:02Kimeka Clark: Relationships, Respect, Trust, Reprimanding

01:04:04Holly Ziegenmeyer: Separating personal knowledge

01:04:04Crisarla Houston: They still see you as a peer and not their boss.

01:04:05Mary Kay Kirgis: Understanding that friendships may change and you may have to distance yourself from conversations that you previously took part in.

01:04:10Michelle Colon: Behavior towards me , lack of boundaries, trust

01:04:11Yomaris Sanabria: Setting Boundaries

01:04:13DeJernel Adams: New relationship dynamic that may be hard for formal peers to change

01:04:14Elda Ramirez: they want to avoid you

01:04:17Vanessa Figueroa: Boundaries

01:04:19Chauntelle Randle: established relationships often blurs the lines

01:04:19Adrian Thompson: Boundaries.

01:04:20Emmanuel De Sousa: New dynamics

01:04:20Amy Dorsey: Still look at you as a peer

01:04:20Vanessa Figueroa: setting them

01:04:21Ilein Santiago: lack of respect!!

01:04:26Nadine Carroll: I don't feel like I have the authority

01:04:30Lyndsay Thorne: Lack of boundaries

01:04:32ROBERTO MORALES: knowing how to give them constructive criticism

01:04:33ALamelou Radjindrin: Always maintain the boundaries like you did before becoming the leader, but stay open to perspectives

01:04:33brenda villanueva Montalvo: boundaries

01:04:34Vanessa Figueroa: Being accountable to hold up the boundaries

01:04:35IGNACIO AMEZQUITA VASQUEZ: friendly attachments

01:04:38Nicole Jett: They have seniority over you

01:04:38Angelia Guthrie: Being too careful - trying too hard not to hurt feelings

01:04:39Donna Mejia: things taken personal instead of professional manner

01:04:39Alyssa Beisker: Staff learning that you can't share all the information that you formally could

01:04:40Lance Parker: boundaries

01:04:42Lyndsay Thorne: boudaries

01:04:42Tania Mejia: higer expectations

01:04:46tina horton: Some staff was very unhappy but it made me determined to be that much more successful and effective as a leader.

01:04:48Marci Arkin: boundaries

01:04:48Dr. Richard Amiss: being objective

01:04:49Lydia Nightingale: respect

01:04:49Lyndsay Thorne: Not taking everything personally

01:04:51Lorna Lee: They see you differently, but you still see yourself as the same.

01:04:51Mychelle Christian: When you were once a peer and now a leader those peers know you better in the last capacity that you held. Tense could come from you setting boundaries with your now staff

01:04:51B. Jamie Stevens, DNP: As a male nurse, I and my other male nurse colleagues are often pushed into leading peers, almost from the beginning of our careers, even when we may not be prepared to take up that mantle

01:04:52Denise Hernandez: boundaries

01:04:52Melissa Brown Hart: It can be challenging for them to view you in a leadership role over them since you were peers before

01:04:52Claudia Guevara: Setting boundaries

01:04:53CeCe Stovall: I have not led former peers. I think what i experience is being the new leader and coming in and being unaware that a person internally applied for the role and did not get it but I did. I can tell you this can be challenging.

01:04:54Cindy Thomas, NACHC: we have a session coming up on boundaries!

01:04:55Lyndsay Thorne: respect

01:04:58Jennifer Infante: being able to separate the friendship from your new role

01:04:59prasith Abshire: setting boundaries and understanding the different roles

01:05:03nia douglas: Separating Friend from Supervisor

01:05:05yanira mendoza: boundries, respect

01:05:07Samantha Ricciarsdi: boundaries

01:05:11Yane Nunez: Separating friendship

01:05:14kalsey blickley: Respect

01:05:14Ramona Fain: The boundaries change. Also lack of respect.

01:05:18Doryce Wilson: Team Prespective

01:05:20Ranna Jaber: understanding you can't do the work you used to and even help out as much as you did.

01:05:24Audrey Yalley: fear of losing friendship/relationship

01:05:24DeJernel Adams: boundaries

01:05:28Chantal F: Transparency

01:05:31Alyssa Hurt: coaching

01:05:35MARY ELLEN POWELL: separating friendship from supervising and having to correct them

01:05:37KERI BREWSTER: Going from being mentored to mentoring

01:05:37Rachel Conlin: Respect

01:05:39Casandra Robbins: Lack of respect from upper management

01:05:41Yvette Casey-Hunter: Rrespect for self and requiring or eleiicting respect.

01:05:41Peter ketsiri: boundries

01:05:42Quinten Foster: I think as a fairly young professional I also see a lot of staff struggle with my age as a leader because they are old enough to be my parent

01:05:43Francis Tavarez: Respect and Understand everyone's Position

01:05:45Allyson Campbell: Respect. Especially if they feel they were better fit for the position.

01:05:47Christie Densmore: 

01:05:53Fundisani Mangena: dealing with my previous failurs my former peers know about.

01:05:53salvarado: communication or body language/boundries

01:05:54rgonzalez: Respect Authority

01:05:56Mary Barranco: Lack of support from leadership

01:06:10Stacie Grimes: I do not feel it would be difficult , as long as you show the same respect towards each other. I am guessing it depends on the people involved.

01:06:25LAURA GIBAU: honesty and respect

01:06:27Alyssa Beisker: Self accountability, respect and confidentiality

01:06:32Nicole Jett: YES honesty

01:06:33Marlen Bazan de Leon: loyalty

01:06:35ROBERTO MORALES: 1. honesty. 2 lie

01:06:35Ranna Jaber: you are able to talk and express your feelings without being judged. Respect what you are saying and keeping what your saying safe.

01:06:36kayla conde: not being honest,

01:06:37Brandy McCullough: Honest

01:06:38Jayapradha Nagenahalli: accountability

01:06:39Rhonda Capps: Lie

01:06:39Lyndsay Thorne: honesty

01:06:41Chantal F: HONESTY

01:06:43Maggie Carman: Honesty. Lie.

01:06:43Melissa Fisk: lying - done.

01:06:43Hannah Saulsbury: 1. Honesty 2. Be dishonest or lie

01:06:43Maria Bustamante: Lie

01:06:44Denise Hernandez: Lying

01:06:45Beojeda:their communications, and hard work

01:06:45Vanessa Figueroa: honesty

01:06:46MARY ELLEN POWELL: honesty

01:06:46Dr. Richard Amiss: lie

01:06:47IGNACIO AMEZQUITA VASQUEZ: 1. guidance

01:06:47Lyndsay Thorne: Lie

01:06:49Marci Arkin: do what they say. Respect, honesty and accountability

01:06:49Stephine Mendez: Lying

01:06:49Stacie Grimes: lie

01:06:50Vanessa Figueroa: communication

01:06:50Ranna Jaber: letting people know what we talked about.

01:06:51Deanna Padilla: open communication and honesty

01:06:51Mildred Garcia: Honesty

01:06:52cynthia smith: Disrespectful

01:06:54Fabiola Rodriguez: Lying will brake my trust.

01:06:55LAURA GIBAU: Definitely confidentially and accountability

01:06:56brenda villanueva Montalvo: 1. Honestly, communication

01:06:57Suzanne McEachron: discreetness and reliable

01:06:58Mary Kay Kirgis: Understanding, listening, not sharing your secrets

01:06:59pbaca: Honesty

01:06:59Adrian Thompson: 1. Confidentiality. Providing a safe non judgmental space.

01:06:59Mary Kay Kirgis: :)

01:07:00wendy romero: honesty

01:07:00Beojeda:observation countable

01:07:01Margie: Honest, have best interest in mind

01:07:02Ana Barrios: breaking confidentiality

01:07:02Nadine Carroll: they are honest and not to afraid to say what they mean, are genuine.

01:07:02brenda villanueva Montalvo: 2, lies

01:07:04Brandy McCullough: Lying

01:07:04Brenda Carter-King: lack of dependability

01:07:04Maria Bustamante: Honesty is the most important thing, along with clear communication

01:07:06Yane Nunez: Honesty

01:07:07Carol Sumanth: Build relationships, have one on one meetings.

01:07:07Christine Tennant: Honesty

01:07:08Tania Mejia: their commitment to your standards

01:07:08Mario Dimas: selective omission

01:07:09Audrey Yalley: honesty, openminded,

01:07:09MARY ELLEN POWELL: woooo disrespect is a good one!

01:07:09IGNACIO AMEZQUITA VASQUEZ: 2. lies, and not communicating

01:07:11Andrea Flores: degrading

01:07:11Ranna Jaber: betraying my trust.

01:07:11Maria Bustamante: transparency

01:07:13Abby Sanchez: Lies and hiding things

01:07:13Nadine Carroll: 2) lying or being nefarious

01:07:13Vanessa Figueroa: If someone is disrespectful, then the honesty and loyalty are gone

01:07:14Paulina Cecilia Avila-Martinez: Honesty

01:07:14Tarsheema Copeny: communication

01:07:15Diana Barron: Honesty and communication

01:07:16Yolanda Gibson: Their honest, dependable, and respect me as a person

01:07:16Eva Villas-Boas: Backstabing

01:07:16Viridiana Sigala: 2- no team effort

01:07:17Sonia Villicana: Honesty for trust. Lies would break trust.

01:07:17Sandy osborne: lying

01:07:17Audrey Yalley: lack of respect

01:07:20Chantal F: DISENGENUOUS

01:07:20ncontreras: lying

01:07:21Tarsheema Copeny: dishonesty

01:07:22Adrian Thompson: 2. Lack of understanding/empathy.

01:07:23Viridiana Sigala: -disrespect

01:07:24Doryce Wilson: Honest feedback

01:07:28Venus Roschi: person is reliable and sees things from many different angles, plays devils advocate, is reliable

01:07:28Yvette Casey-Hunter: Their track record- their history of reliability and honor and keeping their word/promises

01:07:28Ramona Fain: They are honest and trust worthy

01:07:30Chantal F: DISHONESTY

01:07:30Christine Tennant: Lying

01:07:30Josie Urrea: honesty and lack of communication

01:07:33Andrea Thompson: 1. Honesty and Transparency

01:07:34nia douglas: Loyalty, respect & honesty...to break a trust would be lack of those traits

01:07:34Francis Tavarez: Take advantage of superiors flexibility

01:07:35Lupe Rocha: honesty, respect

01:07:36Crisarla Houston: 1. honest, sincere, fair, has integrity, tries to do right

01:07:37Semiko Jacobs: dishonesty

01:07:37Reginald McCoy: dishonesty and lying

01:07:39prasith Abshire: connection/dishonest

01:07:43Casandra Robbins: transparent willing to tell you the truth even if they chance hurting your feeling

01:07:44Andrea Salcedo: gas lighting

01:07:44Carol Sumanth: Honesty, transparent.

01:07:46Vazgen Tervardanyan: Honesty, transparency

01:07:46Valerie Turnbull: Undermining authority

01:07:46Anita Leung: Transparency. Respect

01:07:47ALamelou Radjindrin: Good outcomes increase trust, bad ones break trust

01:07:50Brandi L Wright, PhD, MPH: negative behavior

01:07:51Lupe Rocha: breaking confidentiality

01:07:52Crisarla Houston: 2. If they did something that did not seem honest or fair

01:07:52Suzette: honesty, lying

01:07:54LiTasha Lacks: dishonest

01:07:54Chantal F: SILENTLY COMPETING

01:07:56Yolanda Gibson: 2. Dishonesty

01:07:57Candy George: honesty, straight forward, no hidden agendas. Trust is broken when the hidden agenda is revealed.

01:07:59Andrea Thompson: 2. Dishonest behavior and poor communication

01:08:01Ashley Wallace: communication, transparency

01:08:01ALamelou Radjindrin: When the intent is good, outcome is good

01:08:01Fundisani Mangena: Compromised confidentiality

01:08:03Mariela Verar: dishonest

01:08:03Bernice Wright: Trait - integrity

Break trust - lack of integrity or untruthful

01:08:03Ramona Fain: the trust would be broken if that person lied to me.

01:08:05Samantha Ricciarsdi: honesty and commitment

01:08:07Elizabeth Pacheco: 1. dependable

01:08:07Angelia Guthrie: purposeful omission

01:08:09Suzette: being able to take ownership of mistakes

01:08:12Samantha Ricciarsdi: dependable

01:08:12Reginald McCoy: Breaking trust

01:08:13Diana Barron: Dishonesty

01:08:13Rachel Conlin: lack of communication and lying

01:08:16NANCY RYAN: They are trustworthy, and respectful.

01:08:17Irene Martinez: break confidentiality

01:08:17DeJernel Adams: Lying

01:08:18Yvette Casey-Hunter: Break trust- their malalignment or move away from priitiities and mission and respect for patients.

01:08:18Chantal F: SNEAKY

01:08:20Lance Parker: repeat confidential information

01:08:22rgonzalez: 1. Communication , Work ethics 2. Lies, dishonesty

01:08:24Eliza Carmean: If that person lied

01:08:25Donna Mejia: not being accountable

01:08:31Carol Sumanth: Break trust-not being responsible, disrespectful

01:08:35Stephine Mendez: Work ethic

01:21:26Donna Mejia: 🤔
01:21:33Suzette Ansay: 🤔🤔
01:21:33Regina Pastor: 🤔
01:21:39Leah Lopez: 🤔
01:21:41Vanessa Martinez: 🐶
01:21:43KERI BREWSTER: 🤔
01:21:46Cindy Melton: LOL
01:21:58Stephine Mendez: How would you identify strengths, if they are unsure? and you do not work directly with them ? Or ideas to identify these
01:22:01Megan Brown: Do you have a form or do you recommend creating a form to have employees fill out that asks things such as how they learn best, what motivates them, things they enjoy, etc?
01:25:08Nadine Carroll: Would you recommend an employee fill one out about themselves as well
01:26:53Candy George: Megan/Nadine - I love the idea of having the employee fill this type of form out for themselves. Great tool for management's use and also for training.
01:27:15Gayatri Ankem: How to address self-Orientation in oneself ? how to address perception of others that we have self-orientation, which may not be true?
01:27:18Charise Atiba: "What motivates employee" is probably the most difficult question to answer
01:27:26Anne Sanderson: also goal a setting tool
01:27:43Dana Scott: ok thank you
01:28:01VICKIE LUFF: what happen with an employee and boss have words and now the trust has taken a deep dive
01:28:02Tiah Barnett: the last column was hard for me, I can say my trust level but is that to be answered based off of theirs and not mine ?
01:28:07Selenita Delgado: Each staff member is different they can not be treated or address equally
01:28:09Cindy Thomas, NACHC: @Cherise, a great place to have a conversation
01:28:22Jane Walmsley: Interestingly, this is providing a lot of insight into my experiences with leadership above me.
01:28:35Cindy Thomas, NACHC: @Tiah, a good place for a conversation with that employee
01:29:22Blanca Escobar: Where we supposed to receive a workbook?
01:29:57Nicole Jett: How often do you suggest 1 on 1
01:29:58Sean Johnson: My moments of self orientation have to do with saving face and trying to prevent uncomfortable interactions. Which is selfish.
01:30:22NANCY RYAN: What type of questions or conversations would be included in one on one meetings?
01:30:41Kimberley McCoy: I totally thought of remaking this spreadsheet to have my employees fill it out and see if their responses align with what I observe.
01:31:34Bethlehem Muleta: Could you provide an example of what it meant address awkwardness earlier?
01:31:36Andrea Jergensen: Kimberly McCoy that's a great idea!
01:32:03Trenton Cordova: What if you have been very kind and empowereful but still feel like you aren't being taken seriously?
01:32:24Angelica Arevalo: I think also giving people positive feedback also help promote a good relationship
01:32:46Liana Torres: What if the pressure and respect is coming from the top down and not from below or the people you began to lead?
01:32:51Marci Arkin: I am their guide to success, I will talk on the team's behalf with upper management and other departments
01:32:51Vilma Galindo: Agree @angelica!
01:32:52Carol Blake: in my experience, sometimes things take time. long time sometimes. change is hard for people
01:33:15Charise Atiba: Thanks, Cindy- great point
01:33:29Carol Blake: when I went from peer to manager, it felt like almost a year to feel "back to normal"
01:33:36Gayatri Ankem: Trent great question: I too have the same question: Kindness is sometimes mistaken as self-orientation. how to manage other perceptions in such situations.
01:33:46Chantal F: This is deep, Jennifer!!
01:33:52Chantal F: Well said!
01:33:56EVELYN CRUZ: This is really practical thank you!!
01:33:58Angelique Torres: We can only manage our commitments, We Do Not Manage Time. !!!
01:34:03nia douglas: Delegating duties has been my hardest task in this role...
01:34:06Angelique Torres: WOW

01:34:40Kevin Novak: thank you for the thoughts so far. Have to leave early to do "leader" stuff.

01:34:50Theresa (Terry) Laine: I love this!!!!!!!!!!!!!!!!!!!!

01:35:42DENEEN ROBBINS: There is not enough room on that screen for all my duties (personal and professional).!!!

01:35:47Crisarla Houston: I am usually a rules follower, but I am too stressed out right now to do a word dump of all that is on my to do list. I am in weekly therapy. :(

01:35:56Cindy Thomas, NACHC: @DENEEN - I hear you!

01:36:03Chantal F: Same!

01:36:18Ryan Wenger: Trip to Buffalo with my son for a Bills game this weekend!

01:36:21DENEEN ROBBINS: Working full time and planning daughter's wedding in 4 weeks!!!

01:36:28Samantha Fixmer: I'm with you, Crisarla. The idea of even trying to list it all is overwhelming

01:36:33Donna Mejia: Hang in there @Crisarla! You got this!

01:36:48Sherece Dyer Hill:it's amazing how many things DONT get done smh

01:37:10Zayra Trejo: 🌀 same
schedules
inventory
meetings
cooking meals
help my son with homework
set time for my partner and son
and much more lol

01:37:10Jamie Beiler-Courtade: Unfortunately I do not have the time or the energy to write that out - I would be here for a week LOL

01:37:25Chauntelle Randle: kids, house cleaning, school, work projects, meetings, watch sports, travel, emails, annual reporting, pay bills. Now I have a headache. lol

01:37:31Charise Atiba: the struggle is real

01:37:38Ryan Eller: Were gonna need a bigger page

01:37:43Tina Andersen: Well this is depressing. . .

01:37:47Mariela Verar: @charise same

01:37:49Abby Sanchez: writing it out is stressful, its like facing everything needed of you

01:37:54Lanitra Harris: Audits, family time, reports, emails, emails, and emails

01:37:55Suzanne McEachron: I'm putting my head on my desk....

01:37:59Erica Cruz: homeschoolwork

01:38:05Yane Nunez: House cleaning, kids, projects, pay bills.....

01:38:07Leyly Velasquez: Working full time, school, home, helping my kid w. homework, I have a lot on my plate now.

01:38:12nia douglas: Practice Manager w/50+ staff, dealing w/death & grief...son lost his dad & grandmother within 7 months of each other, I lost a friend yesterday & still have to come to work, leaving all personal issues in the parking lot....

01:38:12Marcie Battle: I just took out my planner. Easier to just copy it.

01:38:13Andrea Ockert: i'm so new to my position I don't even know what I need to get done. lol

01:38:14Charise Atiba: have to reframe this- look at all of those achievements

01:38:19Ranna Jaber: theres so much between work and personal

01:38:20Staci O'Kelley: I need another plate :(

01:38:22Carol Sumanth: Deadlines

01:38:25Vanessa Figueroa: Meetings, reports, a lot of follow up, and personal commitments especially now that my mother is living with me

01:38:26Ranna Jaber: it really is overwhelming

01:38:27Sally Hackmann: we all have responsibilities

01:38:30Adrian Thompson: Clinical Supervision, creating department workflows, creating department procedures, managing employee time off/timesheet, several weekly meeting, data analysis and reports, seeing clients 3 days out of the week, documentation, and more. And this is only a list of work commitments only.

01:38:33Angela Rivera: Could write a book, look for it on the best sellers list!

01:38:37Suzanne McEachron: platter, please?

01:38:46IGNACIO AMEZQUITA VASQUEZ: how can we manage our plate when it feels overwhelm, can you give us some tips

01:38:46kalsey blickley: fulltime job, fulltime school, fulltime wife, keeping husband in line lol meetings , audits, retraining, new department set up oh so so much more

01:38:51Evan Taylor: Someone said I need another plate! I know that feeling!

01:38:52prasith Abshire: work, family time, kid soccer practice

01:38:54Theresa (Terry) Laine: ok. This illustrates a lot!

01:38:57Koolsee Xiong: Meetings, training new staff, emails, checking in with staff.

01:38:58Teresa Vice: I could go on and on

01:39:00Jane Walmsley: ugh - overwhelming :D

01:39:00Venus Roschi: billing
work log
education projects
returning voicemessages
handling tasks via email
handling tasks via snail mail
scanning docs to RCM
nails afterwork
meet and greet dinner at 7p
hem bridesmaid dress for Sat wedding
bills
managing 3yr old and 14 yr old
supporting spouse recent admission to college
grocery shopping
one income household

01:39:01Lyndsay Thorne: Too many to list at work, aside from teenage son playing on two baseball teams!

01:39:03Carol Sumanth: multiple deadlines and not enough time.

01:39:08Maria Bustamante: office meetings, partner meetings, grants and contracts, strategic planning
homework, emails, house cleaning, son college applications, sooo many other things

01:39:23KERI BREWSTER: How can you manage your work commitments when leadership changes your work responsibilities often?

01:39:27Monifa Roberts: This is a great exercise!

01:39:30Thamary Correa: Work, Church, College for my oldest, High school with my youngest, Ill parents out of State, etc.

01:39:30Theresa (Terry) Laine: This is a great exercise!

01:39:38cynthia smith: Meeting, audits, refills, referral claims, sch ordering, inventory

01:39:38Omar Alba: A plate? I need the whole tableware

01:39:39Elizabeth Pacheco: Meetings, monthly report, primary care taker, hiring event, Dr. appts, Wife, Mom, senior student, Emails, finance,

01:39:47Theresa (Terry) Laine: Strategic NO!

01:39:51Tiah Barnett: right.

01:39:52Crisarla Houston: compliance and equity program duties -- a lot for two staff members at an organization of our size, church, community service, family illness, my illness

01:39:52Jennifer Dill: My family and myself

01:39:53Nancy Curd: church, kids activities, kids school responsibilities

01:39:54Yvette Casey-Hunter: My organizational tools are not staying consistently reliable now whereas they dud in the past.

01:39:56Omar Alba: I wasn't aware of how much...wow

01:39:58Fatima Naeem: I discovered the PlannerPad type of planner which makes you funnel what all you have to do and it's been so helpful.

01:40:01Crisarla Houston: i am saying no to me now. I am working on it in therapy.

01:40:02Shamicka Jones: No to self-care

01:40:03Semiko Jacobs: meetings,children games,motherhood

01:40:04Deanna Padilla: Such great advice, sometimes we aren't even aware of all that we are doing.

01:40:05Angie Schlanger: We say no to ourselves more than to others

01:40:08LaShawnda Tilley: working 7 days a week, being a lead, son/ helping with school work, meetings, family, love life, self care

01:40:09Adrian Thompson: Saying no to things that benefit our own mental/emotional well-being

01:40:11Sehrish mahasaniya: Payer websites, clinic projects, rounding, grants, emails, kid's after school activities

01:40:13Liana Torres: It's never ending. how can you stop this??? it is so true!!

01:40:16Yane Nunez: No- to self care.

01:40:23Crisarla Houston: I am saying no to self care, and I am working on that.

01:40:28Krista Tharp: I'm saying no to myself

01:40:28Keshia Rooks: Organizational leadership, Data management, monthly reports, community relationships, meetings, grants, emr troubleshooting, hiring, staff development, staff management, grandchild, children, husband, grandmother,

01:40:34Sandy osborne: 👍

01:40:36nia douglas: "No" feels like you're being noncompliant, no a good friend, parent, fam member

01:40:43Crisarla Houston: I know you have a reason for this. This session is great. Isn't this in the 7n habits of highly effective people?

01:40:59Suzette Ansay: Love this matrix! One of the most helpful things my boss has ever shown me

01:41:07Mariela Verar: @nia douglas agree!!

01:41:25Stacie Grimes: 8 hour shift referrals diagnostic reports, Clinic working, workflows train home is wash and dry clothes , cook take care of dogs Not enough time in a day

01:41:31Ranna Jaber: most of my time is at work

01:41:55KERI BREWSTER: Most of my time at work - data entry, paperwork

01:41:58Omar Alba: at work = most / at home=should

01:42:46Vilma Galindo: I quit social media five years ago and it was the best decision I've ever made :)

01:42:48Themedia Buffaloe-Wyche: I really like this matrix

01:43:06Charise Atiba: we're like Pavlov's dogs when we hear the email chime

01:43:10Leyly Velasquez: good way to sort the plate

01:43:12Maryisa Washington: I also quit social media about 3 years ago and haven't looked back!

01:43:25avalosm: Vilma Galinda.... I did also, best thing Ive ever done for myself!

01:43:30CRYSTAL WASHINGTON: what was the name of the book you just mentioned

01:43:33Regina Pastor: All my emails are important since they are only sent to me.

01:44:11Crisarla Houston: urgent and important - work deadlines, family time, self care.

01:44:22Gail Finazzo: Need to add instant messages to the list.

01:44:42Crisarla Houston: urgent, not important for me - complaints staff file that need to be addressed by someone in another department.

01:44:51Andrea Jergensen: For me it's Microsoft Teams replies, I had to turn down the notification sound because of all the replies to group chats

01:45:00Semiko Jacobs: important-Family,mental health,me

01:45:01Stacie Grimes: I have a meeting I will have to attend I will go back over recording

01:46:11Shelly Santa Cruz:can you show your example again please?

01:46:20Monifa Roberts: Please explain not important but urgent.

01:46:47Sherece Dyer Hill:have a hard time determining what's considered important... cuz it is to me... but is it really...

01:46:54Shelly Santa Cruz:Yeah, that is the one I am having some difficulty on too @Monifa

01:47:12Stephanie Morton: I find all my items are in urgent and important.... I am so overwhelmed...

01:47:14Crisarla Houston: important, not urgent - work projects - investigations that are not time sensitive

01:47:15Chris Campbell: @ Crystal Washington - the book is <https://www.franklincovey.com/the-7-habits/>

01:47:34Bernalda (Bernie) Delgado: hmmm everything I have is important but half half in non urgent vs urgent

01:47:45B. Jamie Stevens, DNP: importance completely depends on whose perspective

01:47:50Andrea Salcedo: nail appointment

01:47:50Tiffany Burdick: I don't understand the second ox down from the left. Urgent and non important?

01:47:52Crisarla Houston: not important, not urgent - stressing over work duties that are too much for me to manage; suggested material that someone sends that is relevant to my job but that I do not have time to read

01:47:56Tiah Barnett: urgent means is approaching and cant be pushed back ? important, needs to be done but could wait

01:47:57Kimberley McCoy: I cannot come up with anything that is not urgent on my particular plate.

01:48:04Carl Green: Everything on my list seems to be Important whether urgent or non urgent

01:48:16Shelly Santa Cruz:Thanks Jennifer

01:48:18Georgia Rising: nothing seems not important

01:49:05B. Jamie Stevens, DNP: washing my car is the only thing I can think of as being not urgent and not important

01:49:05Sherece Dyer Hill:oh it only work things

01:49:11Sherece Dyer Hill:is it*

01:49:23Kimberley McCoy: I am the only one who does specific tasks. So I cannot pass them on to anyone else.

01:49:28Vickylynn Cotter: Urgent: Patients in office asking to see me for complaint, Important: Email responses to supervisors

01:49:46Tiah Barnett: yes we use a priority list

01:50:15Yvette Casey-Hunter: Handling others urgent and important interfering with my own Q.2 and Q1 activities and priorities.

01:52:15Tiah Barnett: burn out

01:52:20Aldeir Sotelo: Body breaks down

01:52:21Adrian Thompson: Likely die.

01:52:23Samantha Fixmer: Burnout is already here

01:52:25Lisa Ramos: we need load management

01:52:29Omar Alba: Burnout is real.

01:52:39Regina Pastor: burn out/ have a major break down

01:52:45Eileen McFadden: burn out is definite something that happened to me

01:53:01Selenita Delgado: We need to take care of ourself before we can take care of anyone else

01:53:04Patricia Gregor: YES

01:53:14Omar Alba: YES!

01:53:14Cindy Thomas, NACHC: @Selenita YES!!!

01:53:37Paula Panikowski Preset: I am going to therapy to learn to say NO, I say YES to everything

01:53:41Kaylee Calitto: As Practice Admin , it often feels to me like its never the right time to take a break.

01:53:45Rudy Fuentes: Yep. Truth.

01:53:53Yvette Casey-Hunter: When we start to say no and set boundaries, people do not accept it because they are not used to it.

01:53:53Eileen McFadden: That is very true. I did that as well.

01:53:59Yolanda Gibson: We should only give to others from our over flow. Something I'm learning daily

01:53:59Angie Schlanger: I feel like I'm not a team player if I say no.

01:54:05Adrian Thompson: With regard to delegation. Some organizations have incentives for staff who take on responsibilities/duties that management would otherwise take on. What are some non monetary incentives that we could offer for buy in?

01:54:05Regina Pastor: I need to learn how say "NO"

01:54:07Andrea Jergensen: I was told IN THERAPY that no is a full sentence

01:54:08Lisa Ramos: agree even when I work from home to catch up it feels like I get more calls than usual

01:54:08Cindy Thomas, NACHC: we have a boundaries session coming up!!!

01:54:19Carl Green: I think we all need to learn to say NO.

01:54:21Cindy Thomas, NACHC: @ANDrea, I love that

01:54:25Denise Kelly: Causes physical side effects, hair loss, weight gain, unhealthy eating and just being grumpy from lack of good sleep.

01:54:30Chris Campbell: Important = long-term consequences if it doesn't get done. Urgent = severe consequences if it doesn't get done today/soon. Important to be honest with yourself about where these tasks truly reside on your matrix.

01:54:34Charise Atiba: No is a full sentence.

01:54:38Patricia Gregor: Hard part is learning to know when and what you can say no to

01:54:51Selenita Delgado: PTO is essential to have a work/life balance. And DONT touch your work computer or phone while you are on PTO recharging

01:54:52Vanessa Figueroa: This slide is so helpful. I have to learn to delegate more and not take on every task given to me. Especially if it doesn't have to be done by me

01:54:52Amanda Radford: Need the boundaries session !!!

01:54:53Carl Green: Great training!

01:54:57Jessica Ritchie: We all need to learn how to respect hearing "no" from someone as well... that's the key to allowing ourselves to be okay with saying no

01:55:06Amber Anyanwu: Thank you for this. I do this balance pretty well if I am not in a stressful season but I have noticed that when stress comes I move everything to the urgent and important category and forget I am to manage people NOT tasks

01:55:11Carl Green: It will only work if we apply

01:55:12Cindy Thomas, NACHC: @Jessica YEEEESSSSS

01:55:14Charise Atiba: @Selenita- absolutely true!

01:55:15Audra Davidson: Can I download these chats? So much good information here too

01:55:23Angie Schlanger: We get into the habit of doing something we've always done for sure.

01:55:28Stephen Brooks: @charise - that's a good one lol

01:55:40Sam Zimmerman:Understand my team's skillset

01:55:42Omar Alba: Prioritize and delegate when possible.

01:55:49Crisarla Houston: I have mastered the art of delegating. I will slow down and say no more.

01:55:52Leslie Pou: I am going to share this with my supervisor. I think we overwork too often. Thanks so much for this presentation

01:56:04Crisarla Houston: I mean slow down on nondelegable tasks at work

01:56:10kalsey blickley: Set boundaries for myself

01:56:13ncontreras: but if you say no your coworker may get upset

01:56:17Crisarla Houston: I will also make self care urgent and important every day of the week

01:56:19Christine Tennant: Prioritize

01:56:24Vanessa Figueroa: I will meet with my team to review action items from meetings and assign them as needed. The chart will definltey help with that

01:56:25Venus Roschi: the Eisenhower Matrix

01:56:26nia douglas: confidence in knowing that the Team can handling the task

01:56:28Leslie Pou: have more trust of my coworkers

01:56:29Yvette Casey-Hunter: Empower them to complete the delegated task wihtout micromanaging them.

01:56:30Sandy osborne: Prioritize,

01:56:31Margie: Really evaluate whether it is something I have to do or if someone else is just as capable or more capable.

01:56:32Tarsheema Copeny: Look at the priority level.

01:56:33salvarado: provide a step by step/workflow on how to do the work

01:56:34Aryn Spurgeon: Take the time to train up others to do some of the tasks I do within reason.

01:56:35Koolsee Xiong: Not take on tasks that aren't in within my job design. Set boundaries when it comes to working past clinical hours.

01:56:36Andrea Welsh: Work to understand what I can handle and not take on more.

01:56:39Donna Strickland:prioritize

01:56:41KERI BREWSTER: Work with my supervisor to determine which tasks are truly mine alone and which I can delegate.

01:56:42Sarah Boggess: trust in co workers

01:56:47prasith Abshire: trust my co worker

01:56:48Marc Strudwick: Prioritize and set bounderies.

01:56:51Crisarla Houston: When one sets boundaries, the person who has formerly overstepped boundaries will often get upset. The boundaries must still be set.

01:56:54Sehrish mahasaniya: To let my team see my perspective and trust them with the process

01:56:59Semiko Jacobs: I have improved a lot on knowing what to delegate and when

01:56:59Brenda Carter-King: Offer to my Team, what help is needed and ask for volunteers when it is appropriate.

01:57:00Hieu Pham: Feeling no need to reply to all text messages or emails when they are not important or urgent

01:57:04Venus Roschi: sorry, I meant, use the Eisenhower matrix

01:57:05Omar Alba: Trust in my co-worker's abilities = that's a good one

01:57:06Jennifer Dill: Setting boundries

01:57:16Carol Sumanth: Definitely prioritize and make a time line.

01:57:17Raquel Berberena: Fill out this quadrant - self first, then team in order to strategically meet our goals as a team., get buy-in and then delegate.

01:57:21Carl Green: Complete Eisenhower Matrix

01:57:21Samantha Fixmer: Acknowledge that we are all "busy," but that doesn't mean that I need to continue to take on the additional on my own

01:57:22Semiko Jacobs: Setting boundaries as well

01:57:24Tiffaney Burdick: Try to categorize tasks to be delegated in a structured way according to importance and urgency, delegate tasks appropriately based on the employee landscape.

01:57:29Margie: In terms of job review - could saying NO have a negative impact ?

01:57:32Lisa Ramos: prioritize and set boundaries

01:57:36Sharon Martin: Thank you, this has been great!

01:57:38Lora Ressler: Be honest about my ability to handle it (on an already full plate) and trust those around me to pull thier own portion of the duty. Empowering others (let them take the task) and myself (allowing me to let go or not take hold at all).

01:57:39KERI BREWSTER: @hieu Love this! Our team has so many non urgent, non important group texts!

01:57:41Brittney Lewis: Thank youuuuuuu Ms. Jennifer!!!

01:57:41Theresa (Terry) Laine: Great session.

01:57:42Melissa Fisk: Thank you!

01:57:44Andrea Jergensen: I think it's also very beneficial to set boundaries early on. When I've communicated about where I stand and where I am able to flex. I also found it great to learn about myself through the Predictive Index that was given at my work about my learning and communication style

01:57:44Angie Schlanger: Meet with my team to come up with a plan of who does what, spell out expectations, implement timelines and check back often to see what's working/what's not working.

01:57:46Margie: And how do you counteract that result

01:57:50Bernalda (Bernie) Delgado: this was GREAT! wish I had this before I was made supervisor

01:57:51Lisbeth Carpio: Meet with my staff individually & know their strengths (use what you thought is today) Thank you ❤️

01:57:53Theresa (Terry) Laine: Plate tool is a great tool

01:57:57Ramona Fain: This was so helpful to me. I really needed this

01:57:59Mariela Verar: Thank you I needed this!!!

01:58:03Dorcas Hagerty: How do you set boundaries with your own supervisor/boss?

01:58:07Patricia Gutierrez: This was a wonderful session. I need to learn to delegate more. Thank you!!!

01:58:13LESLIE LAKE: Thank you for the tools and the reminder that we deserve to work as hard on ourselves and staff as we do for work

01:58:13Stephanie Pharr: Thank you. I will use these strategies in my personal and professional life. Very informative

01:58:34Carl Green: Thank you a much needed training!!!

01:58:36Heather Gillock: Awesome information. It helped me understand my work style and why I struggle to desire to move towards a leadership role.

01:58:45Angelique Torres:informative. Thank you. take away lots of soul searching ...

01:58:48Michelle Welch: Thank you! This was not time wasted :)

01:58:48Mariela Verar: Wow very informative and needed in this time where nothing seems to be enough or appreciated. Being a leader has been very difficult POST COVID.

01:59:03Brandon Currie: Hello, I have a question. How do I delegate when my team and I have a high workload, but our team is small? I don't want to overwork them, make dissatisfied with their job, or make them think I am doing less work.

01:59:03Tynia Waller: Thank you all this has been super helpful, looking forward to next sessions

01:59:04Rudy Fuentez: The Workbook was excellent! Very helpful!!

01:59:18Charise Atiba: This was a great way to reset! Thank you

01:59:23michelle hopkins:Excellent information. Thank you. Trust Equation very helpful. great visual!

01:59:23Sophia Harrison: Thank you!!

01:59:36Aryn Spurgeon: As a new leader, I've been looking forward to this for a long time!

01:59:36Brenda Carter-King: Thank you, this has been and will be valuable to put into use with my team!



Creating/Developing Boundaries
Webinar Chat
October 5, 2022

[introductions removed to reduce length of chat log]

00:52:07 Mika Aoki: How do you set boundaries with someone who demonstrates "unhealthy boundaries" behaviors in workplace?
00:52:43 trudy barnes: Always respect healthy boundaries. Give people space
00:52:50 Keri Brewster: How do you set boundaries with your management team?
00:55:10 Lupe Rocha: if im hungry after 7pm I drink tea, it helps me not to gain more weight and I feel better
00:55:35 Cindy Thomas: good one @Lupe
00:55:35 Samuel Gezehei: SLEEP AND SAYING YES Bit improvement. I will listen to my body and my need for rest. Plus, will response by saying "let me see and when do you need it by"
00:56:07 Elizabeth Gooden: I don't check email after a certain time.
00:56:11 nia douglas: One boundary I've set is that I don't party w/the people I work with & I don't socialize w/them on social media
00:56:12 Cindy Thomas: thanks for sharing with the group.
00:56:20 Candy George: Taking the time during the work day to step away, have lunch, and spend a few minutes for me.
00:56:26 Peyton Peyton: I have to physically step away from electronics after 6 pm or I'll just keep working
00:56:28 Danielle Solick: I don't interact with or "friend" colleagues on social media. Helps me keep my personal and professional lives separate. When you're working intense, long hours, that line gets blurry enough as it is!
00:56:35 Shelly Santa Cruz: setting do no disturb on my phone after 9. so I can concentrate on prepping for the next day and quality time with partner
00:56:37 manita fontaine: Good boundary: Keep my words or promise made to others
00:56:37 Cindy Thomas: @Candy I am trying to do the same
00:56:42 Matthew Kennene: I always take my lunch away from work
00:56:45 Aryn Spurgeon: Daily alone time to decompress and reflect. One day per week of rest without a scheduled event which sometimes means saying no to people I love to create selfcare
00:56:48 Crisarla Houston: 1. Family relationships 2. borrowing money. I do not really loan relatives money to avoid fracturing family relationships.
00:56:48 Mandy Wenzel: I no longer do anything related to work when I am at home... This has helped tremendously in my mental health life!
00:56:55 Hieu Pham: Phone on airplane mode after 10:30pm
00:57:05 Yane Nunez: I no longer watch TV after 8pm.
00:57:05 Donna Mack-Tatum: Saying "no"
00:57:11 Lori Parrott: I set boundaries on how other speak to me
00:57:17 Rebecca Carrico: Acceptance,physicllly & mentally healthy contentment
00:57:22 Cathy Weirick: Cathy Weirick here from Cherry Health.
00:57:22 Donna Mack-Tatum: Phone on DND after 10pm

00:57:25 Samantha Fixmer: Not accepting other's plans when they invade time I've set aside for myself

00:57:25 NANCY RYAN: aT HOME, NO CELL PHONES AT THE DINNER TABLE.

00:57:36 Stephanie Stewart: sleep; self care by walking in nature and listening to music to create joy!

00:57:39 Heather Gould: I am no longer on facebook, this as allowed me to be more intentional with the relationships I hold close. This has also allowed me to let go of quite a few insecurities in life.

00:57:45 Ernesto Guevara: limiting my time dedicated to work, by not working late all the time and/or weekends, resulting in less stress

00:57:50 Tricia Campbell: trying to go to the gym every morning, while my boyfriend lays in bed and sleeps

00:57:52 Danielle Solick: My work phone is on Do Not Disturb from 7p-6a unless I'm in emergency deployment.

00:57:53 Chanel Holland: I have placed a boundary on friends and how much access I allow them to have to me. Learning how to say No and not feeling bad about saying No and meaning it

00:57:56 Stephanie Morton: when someone is negative at work, I will listen however the boundary is I won't feed in. I will ask how we can make this a positive reaction

00:58:05 Aldeir Sotelo: Limiting social media to 30 minutes or less daily

00:58:06 Troy McLouth: I do not devalue myself based on others actions or feelings, but will use such feedback to prompt a self-reflection

00:58:07 Shelly Santa Cruz: with social media and coworkers, what if you were already connected and then became their boss?

00:58:09 Tina McConnell: I pay attention to how much I sit, and set a timer go get up and walk around regularly.

00:58:10 Keri Brewster: 1. No caffeine after 3pm and no more than 2 cups of coffee in the morning.
 2. Closing my door and notifying coworkers when I'm in a meeting
 3. When pressed to discuss something I'm not comfortable discussing with my spouse or family, I firmly repeat "No".
 4. Having a weekly planning session that I never miss.

00:58:10 Daren Bush: Set boundaries with text messages

00:58:11 Aryn Spurgeon: Only working 40 hours per week to balance life with my family.

00:58:13 Vea Crawford: Health/Wellness Balance (exercise, meditation, staying hydrated (1 gal day), allow time out to reset. Yields a more productive day.

00:58:17 Lisa Duncan: During height of COVID I only accepted/returned calls to clear people to return to work between noon and 5 pm Sunday so I could relax and get personal things done the rest of the weekend.

00:58:18 manita fontaine: Not answering my work phone pass 8pm

00:58:22 stephanie vang: taking care of myself. Being a little more selfish with my time with others. Major self care.

00:58:25 George Aguilar: budgeting and not spending on items that are not needed.

00:58:28 Monifa Roberts: No news before bed

00:58:28 vanessa rizo: Reminding them to address any concerns during work hours not when I'm clocked out

00:58:29 Samantha Fixmer: maintaining a 40 hr wwork week as much as possible

00:58:33 Chelsea Nieland: Holding people accountable to the expected standard.
 Not allowing my son to dictate how I parent.
 Allowing myself, self care opportunities.
 Not putting up with Abuse.

00:58:34 Dionne Dyer: Stop working after 5:30

00:58:45 Dawn Murphy: Call me, no text messages

00:58:48 stephanie vang: Having an amazing work/life balance.

00:58:49 Kelly Salazar: New job, setting boundaries within my scope. Previous person in my role said "yes" to everything.

00:58:51 Rebecca Beyer: LOVE her!

00:58:53 NANCY RYAN: I realize now, thinking about this, I don't have many boundaries. I need to set some in all areas. This is a great eye opener. Thanks

00:58:56 Andrea Agalloco: social worker!

00:58:57 Tanya LeMire: Love Brene!

00:59:00 Shannon.Carver: Making sure to take at least 30 minutes a day for myself

00:59:00 Sommer Kaskowitz: Setting an alarm to go home by 6pm (sometimes works) :)

00:59:01 Rebecca Carrico: Time management, evade destructions. Know your self & be accountable.

00:59:03 Venus Roschi: love Brene!!

00:59:03 vanessa rizo: I don't answer my phone on weekends

00:59:04 Danielle Solick: @Shelly - undo it. Most social media doesn't notify people if they are unfriended. Or create separate personal and professional accounts, and that will help them to be mindful of how they're interacting with you.

00:59:08 Antonia Way: Community Health Network, Houston, Tx

00:59:33 vanessa rizo: Not answering work related messages on days scheduled to be out

00:59:40 Angela Rivera: No Social Media Use

00:59:41 Sandra Swisher:Sandy Swisher Ritchie Regional Health Center Parkersburg, WV

00:59:51 Crisarla Houston: Not answering work emails after hours

00:59:57 Laquisha Howard: Learning to separate work from home. As I like to remain and positive energy. Your peace is everything however others don't understand which can affect all overall being. So glad I have learned I've choose my peace of mind!

01:00:28 Cecilia Martinez: Cecilia Martinez MCC Minnesota

01:01:03 Kimberly Brown: Kimberly Brown, CO, Marianna Arkansas

01:01:06 nia douglas: Also, I don't have anything work related tied to my personal devices at home. My staff can text my cell if an emergency when I'm not in the office but that's it.

01:01:08 Chelsea Nieland: Fascinating.

01:01:26 Cierra Wilcox: i love this!

01:01:26 Rachel Maze: so good!

01:01:33 Tiffaney Burdick: So great!

01:01:39 Donna Mack-Tatum: So true!!

01:01:46 Andrea Salcedo: so true

01:01:52 syndalee villafuerte: wow that was great

01:01:53 Doryce Wilson: Facts

01:01:54 Jane Walmsley: very interesting!

01:01:57 Crisarla Houston: We are not kind and generous to people who walk all over us. Lifegiving words.

01:02:01 WANDA ACOSTA: 

01:02:06 Jamie Beiler-Courtade: Very powerful message

01:02:20 Crisarla Houston: Yes. The most compassionate people are the most boundaried people. What you say?

01:02:21 Cindy Thomas: @Crisarla YEEEESSSSS

01:02:31 Crisarla Houston: :) Cindy

01:02:33 Diego rivera: Awesome

01:03:01 Lori Parrott: Really good

01:03:27 isabel espinoza: Reference....Grant me the Serenity.....

01:03:54 Lora Ressler: wow that was good

01:03:56 Christine Angelo: that has been me...thank you for illumination

01:05:01 Candy George: You can't take care of others if you don't take care of yourself first.

01:05:09 Chelsea Nieland: This hits so close to home!

01:06:01 Tiffany Burdick: As a healthcare provider, I find it hard to hold good workplace boundaries because ultimately if certain things are not done, a patient suffers the consequences of that. We often times take on a lot more than we can handle to ensure the patients needs are always met.

01:06:27 Hetal Luhar: I love this one

01:06:49 Chelsea Nieland: This one is awesome!

01:06:57 Jennifer Infante: Love this Video!

01:07:25 Brenda Avalos: yes,

01:07:28 Keri Brewster: LOVE this concept!

01:07:28 Cierra Wilcox: yes

01:07:32 Carl Green: Interesting I said NO each time

01:07:41 trudy barnes: Great video

01:07:49 Bridie ohnson: what is the name of this video I missed it

01:08:07 Elizabeth Brasier: mayonaise jar

01:08:08 Leslie Pou: the mayonnaise jar

01:08:17 Elizabeth Brasier: audio is good

01:08:37 Thamary Correa: WOW!!! Thanks for sharing!

01:08:43 Chelsea Nieland: <https://www.youtube.com/watch?v=SqGRnIXplx0>

01:08:46 isabel espinosa: love these lessons.....different perspective

01:09:03 Natasha King: Love that video!

01:09:09 nia douglas: love it!!!!

01:09:09 Lupe Rocha: soo true, love the video

01:09:14 SHURLONE WRIGHT: I don't drink, but this was really good.

01:09:19 wendy romero: This is a life lesson

01:09:23 Tristian Douglass: 🥰

01:09:24 Tamara Crews: ❤️

01:09:25 Laura August: amazing

01:09:26 Lupe Rocha: great message

01:09:32 Bruce Schrader: I'm not crying...you're crying...

01:09:39 LAUREN MONTES: GREAT MESSAGE

01:09:45 Staci O'Kelley: Super great message

01:09:56 prasithab: such a great message

01:10:00 Beverly Hepburn: 👍

01:10:07 Lisbeth Carpio: ❤️

01:10:09 Sharon Martin: Recently saw a very similar presentation, but it did not include the beer analogy for time for friends. I think this is so important as well!

01:10:10 Crisarla Houston: AAYYYYYEEE! He is on point!

01:10:20 Brenda Avalos: Great message!

01:10:37 Diana Barron: Great message!

01:12:30 Semiko Jacobs: Things that make me feel safe is working out and reading my bible

01:12:31 Lupe Rocha: family, job, husband, pets, home

01:12:40 Hetal Luhar: Can't each be both in and out of the circle depending on the circumstances?

01:12:56 gary darmofal: health

01:13:03 Elizabeth Gooden: Home, family, and good football game 🥰

01:13:08 Semiko Jacobs: Stress and discomfort having to many things on my plate and taking on too much

01:13:15 Lori Parrott: Inside circle; family, church, community, job

01:13:19 Carmen Ogles: Soft music, family and pets.

01:13:37 Jayapradha Nagenahalli: Safe: Family, Friends

01:13:42 Aldeir Sotelo: Martial arts, family, friends, music, and gaming

01:13:46 Elizabeth Pacheco: 1. Home, family, church

01:13:48 Octavia Savage: Stability Family, Friends, clear communication learning new things and cultures

01:13:54 nia douglas: I just had a conversation that my job, actually my career is my biggest Blessing & biggest headache...meaning I love what I do but some days I'm OVERWHELMED

01:13:55 Graciela Mendoza: family, praying, home

01:13:55 Daren Bush: Inside, church, talking to spiritual friends, long drives

01:13:56 Brandy Piper: What about the ones that land in both categories?

01:14:05 Stephanie Stewart: wife, home, nature, music, spirituality

01:14:06 Lupe Rocha: church and bible important in my life to make me feel safe

01:14:15 Tanya LeMire: I have some of those too, Brandy Piper!

01:14:20 Carmen Ogles: Discomfort: zoom meetings, monthly reports, bills.

01:14:20 Daren Bush: outside, employees constantly last minute requests

01:14:23 gary darmofal: apple sauce

01:14:38 Hetal Luhar: exactly, nia douglas

01:14:39 Lynn Bodine: Outside - When people appear to be listening to what you say but don't really hear you

01:14:44 Lori Parrott: Outside Circle; disrespect, yelling, bad language, entering into my personal space

01:14:59 Stephanie Stewart: poor sleep, people not pulling their weight,

01:15:06 Donna Mack-Tatum: inside: music, dog, beach, quiet
outside: people, dog, disrespect, excuses

01:15:14 Chanel Holland: Inside: Husband, Church, Family, Cooking in my Kitchen, sitting on the deck with a good book. Outside: Confusion, not enough sleep.

01:15:15 gary darmofal: always have phone

01:15:20 Katy Carey: if they land on both I put them on the line of circle- inside and outside

01:15:22 Carmen Ogles: Unexpected meetings, deadlines and less time to relax mentally and physically.

01:15:34 Shanika Johnson: When asked for input, but the information is not valued

01:15:40 Donna Mack-Tatum: Inside-Prayer makes me feel safe. Outside- Family and work can cause me discomfort, stress and annoyance.

01:15:42 Jayapradha Nagenahalli: Difficult subordinates, unable to figure out how to talk. Even after many encounters

01:15:45 Jessica Rebel: Bills, unrealistic expectations imposed on me, short staffing. Those are my outside.

01:15:45 Ernesto Guevara: Religion is a stressor for me, due to discrimination

01:15:48 Kerri Warner: outside: people asking for you to do something for them, just because they dont want to learn to do it themselves. This happens frequently at work.

01:15:51 Laquisha Howard: Inside: Home & Retail Shopping

01:15:52 Lupe Rocha: traffic, people with bad attitudes, rude people outside circle

01:15:58 Arnetta Hewlin: inside weekend, family and church, outside poor communication,

01:16:01 stephanie vang: I have friends on the inside and outside.

01:16:02 Jennifer Infante: safe: car rides, family, friends, music, beach, games. stress: having me on speaker, disrespect, not communicating, unreasonable excuses.

01:16:10 gary darmofal: negativity

01:16:20 Carmen Ogles: Inside: walks and hikes

01:16:20 Katherine Rodriguez: Inside: husband, church, sitting on the porch, massages, hair maintenance

01:16:25 Shanika Johnson: Not feeling appreciated or valued

01:16:33 gary darmofal: fishing

01:16:36 Carmen Ogles: Inside: prayer

01:16:38 SHURLONE WRIGHT: Spending time with God, reading my Bible, family. These will be inside the circle. Outside the circle would be complaints, gossip, disrespect, sneaky people.

01:16:39 Jane Walmsley: outside - not being valued and treated with disrespect (especially when the contribution is valuable and worthy of consideration)

01:16:42 Dionne Dyer: Inside- Home, family, friends. Playing tennis, being outdoors. Lake, Beach, Gardening. Outside- lazy people, disrespectful people, children in need, public speaking, nagging behavior.

01:16:44 Samuel Gezehei: 1. Good soccer; biking; Hiking; pleasant friends; spirituality, my partner; brothers 2. credit taken for work done, foul mouth; inconsiderate requests in short timeline; not feeling appreciated.

01:16:46 Shanika Johnson: Inside: Children, family, friends, personal/selfcare days

01:16:46 Katherine Rodriguez: Outside: People refusal to pay upfront, inconsiderate people, last minute requests

01:16:47 Kristina Leath: Inside: Some family members, my dog, beach, travel, music, sunflowers

01:16:52 stephanie vang: I agree with you Jennifer. I have boundaries with my friends too. Don't get me wrong, I love my friends however, I do have my boundaries with them.

01:17:09 Linda Deeming: It is similar to "an unguarded strength is your greatest weakness".... It takes constant reflection.

01:17:35 Beverly Hepburn: Last minute deadlines

01:17:36 Carmen Ogles: Set time limits for work.

01:17:45 Stephanie Stewart: travel yes, would love to travel for career

01:17:49 Keri Brewster: My area to focus on is to stop saying Yes all the time. Or at least saying Yes before I've had time to count the cost of that Yes

01:18:04 Audra Davidson: There is so much good information in these chats! Can we get a copy of it?

01:18:12 Angie Schlanger: Setting boundaries with your college kids - can be very stressful if not.

01:18:39 Cindy Thomas: @Audra, we can post with the recordings

01:19:03 stephanie vang: Yes!! I agree.

01:19:11 Patricia Gutierrez: I agree.

01:19:20 Audra Davidson: @cindy, thank you!

01:19:34 Hetal Luhar: this is so common yet so neglected

01:19:43 SHURLONE WRIGHT: I agree with you. I have decided that I will not make my job my life.

01:20:24 Shannon Bacon: I would love to normalize uninterrupted work time to foster that flow

01:20:31 Laura Renteria: set time for uninterrupted work time is a great idea!

01:20:53 Angi Arnett: When in a position of leadership, how do you set those boundaries with staff regarding communication? Ex: one of my staff tells me she feels very comfortable talking to me about work things, but sometimes tends to complain about other staff members. I tell my staff they can reach out to me when needed, but she tends to send multiple messages about other staff members, etc. I think she needs to vent sometimes, but I need a gentle way (her feelings get hurt a bit easily) to let her know there are boundaries there and, while I'm okay with my staff talking to me, it's not so they can spout negativity about their co-workers, my staff.

01:21:03 Keri Brewster: I block off time in my Outlook calendar for work tasks that need my full focus.

01:21:16 Leslie Pou: how can you create uninterrupted work when no one else can do your work because they are not qualified?

01:21:31 Hetal Luhar: I sometimes use Microsoft Viva to set up focus time for myself

01:22:05 Kerri Warner: @Keri Brewster I do the same thing with outlook.

01:22:12 Diego rivera: absolutely

01:22:18 SHURLONE WRIGHT: I have learned that "No" is a complete sentence.

01:22:22 Cierra Wilcox: @leslie Pou, I struggle with the same

01:22:23 Laura Renteria: it feels sometimes everyone needs to talk to you at the same time

01:22:31 Samantha Fixmer: I will schedule Focus Time in my Outlook calendar, and during those times I put my phone on do not disturb (as recommended by my supervisor).

01:22:34 Chelsea Nieland: Thoughtful Meditation has helped me - 100% back the calm app!

01:22:42 Chelsea Nieland: My kids love it too

01:23:02 Hartley Newell-Acero: maybe not positive and negative consequences but pleasant and unpleasant? Is the consequence negative or just unpleasant?

01:23:05 Laquisha Howard: Only if this was realistic lol...

01:23:34 Geli King-Brown: this is hard when the responsibilities keep changing based on current need.

01:23:43 Cierra Wilcox: I listen to Brown Noise on headphones while working so I cant hear the background conversations and then my co workers try not to bother me ...

01:23:47 Leslie Pou: @ Angi, our clinic has a procedure if you have a problem with someone. speak to the person one-on-one and if that doesn't work or they don't feel comfortable approaching that person, then we ask the supervisor to be present, but she doesn't intervene on the conversation unless she feels it is necessary.

01:24:10 Geli King-Brown: when I really need to focus I turn on music and tune out as much as I can

01:24:25 Leslie Pou: Music is a great way to get away

01:24:55 Zayra Trejo: I agree music is a great way

01:25:10 Dawn Murphy: Interruptions are a huge challenge

01:25:11 Jayapradha Nagenahalli: Listening to music on my Airpods helps me to work better

01:25:42 Kimberly Sunderland: I love the sound of silence

01:26:14 Clarece Johnson: Music is always good

01:26:16 Sherece Dyer Hill: distraction is definitely part of my problem

01:26:17 Daren Bush: challenges-teams messages all day for quick questions that are end up being long a drawn out.

01:26:22 NANCY RYAN: My work style really changed, and for the better, when all the medical coders were sent home to work. I don't feel like I have to dress to impress, like I did, and it shows in my work now. It's much better.

01:26:26 Diego rivera: learning to truly identify your needs and how to improve my self first will have a big impact on everything you encounter

01:26:30 Kasey Oines: whats an example of a work style?

01:26:34 Charles Klein: music makes me get up and dance on my desk

01:26:48 Leslie Pou: ANA Titer & Pattern to be performed, CBC w/diff to be performed, CMP to be performed, Creatine Kinase (CK), MB/Total to be performed and Sed rate to be performed.

01:26:51 Lori Parrott: challenges could be not having enough staff to do the job, or overworking staff that I have, burnout could be another challenge

01:26:52 Kristina Leath: Interrupting my work space is a huge challenge

01:26:53 Donna Mack-Tatum: 1. Managing people, Credentialing and Provider enrollment
2. Employees not following proper procedures, leadership not providing the support needed, personal health/sickness/family
3. General required info to do regular task, staff to provide complete details, etc.
4. Depends on the task I am working on

01:26:54 Semiko Jacobs: music

01:27:00 Crystal McNaughton: Can you list the different work styles?

01:27:14 Jayapradha Nagenahalli: The quality of information is also very important to get the work done.

01:27:24 Chelsea Nieland: To recruit and ensure the staff is fully supported, in place and retained
Recreate a culture of value and support - that they currently don't have
Ensure employees are compliant and held accountable

Partner with my peer to ensure we are on the same page and providing the same communication

Questioning "Well, this is always how it's been done."

To lead all learning and development improvements should be handled

Rewriting E.Handbook, and mitigate drama

01:27:26 Candice Rowland: Do you have any reference for determining work style?

01:27:34 gary darmofal: teamwork??

01:27:47 Christina Osman: Setting focus time can be difficult depending on how busy we all are. When it's a meeting heavy week I have to delegate, which makes me feel guilty for "dumping" work on my staff, or have to consider it lost productivity.

01:27:47 Leslie Pou: How can you create uninterrupted work when no one else can do your work because they are not qualified?

01:27:54 Linda Barfield: optimal work style:

01:27:55 Lori Parrott: In order to do my best work, I need to know what the expectations are

01:28:02 Jennifer Infante: I supervise staff. challenges are staff attitude, call outs. I need to be aware of changes and new information in order to do my best work. optimal work style is working from home 1 day/ week, and great communication with staff.

01:28:29 Linda Barfield: learn, train, share the knowledge, empower staff with knowledge, do not micromanage. set a foundation and expectation

01:28:29 Kristina Leath: My main role is to maintain a smooth daily clinic workflow

01:28:40 Stephanie Stewart: music in the evening because I'm a night person. Silence is best at work. Big ideas, big picture person

01:29:03 Kasey Oines: "other duties as assigned"

01:29:10 Antoinette Ramirez: Follow directives/rule follower. Get irritated when staff doesn't follow directions or rules.

01:29:54 gary darmofal: i feel work as a team and i am there to be sure the team has what they need to succeed

01:29:56 Carrie Wenzel: best work - knowing goals, knowing expectations, having proper working equipment - optimal, less distractions, less interruptions

01:30:06 Semiko Jacobs: Having everyone work as a team

01:30:13 Patricia Gregor: remembering everything is not a battle, knowing when to let go

01:30:25 Aryn Spurgeon: Having a system that doesn't breakdown on a daily basis. lol

01:30:57 Laird Culver: I too

01:31:32 Veia Crawford: I like the bandwidth statement

01:31:36 Laird Culver: LC supporting LC

01:31:37 Kelly Salazar: I have heard that everything said before "but" gets negated. I try to phrase things without the word "but".

01:31:49 Tonya Ames: I try to set boundaries on the "can you complete this" and I am unfortunately met with its an agency priority

01:32:09 Tonya Ames: Meetings are always held during our lunch breaks

01:32:42 Andrea Agalloco: These sentences would all work with "and" instead of "but" which could help @Kelly

01:32:57 Andrea Agalloco: good point

01:33:15 Jeneil Jolley: At my agency, I try to schedule meetings in the morning so team members can you their day for their tasks and still have time to practice their work flow

01:33:35 Danielle Solick: When someone is scheduling meetings over breaks, I don't think you have to justify why, I think that's a standard practice that leadership needs to take accountability for.

01:33:36 Aryn Spurgeon: Instead of traveling to share education to a large group of people, reaching out to a point person and asking for clarification over a video chat saved 2 hours of time.

01:33:53 Laquisha Howard: These are great languages however, I can see a lot of kick-back with some of these responses as other are not as considerate regarding certain situations. How to you pivot around this so many people make things difficult.

01:33:54 ginam: I have been asked to do a project. I asked when does it need to be done by because I am a planner. The response was "as soon as humanly possible." Well, that project hasn't been completed.

01:34:35 Danielle Solick: *justify why not* as in why you're rejecting those meeting invitations

01:35:34 Brenda Carter-King: I would like to be able to support this project; at this time my plate is full.

01:35:36 Chelsea Nieland: "I am just as equitable in my role, as my counter-part to have the same distro access and be included in the same communication."

01:35:48 nia douglas: 1. "No" 2. "I'm not able to go over it right now but will at my earliest convenience, I will message you & let you know"

01:36:02 Aryn Spurgeon: For multiple asks, I like to request which one is a higher priority...or, of my current activities, what can be put on hold to make this a higher priority with the least amount of impact.

01:36:12 Crisarla Houston: No. Unfortunately, I am not in a position to do that.

01:36:18 Lori Parrott: I would be glad to talk about this situation, so can we set up a meeting? Now is not a good time for me, but I would like to speak with you later

01:36:27 Sherece Dyer Hill: I'm not available today but you can ask....to help you with that

01:36:35 Crisarla Houston: When I am asked to do too much or something I should not be asked to do.

01:36:38 Jayapradha Nagenahalli: 1. No

01:36:39 Lora Ressler: What is the expectation of when Project X needs to be done? Can I deprioritize if need be and is there someone I can pivot to for help if I won't make the deadline?

01:37:01 Chelsea Nieland: I respectfully disagree with your decision, and here are the reasons why... (provide the documentation and evidence as such)

01:37:07 Jayapradha Nagenahalli: Prioritize

01:37:08 Christina Osman: It can be difficult to prioritize what is important when leadership changes their mind so often, sometimes even mid-week. If the update isn't communicated then we work off of old information.

01:37:10 Whitney Pearce: 😊

01:37:13 Omar Torres: Lets see what we can come up with

01:37:30 Carrie Wenzel: It's late, since you're messaging me at 9pm, I will look at this tomorrow

01:37:34 Aldeir Sotelo: I need more information about the project. Can we set up a 30 minute meeting or call to discuss?

01:37:34 Lupe Rocha: I will be happy to get someone that can help you :)

01:37:36 Semiko Jacobs: What is the timeframe to have the Project completed and what does it intel.

01:37:41 Donna Mack-Tatum: I appreciate your assistance; however, I already have those processes in place.

01:37:46 Samantha Fixmer: Unfortunately, there are some chief officers that you just can't say no to

01:37:51 Crisarla Houston: Why would one even answer at 9 PM message unless it is critical?

01:38:13 Linda Barfield: because boundaries have been set, people ask for permission and timelines.

01:38:21 Crisarla Houston: You can indeed say no to C-Suite level executives. That is the work of boundary setting.

01:38:23 NANCY RYAN: I usually get told it has to be done now. I have to say when I finish what I'm working on now.

01:38:25 Beverly Hepburn: What would you suggest that would help complete the assignment on time.

01:39:28 Andrea Agalloco: Yes, my boundaries related to work also related to how I'm caring for my toddler and especially our morning routine

01:39:38 Chanel Holland: That disagreements is something else....LOL

01:40:12 Ernesto Guevara: as soon as possible is as ethereal as unicorns, every one has a different interpretation of such

01:41:27 Tonya Ames: I completely struggle with one individual who fails to adhere or respect my boundaries. I need help help in this area

01:42:24 Crisarla Houston: Tonya, check out the book Boundaries by Cloud

01:42:40 Crisarla Houston: I am sorry to hear of your struggles

01:42:59 Tonya Ames: Thank you Crisarla!

01:43:08 Crisarla Houston: You're welcome.

01:43:14 Crisarla Houston: We teach people how to treat us.

01:43:21 Kimberly Sunderland: Saying no has always been a challenge for me. Even growing up I always had a hard time saying no.

01:43:22 Crisarla Houston: Is that Maya Angelou?

01:43:30 Nancy Dee Paschal: Marcom person here. THIS IS SO REAL.

01:43:32 Celena Taylor: So true! @crisarla

01:44:03 Daren Bush: Disagreements and fear

01:44:18 Jayapradha Nagenahalli: Its Difficult to set boundaries, if they are not followed

01:44:25 Peyton Peyton: people pleasing

01:44:28 Diamond Carter: upsetting someone

01:44:34 DeJernel Adams: push back and disagreements

01:44:36 Kimberly Sunderland: Everyone comes to me because they know I can't say no.

01:44:40 Andrea Salcedo: being inconvenient

01:44:41 Jane Walmsley: I think staying calm and professional goes a long way to overcoming the boundary challenges.

01:44:46 Crisarla Houston: 1. fear of the consequences; 2. Choose the battles and/or overcome the fear and stick to the boundary

01:44:50 Dawn Murphy: Learn to say no at times

01:44:51 Cecilia Perez: Disagreements and always saying yes

01:44:53 Lora Ressler: My time is as important. What am I teaching people in how they treat/see me and my role?

01:45:03 Donna Mack-Tatum: not respecting my personal time outside of work hours

01:45:06 Jayapradha Nagenahalli: Mutual respect is important.

01:45:10 DeJernel Adams: Don't give into pressure. Stand firm while being respectful

01:45:11 Sherece Dyer Hill: 2. be resolute in your decision to put that boundary in place

01:45:13 Crisarla Houston: Always be calm and professional as well as reasonable and firm when setting work boundaries.

01:45:15 Samuel Gezehei: I like that @ Lora.

01:45:16 Sonia Alvarado: the fear and also misunderstandings with my coworkers

01:45:21 Jennifer Infante: time and always saying yes to almost every request.

01:45:25 Lori Parrott: Giving the staff the benefit of doubt, too trusting

01:45:36 Rosalio Espinoza: Disagreements - Try to understand their side and also help them understand my side. Compromise would probably be the solution.

01:45:36 Dionne Dyer: Stay calm and professional

01:45:39 nia douglas: 1. Fear: afraid to go against what everyone else in the group has agreed to 2. Excuses: Why changed were made within your office but wasn't communicated to you first

01:45:40 Catherine bonuke: Limitation of having respect and trust

01:45:48 Daren Bush: I do have that problem giving a benefit of a doubt to everyone.

01:45:53 Crisarla Houston: I have been taught by other lawyers to practice a scripted response. Ex: I am sorry. I am not in a position to do that.

01:46:03 Jennifer Infante: I can be communicative with other to show respect for each others time.

01:46:06 Kristina Leath: Not respecting my personal time. Getting calls and text after hour

01:46:30 Aryn Spurgeon: Fear. Prior leadership wounds do not mean that current leadership is the same. Open communication with current leadership to build trust.

01:46:45 Ellen Cross: Patterns and belief; Respect that not everyone holds to my belief and value system; Know what I am not willing to compromise on and be willing to walk away.

01:46:47 Crisarla Houston: Don't answer after hours calls and texts unless your job truly demands such. There is no requirement that one does that for most jobs.

01:46:50 Jayapradha Nagenahalli: How to do deal with frequent excuses

01:46:53 Crisarla Houston: We teach people how to treat us.

01:46:53 Candy George: @ Aryn - YES!!

01:46:58 Joyvell Henry: Boundary: feeling as if I need to say yes to everyone, since I am young in my career, and want to ensure job security

01:47:07 Daren Bush: I would need to let everyone know what my expectations

01:47:14 Anthony Rodriguez: Thank you for the seminar this week. I have to sign off for a staff meeting. Very helpful and powerful. Not just boundaries at work but with friends and family as well. Thank you again

01:47:17 Aryn Spurgeon: @joyvall same. :)

01:47:18 Venus Roschi: practice communication skills and do not self serve

01:47:20 Sara Grambach: The Year of No! :)

01:47:21 Crisarla Houston: Saying yes to everyone is one way to jeopardize your job security.

01:47:23 Beverly Hepburn: A colleague sharing an issue when you are focused on completing a time sensitive assignment

01:47:26 Sonia Alvarado: for line #2 to go ahead and challenge myself and also speak clearly as to what I want

01:47:38 Crisarla Houston: Overwhelming yourself is one way to take on so much that work quality suffers

01:47:40 Lakisha Myrick: YES. It is powerful to set boundaries. It helps us protect ourselves.

01:47:56 Christina Osman: Being able to deactivate the "work profile" on my phone at any time is so important. I let others know that I do this too so they are aware that I will not see their messages until the next day.

01:48:13 Crisarla Houston: Difficult Conversations is a book that helps us talk through hard things

01:48:13 Donna Mack-Tatum: fear of job security if leadership is not in agreement with personal boundaries

01:48:25 Linda Barfield: misunderstandings, Ignorance. Anticipate, apply clarity to the challenge so there is no misunderstanding. Be positive and face whatever challenges as an overcomer.

01:48:38 Beverly Hepburn: Start the day stating I have to get this project completed today so I'm going to be quiet and focused today

01:48:38 Crisarla Houston: I do not even get work emails on my personal phone. I set that boundary long ago.

01:48:39 Kelly Salazar: I agree that being ready to offer a solutions-based response helps when setting boundaries. Reducing the "S" denominator!

01:48:45 Claudia guevara: Question # 2 Build trust with supervisor , be transparent with boundaries

01:49:14 Glendelle Crosby: Prepared and preparation is defiantly key.

01:49:23 Crisarla Houston: Demand respect from supervisor ... set boundaries

01:50:12 Leslie Pou: I love these examples as I am not great with words. I am too direct

01:50:33 Christina Osman: We also taught senior leadership how to use the "schedule send" function on email so that they can work at night as they are comfortable but the messages don't appear in our inboxes until the next work day.

01:51:09 Jennifer Reynolds: I like that Christina!

01:51:11 Nancy Dee Paschal: I can get you a proof of something in a short amount of time. I cannot get you through 87,000 revisions and production in 2 days. That's not reasonable.

01:52:11 Crisarla Houston: That lion!!! My idol! Lionhearted courage is needed here.

01:52:13 Crisarla Houston: :)

01:52:23 Andrea Welsh: I was one told in regards to setting boundaries that "people will not do what you expect they will do what you tolerate."

01:52:30 Angela Rivera: Love that quote!

01:52:30 Lora Ressler: wow that quote at the bottom defines me to a degree

01:52:40 Sandra Algarin: Are we getting the recording of this training to watch it again?

01:52:52 Omar Alba: I hope so! this is very inspirational.

01:52:59 Rosalba Mendoza: Love the Quote!!

01:53:11 Tina McConnell: Hearing you; try turning off your video.

01:53:18 Aryn Spurgeon: That is a great quote... :) How many times have I set myself on fire for others...my team feels it too.

01:53:22 Janell Kangas: I am leading an Al-Anon group tonight and I chose the topic of "People pleasing" so the timing of this boundaries presentation is insane!

01:53:23 Sonia Alvarado: lol

01:53:24 Carl Green: LOL

01:53:24 Beverly Hepburn: 👍

01:53:28 Diego rivera: Great information

01:53:38 Don Wagner: Great Info!

01:53:43 Jayapradha Nagenahalli: True. Language is very important to set boundaries.

01:55:25 Tiffaney Burdick: Our employers would really need to adopt these principals and support them on all levels in order for this to be effective. Otherwise, staff would be terminated for setting healthier boundaries.

01:55:58 Donna Mack-Tatum: I tend to say nothing a lot

01:56:50 Donna Mack-Tatum: 👍

01:56:53 Dionne Dyer: Say Nothing

01:57:16 Laura August: This is all great however, when you try not to micromanage and have staffing issues it seems the same few people work on the long list of initiatives or they will never get done. Any suggestions?

01:57:19 NANCY RYAN: I need to work on Boundary and Scheduling

01:57:20 Tina Keel: *tired

01:58:05 Chelsea Nieland: I absolutely love this.

01:58:41 Chelsea Nieland: It's okay to readdress a conversation with understanding that there will be follow up.

01:58:42 Daren Bush: This is very good!

01:58:45 Monifa Roberts: I live by "Would you..."

01:59:25 Chelsea Nieland: "I am not comfortable - or am not prepared to have this conversation right now, but we can circle back on XX date."

01:59:41 Sherece Dyer Hill: setting boundaries is self care!!

01:59:44 Christina Osman: Laura, are there others who can be delegated to? Do those people need more training on how to do the tasks?

02:00:12 Laura August: We continue to retrain and are dealing with turnover, the great HC resignation, ghosting etc.

02:00:35 Chelsea Nieland: Getting overly emotional in a professional relationships can be career ending - take the time to logically think through

02:00:57 Hartley Newell-Acero: Holy Moly!! Such good stuff.

02:00:57 Monifa Roberts: Thank you! See you next time!

02:01:08 Julie Meiman: This has been a magical experience! Thank you!!

02:01:08 Cassandra Acoff: Thank you. Excellent presentation.

02:01:09 Jennifer Reynolds: Thank you this was really great!

02:01:11 CAITLIN SHEARER: Thank you - this was eye opening for sure.

02:02:13 Christina Osman: I'll be sharing the workbooks with my staff! Thanks!



Improving Focus & Attention
Webinar Chat
October 19, 2022

[introductions removed to reduce length of chat log]

00:39:04Cindy Thomas: To access the workbook for today and ALL recordings you can use the same link: <https://conferences.nachc.org/nachc/articles/5214/view>. You may need to scroll down the page to the correct section.

00:46:53Amanda Mastrangelo: I used to show this video in lifeguard trainings!

00:47:05Laird Culver: not when the video glitches.

00:47:09Cindy Thomas: totally missed the curtain changing

00:47:17Samuel Gezehei: missed both lol

00:47:22Tiffany Black-Bridges: WOW

00:47:25Leyda Torres: Totally missed the gorilla LOL

00:47:40Alyssa Palmer: Completely missed both! 😊

00:47:48Andrea Flores: My first time watching

00:47:49trudy barnes: Was too busy counting I missed everything

00:47:57Suzanne McEachron: never saw the gorilla...AND got the number of passes wrong!

00:47:57Tauheed Hasan: Saw the gorilla, and the person leave. Didn't notice the color change

00:47:59Aryn Spurgeon: Missed all...count was good though. :)

00:48:05Rosemary Reyes: I was so proud that I guessed the correct passes! Totally missed everything else.

00:48:22Janell Kangas: I missed everything but I was celebrating I got the count right at 16. UGH.

00:48:28Andrea Salcedo: didn't see it :o

00:48:28Maria Perez: I was too focus on counting the passes lol

00:48:29Carol Jurczyk: got the count and gorilla - missed curtain and gorilla :)

00:48:30Robin Womack: So excited that I got the correct count, totally missed the other items!! WOW!

00:48:36Andrea Romero: Concentrated on the passing, missed other things

00:48:41Lora Ressler: well count was wrong missed the person leaving and the color change but I saw the gorilla

00:48:58Eunice Espinal: I didn't even see the Monkey..

00:49:29Elizabeth Brasier: people in white only threw the ball each other

00:49:44Denise Kelly: I saw the gorilla and thought the video got brighter when the curtain changed. I did not notice the player in black leaving the game.

00:49:59Karen Bass: Focused on counting the number of times the ball was passed by those wearing white T-Shirts.

00:50:00Crisarla Houston: I did not see the gorilla. I do not like counting exercises, and that has not changed today. It was hard for me to focus on counting the passes of the white team.

00:50:00Tammera Zak: that I did not concern myself with other things when focused on what was asked

00:50:04NANCY RYAN: Attention on the players passing the ball and not the whole picture.

00:50:05Lora Ressler: I focused on the passing but the gorilla threw me off and I missed everything else happening (person leaving, curtain color changing, missed the count by one.).

00:50:09K Mason: I noticed the gorilla without looking for it while paying attention to the white shirt players and counting.

00:50:09ALamelou Radjindrin: We have to know what to look for , because we oftem miss what we do not want to see

00:50:16Tauheed Hasan: No surprises noticed. I noticed everything but the color change

00:50:25Jeneil Jolley: I only focused on the directions. I got the count right. I missed the other things,

00:50:26Staci O'Kelley: I was just focus on people on white

00:50:26michelle larson: DID THE PERSON IN THE WHITE SOCKS COUNT AS A PERSON WEARING WHITE??????

00:50:26Fundisani Mangena: That when O focus on one think I miss the big picture

00:50:30marilou acebuche: I only focus on the task at hand

00:50:34Elizabeth Brasier: saw gorilla also thought the screen got brighter lol didn't realize it ws the curtain changing colors

00:50:36Carrie Wilson: spent all my time focusing didn't pay attention to everything going on missed the gorilla and the curtain but got the right amount of passes.

00:50:37Andrea Jergensen: Overfocused on counting, didn't see the color change or gorilla

00:50:38Eunice Espinal: I focused on counting the ball being passed around, nothing else

00:50:39Chris Campbell: knowing it was a setup, I was thinking, "I need more than one set of eyes on this process"

00:50:41Andrea Salcedo: cant multifocus

00:50:41Tina McConnell: Truth that we don't REALLY multi-task, because if we're focused on one thing that was assigned to focus on, we miss others.

00:50:42Laura Cessna: No suprires noted.

00:50:42Sandra Swisher: I did not notice the gorilla or the curtain change. I got the number of passes correct.

00:50:46Robin Womack: To focused on the issue at hand, totally missed the big picture!

00:50:52Nesita Britt: I focus on one thing at a time

00:50:53Tammie Robinson: I only saw the passers and gorilla

00:51:03Lori Parrott: I focused on what we were asked to pay attention to and missed everything else

00:51:05Laura Hernandez-Baird: I just focused on counting..

00:51:15CAITLIN SHEARER: I missed everything but got the count correct. I'm not surprised. I tend to hyper focus although my focus is often changing due to various tasks needing attention.

00:51:17Jessica Brase: If I'm missing as much as I did in this video (all of it), How much am I actually missing elsewhere? woof.

00:51:34Alyssa Palmer: While following instructions to focus on players in white, I found the players in black distracting; and yet still did not notice the gorilla or the curtain. I was too focused on following the ball and counting the passes.

00:51:35Fundisani Mangena: striving to get the exact count made me loose the braoader experience

00:51:36Charise Atiba: multitasking is a myth

00:51:38NANCY RYAN: 🙄 I think I need better glasses

00:51:39Venus Roschi: I usually am very good with details. I am surprised to have missed the gorilla and curtain changing color. I followed the directions and only focused on that. I miscounted because of the changes that were happening but didn't even notice what the change was. I thought it was a glitch in the video and said, I think they passed 15x. I missed all of it.

00:51:44Yudelka Salcedo: I just focused on counting

00:51:45Ian Strauss: Survey bias in action...

00:51:55Yamilet Hernandez: counted missed the curtain.

00:51:56Ellen Cross: I learned that when I am instructed to do one task I miss other details

00:52:04Sherece Dyer Hill:I def noticed that I only focused on the thing I was told to focus on

00:52:05Jennifer Cicconetti: Panicked when I saw gorilla that I losing count :(

00:52:06Heather Gillock: I was expecting the gorilla and was able to keep up on the passes and spot the gorilla, but I missed the more subtle things. It's a great illustration of how you can so easily see what you're expecting to see while missing the unexpected.

00:52:06trudy barnes: Attention span is very limited

00:52:07Brenda Petruccelli: I got the count right, but focusing only on the players in the white shirts. My ADHD even made that a struggle. I missed everything else going on

00:52:12Torrie Goodson: Hyper-focusing on a seemingly important detail can lead to missing what might actually be worth noting

00:52:30Cindy Thomas: @Torrie, spot on!

00:52:55Carrie Wenzel: focusing on one thing you miss other things OR you eliminate distractions, also depends on if you have a deadline for your focus

00:54:11Patricia Gregor: so true

00:55:08Joy Evans: Love the quotes 🔥

00:55:18Leslie Pou: can you share that quote.

00:55:21maritza vasquez: Yes love that quote

00:55:32Nataly Rodriguez:could you put that last quote in the chat?

00:55:33Eunice Espinal: so true

00:55:40maritza vasquez: Yes please, if you can share the quote

00:55:51Evan Taylor: saying no is so powerful because it preserves the _____

00:55:56Evan Taylor: opportunity to say yes?

00:55:57Kristina Leath: Yes please, thank you

00:56:09Cindy Thomas: @Nataly I'll make sure you get the quotes in the notes afterwards.

00:56:16maritza vasquez: Thank you

00:56:20Monifa Roberts: So true.

00:56:45Kelly Fields: hey I have to stand up for the Gold Fish, how do we know he doesn't have GREAT attention span

00:56:58Nataly Rodriguez:thank you

00:57:11Andrea Jergensen: I love the second bullet point

00:57:21Cierra Wilcox: yess @Kelly

00:57:38maritza vasquez: Totally agree

00:59:05april jones: hA! thanks jennifer..and they hired me for office manager

00:59:28Danielle Lum: If you haven't read Daniel Pink's book Drive, his premise is that you focus narrowly when money is involved; if you're trying to get your team to focus broadly (get the big picture), giving monetary rewards is actually counter-productive

00:59:36Jennifer Payne: LOL, it happens!

00:59:55Crisarla Houston: Focus improves memory. I need to remember things better. Life stress has my memory shot to hades.

01:00:03Sandra Swisher: So I don't forget things.

01:00:03Ebony Salako: My patience definitely!

01:00:09Crisarla Houston: Or ... maybe my memory is selective. :)

01:00:11Tammie Robinson: patience

01:00:14NANCY RYAN: I'm a medical coder, I have to pay very close attention when coding a claim so that I don't miss anything.

01:00:27adriana Velez: you will do things more efficiently

01:00:33Carl Green: Do things more efficiently

01:00:37Eunice Espinal: doing things more thoroughly

01:00:37Charise Atiba: Improved interpersonal relationships- there is life outside of the office.

01:00:40Alyssa Palmer: improvement of interpersonal relationships is most important to me. I have found it allows me and my colleagues to stay connected to one another, self reflect, and keep our mission and purpose at the forefront

01:00:40Cheri Boyer: enhancing interpersonal relationships, its important to me that me team knows I value and respect them

01:00:43Yusra Adem: Efficiency and productivity.

01:00:46Kristina Leath: efficiently

01:00:46Audrey Yalley: PREVENTS ERRORS

01:00:51Ian Strauss: Opportunities become more apparent. This is great as it makes the whole system work better. Also, if we see more opportunities, we can get ahead of issues and not have to fix problems in the future.

01:00:52Tamera Zak: I think they are all important. interpersonal relationships is high on my list

01:00:56Tara Walters: Time management

01:00:57Tarri Wyre: Will to do things thoroughly demands of work cause this to greatly diminish at times.

01:01:04Shawn Fowler: more patient

01:01:04Crystal Pineda: Get things done more efficiently

01:01:05Kevin Novak: I've apparently issues with being too hyper-focused.

01:01:06Brenda Petruccelli: Efficiently and prevents errors

01:01:06Eunice Espinal: being more productive

01:01:07Semiko Jacobs: time management

01:01:07Tauheed Hasan: Time management is very important

01:01:09Vilma Galindo: I want to be able to pay attention to details without missing the Big Picture

01:01:12Suzanne McEachron: efficiency, accuracy, listening skills and remembering

01:01:13Lora Ressler: I think if I do things more efficiently all the rest will fall in behind....if I'm wasting time and effort it costs me in innumerable area's.

01:01:14Karen Bass: Do things more efficiently and improve interpersonal relationships

01:01:19BriAnna Nixie: time management

01:01:22Kelly Fields: ALL ABOVE :)

01:01:27Staci O'Kelley: Time management

01:01:28ALamelou Radjindrin: thorough sand efficient

01:01:28Janie Leal: As a clinic manager taking patient complaints/concerns - important for me to focus on patient and what is being discussed. Active Listening.

01:01:29Lori Parrott: Focus improves memory - I'm getting older and need to exercise that muscle

01:01:31Beverly Hepburn: To be more in control of not allowing myself to be distracted.

01:01:35marilou acebuche: Opportunities

01:01:37Andrea Jergensen: You will do things more efficiently

01:01:44Toni Dawson-Grant: Time Management

01:01:44Megan Redding: More patient and improving memory

01:01:45Vickylynn Cotter: Do things more efficiently with better focus when I am distracted from employees, and use more patience.

01:01:47Chanel Holland: Becoming more patient, I have got to work on that. if something is not done when I think it should be it's problem

01:02:07Beverly Hepburn: Why...to be less stressed, more organized and more productive.

01:02:07Venus Roschi: I will probably get more work done and understand things more thoroughly instead of just skimming and "getting an idea" of things; getting more things done will free up time to do more of my list

01:02:11Staci O'Kelley: Start my day positive mind

01:02:17Kimeka Clark: Doing things more thoroughly would be a good plus. Being able to be efficient.

01:02:24Carrie Wenzel: more efficient and effective, those around will appreciate not being ignored or putt off (improving relationships) and being more aware of what is really going on around you

01:02:26Patricia Gregor: I feel the same way Chanel

01:02:41Janell Kangas: Love the Opportunites become more apparent" because we can always be improving

01:02:44Tonya Ames: LIFE

01:02:47Andrea Salcedo: pending tasks

01:02:54Angela Rivera: Being pulled in a million directions

01:02:54Kelly Fields: Lack of sleep!

01:02:58Suzanne McEachron: too much information

01:03:03Cindy Thomas: @Janell...YYEEEESSSS me too

01:03:05Vilma Galindo: Lack of motivation sometimes

01:03:39Cindy Thomas: Resource: Dr. Jha

01:03:43Lora Ressler: what was the name of author and book again

01:04:39Samuel Gezehei: wow 50%! that's huge

01:04:44Eunice Espinal: WHAAAAT 🤯

01:04:58Tonya Ames: 50% I feel like its more right now :(

01:06:55Kelly Fields: Walk faster,

01:07:23Eunice Espinal: 🚶

01:08:32Cindy Thomas: my juggler is broken :)

01:09:01Samuel Gezehei: @ Cindy lol

01:09:21Letrice Smith: Letrice Smith Ca.

01:09:58Patricia Gregor: how full that emotional glass is

01:10:58Quinten Foster: Do we have slides for this session?

01:11:00Tiffany Burdick: So true

01:11:02Cindy Thomas: To access the workbook for today and ALL recordings you can use the same link: <https://conferences.nachc.org/nachc/articles/5214/view>. You may need to scroll down the page to the correct section.

01:11:03Nicole Jett: love this visual

01:12:23Sujey Sanchez: 👍

01:12:51Aldeir Sotelo: Need to work on the sleep part the most

01:13:04Cindy Thomas: I'm in bed 8 hours....but probably only 3 GOOD hours of sleep

01:13:23Stephen Brooks: @cindy - amen girl...I feel that!

01:13:25Lupe Rocha: do focus vitamins help?

01:13:40Suzanne McEachron: I need regular exercise. I know it improves my ability to focus.

01:13:44Regina Pastor: Need to focus on Nutrition. There are days that I skip lunch because I have so much to do.

01:13:48Sarah Sweet: Exercise in the morning

01:13:48Tiffany Dickinson: My DNP/APRN project is actually all about sleep. It is so important!

01:13:51Lupe Rocha: go on morning walks

01:13:54Andrea Jergensen: Taking more time to myself to get a "brain break" or a "Factory reset" as I like to say

01:13:58Janie Leal: I need to balance all 4 - nutrition, exercise, sleep and stress mgmt

01:13:58Rebekah Stone: reduce screen time

01:13:58Crisarla Houston: I need to focus on sleep and exercise

01:13:59PEI YAO WU: regular exercise and sleep

01:14:02Lupe Rocha: drink more water

01:14:03Tauheed Hasan: More exercise. Using my treadmill more often

01:14:04Jessica Graham: Need to work on the stress management

01:14:06ALamelou Radjindrin: lifting wts

01:14:08adriana Velez: nutrition and exercise, me time

01:14:09Vilma Galindo: It is important to be honest with myself to realize in which area I need to improve.

01:14:10Nydia Garcia: Stress management

01:14:11Crisarla Houston: stress management too

01:14:12Carlos Gomez: Not skipping my lunch during the day

01:14:13Crystal Pineda: monitor my time and learn to say no

01:14:13Marlee Blaire: I am having a sleep study this week to improve my sleep

01:14:14Sarah Sweet: eating in the morning

01:14:16Audrey Yalley: more sleep

01:14:17trudy barnes: Stress management that will help me sleep healthy

01:14:19Donna Mack-Tatum: Regular exercise and sleep

01:14:19Yandeh Jallow: Increase in self-care and mindfulness practices.

01:14:20Angelique Torres:leave work at a timely hour.

01:14:20Suzanne McEachron: isn't "lunch" a candy bar at 2:30 p.m.???? ugh!

01:14:21Sarah Liska: I need to spend more time alone with God

01:14:21Kelly Fields: At five, leave everything at work.

01:14:22Hieu Pham: Quality sleep, going to sleep at the same time and waking up at the same time

01:14:22Christie Densmore: Taking time through the day for me

01:14:22Tyson Sam: Better sleep health

01:14:23Juanita Moore: Nutrition and exercise

01:14:24Erica Cruz: more sleep and excersice

01:14:24PEI YAO WU: mediation

01:14:24Linda Barfield: Improve my nutrition

01:14:25Monifa Roberts: Meditate more

01:14:25Casandra Robbins: Meditation

01:14:25Molly Ferguson: Reduce mindless screen time!

01:14:26Diane Boshers: Regular exercise - not skipping lunch break

01:14:27Patricia Gutierrez: I need to add exercise and manage my stress.

01:14:27Alyssa Palmer: More "me time" to recharge

01:14:27Carrie Wenzel: SLEEP! I know being rested is important but proper sleep is not always happening

01:14:28Fundisani Mangena: Exercise

01:14:29Staci O'Kelley: I need to focus on my Nutrition and do more Exercise

01:14:30Andrea Price: More meditation!! I do once daily, but know that my executive functioning is better when I do two sessions. Odd, but it works!

01:14:31Tammera Zak: my weak point is sleep. always wake up thinking about work tasks. Ughhhh!

01:14:31Audrey Yalley: reduce sugar intake

01:14:33Alyssa Palmer: sleep! yes!

01:14:33Kate Sanchez: Need more sleep.

01:14:33Melanie Murray: Taking guilt free time for selfcare

01:14:33Robin Womack: Stress management

01:14:34Codi Vargas: Work life balance, better sleep.

01:14:34Kristina Leath: Taking lunch away from my desk

01:14:36Crisarla Houston: yoga and tai chi help with exercise, sleep, and stress management. all forms of exercise help me, including walking.

01:14:36Sarah Sweet: Be kind to myself

01:14:36Dawn Tucker: stress management!

01:14:36Monica Morin: nutrition and sleep

01:14:37Peter ketsiri: Get more sleep

01:14:37Charles Woode: Exercise and sleep

01:14:37Tara Walters: Take a walk on lunch break to clear my mind

01:14:37Evan Taylor: Setting firm boundaries on when friends and significant others leave my house so I can get to bed on time!!

01:14:37Marc Strudwick: Drink a lot more water and exercise more.

01:14:39Sarah Reinstein: Regular exercise

01:14:39Linda Deeming: breathe deeply and exhale longer than inhaling.....

01:14:40Susan Swartz: Better stress management for better sleep patterns

01:14:40Christie Densmore: I don't really take a lunch so I have started 3 times a day taking 15 min and walking outside

01:14:40Andrea Salcedo: stop skipping breakfast

01:14:40Beverly Sirvent: exercise

01:14:41Kim Pederson: Not taking my lunch at my desk so I have the mental break from my work

01:14:44Vilma Galindo: Meditation is my medication :)

01:14:44Lupe Rocha: breathing exercise, even at work

01:14:45Tammie Robinson: all of the above are needed. for me the first step is nutrition

01:14:45Krystal Robinson: better nutrition

01:14:47Lynne Bishop: Exercise and drink more water

01:14:49Kymber gartin: I need to exercise and change eating habits. I work through lunches because I don't want to let my team down and don't let myself have me time

01:14:49NANCY RYAN: better nutrition and start my evening walks again with my dogs

01:14:50Denise Hinteriano: 1. Everything

01:14:50Aldeir Sotelo: Need to cut down on some daily activities so I can sleep more. Need to remember to have rest days. Sometimes I get too into whatever I'm doing

01:14:52Yusra Adem: Cut the driving time to work.

01:14:52april jones: be more positive

01:14:53Jennifer Payne: Exercising, more sleep!

01:14:53adriana Velez: prioritize family time

01:14:53cynthia smith: More sleep, less electronics

01:14:55Christina Santiago: Sleep and better nutrition

01:14:55Tammie Robinson: and exercise

01:14:56Arlene Pena: morning meditation

01:14:56Samantha Fixmer: not accept work calls/texts after hours and get back to yoga/meditation

01:14:56Isabella Raad: find a therapist

01:14:57Lupe Rocha: eat more greens, less meat

01:14:58Vickylynn Cotter: Work less hours to prevent fatigue that prevents healthy exercise and eating. Work 10-12 hours daily.

01:14:58Andrea Flores: Reducing screen time when at home

01:14:59Marina Lopez: mindfulness time

01:15:00Michael Steinmetz: more exercise and reducing the amount of time on a screen/cell phone checking emails etc.

01:15:00Lori Parrott: For me it would be nutrition and exercise. I can plan my meals and put exercise somewhere in my schedule

01:15:01BriAnna Nixie: increase my hours of sleep

01:15:01Sandy Mundy: I've worked significantly on stress management the last year through nutrition and have lost 60+ pounds. Now working on a REGULAR rather than sporadic exercise program.

01:15:02Ashley O'Brien: I feel that the easiest change I can make towards the above would be: Exercise. I like taking walks, and enjoy being outside. For some reason it is not a regular habit.

01:15:03Crisarla Houston: eating lots of fruits and veggies helps me stay well and energized

01:15:03Carol Jurczyk: SLEEP - start with a regular bed-time routine. I've seen this work wonders with my children, never did it for myself!

01:15:03Tina Andersen: Schedule my day, rather than my day scheduling me!

01:15:03Leslie Salas Karnes, (she/her), Mass League: schedule time to exercise

01:15:06Brenda Petrucci: Drink more water, make sleep a priority and set more definitive boundaries in both personal and professional areas

01:15:06Lora Ressler: Exercise - use my gym membership

Time - actually stop at lunch and have that time of rest NOT work through it and eat in front of the screen.

01:15:07Kerri Warner: ability to say no. Using my boundaries. this will reduce the too much on my plate

01:15:10Eunice Espinal: Need to stop working long hours.

01:15:10Rhonda Tuttle: Better sleep habits and stepping away from desk more often. Taking breaks

01:15:10Sarah Sweet: Boxing to release stress

01:15:11Torrie Goodson: Allow myself to step away from the desk every hour or so to reset and prevent fatigue while at the computer. Preventative measures go a longer way than tackling an issue when it manifests

01:15:11Jessica Brase: I would like to improve my eating habits (taking time to eat dinner at a regular time, not when i'm available to at 9pm), walking more, WITHOUT ELECTRONICS.

01:15:13Carolina Foksinski: work / life balance

01:15:13Staci O'Kelley: more mindfulness and meditation time to start my day

01:15:15Robin Womack: Accepting I can not control all people and all situations,

01:15:17Samantha Woodruff: regular exercise

01:15:19Christine Tennant: Limit Sugar intake and stress management.

01:15:21Lupe Rocha: love your pet ❤️❤️

01:15:22Raquel Berberena: Sleep - go to be earlier, Nutrition, baby steps to reduce sugars, eat healthier, Exercise - 1-2 wk to start and then add more.

01:15:22Suzette Ansay: Better sleep; don't stay up so late and stop eating before bed

01:15:22Nicole Madril: Eating better, sleeping better, water increase, and trying to exercise for wellness

01:15:23Tiffany Black-Bridges: meditation and self care

01:15:24Elizabeth King: boundaries for exercise

01:15:27Tina McConnell: Saying "yes" to the offer of a Fitbit to measure my heartrate and how long I sit at my desk. It tells me when to get up and move, which is good for me mentally and physically, and makes me more patient and productive.

01:15:29Janell Kangas: Commit to small time frames of exercise, even if it is just 5-15 minute blocks, it will get better. Set an egg timer and stop when it goes off. I did this when I was trying to clean a massively messy basement. I set a timer for 10 minutes I often went longer but I committed myself to those 10 minutes I can do the same with exercise

01:15:30Suzanne McEachron: boundaries are needed to support sleep, nutrition, exercise, and self-care

01:15:30Nicole Madril: hugging my dog is helpful

01:15:32Ronnah Alexander: Self help reading one hour before bed. Working downtime into the schedule and doing it... listening to your body when you need rest exercise program to reduce stress

01:15:33Kymber gartin: I am willing to try setting timers for time for myself and focus on healthy habits even if its taking time to deep breath and walk away from situations

01:15:33John Futrell: nutritional habits

01:15:34Catherine Monismith: Minimize the number of unwarranted to chances that are given in the workplace.

01:15:34NANCY RYAN: work/life/nutrition balance

01:15:37Carrie Wenzel: less coffee, more exercise

01:15:39Donna Lewis: Regular exercise and drink lots more water

01:15:40LaVette Cunningham: I am terribly deficient in good nutrition, exercise and sleep. I can start by taking a brisk walk break to destress and exercise.

01:15:42Dionne Dyer: Eat healthy, cut back on carbs and sugar. Exercise more outdoors. Breath when stressed.

01:15:42Sarah Sweet: Break bad habits

01:15:44Melissa Owings: effective communication with others

01:15:45Rhonda Tuttle: Family boundaries for stressors

01:15:45Andrea Salcedo: stop overthinking

01:15:46Cindy Thomas: love the egg timer idea that just scrolled by!

01:15:47Brenda Rufino Estrada: regulating a sleeping schedule

01:15:49Debra Cyphert: buy a dog

01:15:49Deena Hilton: all of the above needs to change but we have no idea how to accomplish consistency

01:15:50Lupe Rocha: no energy drinks

01:15:53Nancy Contreras: better sleep and exercise

01:15:54Kimeka Clark: Me time

01:15:57Vilma Galindo: Taking 10 min breaks twice a day at work

01:15:58Carrie Wilson: sleep, exercise and nutrition....take more time in life to focus on me

01:15:59Geraldine Cereceda: Meditation and time for myself

01:15:59Sandy Mundy: I need to drink more water. I love the person that said love your pet. It's very calming to have my dogs on my lap just sitting there quietly petting them.

01:16:01Samuel Gezehei: + better time management, more soccer, hiking and biking time, definitely reduce screen time and increase breaks and walks, more sleep time + more healthy food

01:16:06Nicole Madril: taking a moment before I respond to a situation

01:16:07Regina Pastor: I need to try to work on my stress management.

01:16:09Megan Redding: setting boundaries and realistic expectations for self

01:16:09Eileen McFadden: I just need to learn to wind down; maybe exercise or walk more

01:16:13Iman Barquet: a better mattress lol

01:16:15Tina Castillo: need to get back to walking to feel better and think clearly.

01:16:17Kristina Leath: Better sleep

01:16:18Beverly Hepburn: add regular exercise (walking) to my daily routine. Helps to de-stress. Also get to bed earlier.

01:16:20Lisa Duncan: take lunchtime walk

01:16:22Juanita Moore: Exercise more

01:16:25Monifa Roberts: positive affirmations to self

01:16:26Aldeir Sotelo: Been doing brisk walks at work. Can definitely say my focus, productivity, and overall mood is better

01:16:26Leslie Pou: need to exercise.

01:16:28Samuel Gezehei: @Iman I second that lol

01:16:28CAITLIN SHEARER: I think if I improve my nutrition/exercise then everything else will follow. Better sleep and lower stress.

01:16:28Charise Atiba: Sleep is critical- I only seem to sleep well because I'm so exhausted after three or so days of interrupted sleep. More relaxation time in the evenings could help...maybe

01:16:29Chanel Holland: Getting enough sleep, understanding that Rome wasn't built in a day which means I am not going to always get EVERYTHING I plan done

01:16:30Ernesto Guevara: I need to exercise, and I am willing to walk daily for 30minuts

01:16:31Sarah Sweet: Slow down on social media

01:16:35Angelica Arevalo: meditation and sleep

01:16:36Tara Landrigan: Exercise and sleep make time for a 20 min workout at least 3 times a week sleep i don't i think that will never happen lol

01:16:44Joy Evans: Food prep, exercise and funny video or joke for daily laugh 😊

01:17:00Venus Roschi: i need to change the amount of time spent in front of the tv when at home and give time to managing the household and chores; I need to delegate tasks out that can be done by others to have the time to focus on tasks I am responsible for.

01:17:10Tish Rush: Sleep and a quick walk daily

01:17:10adriana Velez: walks on my break

01:17:19Lisbeth Carpio: stress management

01:17:21Vilma Galindo: Stop watching news

01:17:22Danielle Lum: should do lifestyle change like anything else we're trying to improve, set a reasonable goal, do PDSA cycles, track with data

01:17:23Sharon Martin: During the school year I take spin and stand up paddling classes through the local college. Encourages me to go 3 times a week.

01:17:26Angelique Torres: Drink water! It makes me get up from computer and take bathroom breaks !

01:17:29Venus Roschi: give more time to exercise and get good sleep

01:18:06Cindy Thomas: @Sharon, I want to do stand up paddling!

01:18:13Elizabeth Mettler: Change perception of how to accomplish exercise

01:18:20Danielle Lum: multitasking is a myth

01:18:22K Mason: Both?

01:18:46Dionne Dyer: Task switching

01:18:47Tanya LeMire: Multitasking is absolutely a myth!

01:18:59Carrie Wenzel: I switch tasks so that my brain doesn't burn when working on something too long

01:19:11Cindy Thomas: this is SOOO where our boundaries session last week comes in!

01:19:14Monifa Roberts: turn off notifications during active engagement

01:19:19Jane Walmsley: i just took the hand weights that I never use from under my desk to lift them during this webinar - multitasking! :D

01:19:26Tauheed Hasan: What exactly is the difference between multitasking and task switching because they sound like the exact same thing

01:19:40Nesita Britt: I wish I could have a heater!

01:19:43Diane Boshers: I've gotten better about ignoring my email while I'm working on a project at work

01:19:45adriana Velez: block my time

01:19:48Amanda Mastrangelo: I find intentional task switching to be helpful for focus - setting a timer to do a particular task and only focusing on that during that time. And varying the tasks to keep my brain sharp

01:19:51Lupe Rocha: no social media

01:20:09Tish Rush: turning off email notifications

01:20:20Cierra Wilcox: my ADHD needs time blocks at work or I will switch tasks without finishing the last

01:20:21Cindy Thomas: LOVE LOVE LOVE the book Atomic Habits!!!

01:20:33Samuel Gezehei: Turned off all my notifications, except work-messages.

01:20:48Iman Barquet: We have not been able to work from home at all in my dept, but there is no privacy on the floor. Our employees are often needing assistance with certain nuances, but it distracting

01:21:06Jessica Brase: 100% task switching

01:21:07Aldeir Sotelo: I task switch a lot. Mixed results sometimes

01:21:23Andrea Jergensen: Cierra I FEEL THAT! I think that putting in systems where I get regular breaks for finishing a chunk of tasks I get things done much more efficiently.

01:21:24Evan Taylor: Jennifer, you are so phenomenal at speaking and teaching!!

01:21:28Kimeka Clark: Phone

01:21:36Suzanne McEachron: email

01:21:38Lynne Bishop: Surfing the web or hours

01:21:40A C: multitasking and task switching simultaneously

01:21:49Nesita Britt: The noise level, things going on in the background

01:21:50Ernesto Guevara: people constantly interrupting

01:21:51Crisarla Houston: Work has been hectic and stressful. I am working with my therapist to ensure that I do not work after 5 PM right now. I need to engage in self-care and must make time.

01:21:55Suzanne McEachron: set times for email checking

01:22:02K Mason: It's tough with an "open door policy"

01:22:03Hieu Pham: Focus on on task/project at time. Block out my schedule for "FOCUS TIME"

01:22:03Rebekah Stone: phone calls and emails constantly coming in while trying to complete a task

01:22:03Casandra Robbins: open door policy

01:22:04Rocio Tamez: Will we have access to the recording? I missed a good prorion on this lesson.

01:22:04Tarri Wyre: text and email, people stop by to ask questions

01:22:04Tara Walters: Co-workers speaking about socializing and not work conversations

01:22:06Angela Rivera: Constant interruptions

01:22:07Nesita Britt: Being seated in a quiet area

01:22:10Lupe Rocha: distractions around you

01:22:19Tish Rush: phone

01:22:21Janie Leal: block time

01:22:23Kymber gartin: Picking up other department duties

01:22:23Cyndi Miller: blocking time is a good idea

01:22:23ALamelou Radjindrin: setting boundaries

01:22:24Andrea Jergensen: I know for me when my sensory system is overstimulated by lights, sound, or temperature I cannot focus so I make a point to have soft lights, a fan, and my ball chair when I have to get more tasks done

01:22:25Carrie Wilson: checking email/ TEAMS is a big interruption for me. I need to set up specific times to do this and avoid constant looking

01:22:27Tauheed Hasan: Staff, phone calls, emails,

01:22:29NANCY RYAN: When we had 10 Coders all in one big office, it was distracting. Home is quiet and peaceful. I live alone except for my dogs.

01:22:30Tauheed Hasan: Set boundaries

01:22:30Tarri Wyre: People

01:22:31Catherine Gilbert: Pets and family members

01:22:32Beverly Hepburn: My cell phone. Put on do not disturb for morning hours and check at lunch time

01:22:33Andrea Price: Schedule blocks of time on my calendar for focused work

01:22:33Lupe Rocha: over head page

01:22:34Nicole Madril: people interrupting,

01:22:37Suzanne McEachron: balancing relationship building and fraternizing with need to complete real work

01:22:39Monica Morin: emails and meetings

01:22:40Megan Redding: People talking all the time around me while I'm trying to concentrate. This is everywhere I go. Work, home, EVERYWHERE

01:22:42Charise Atiba: My office is cold, and I did not realize the impact of it until I started to notice that was all I focused on. I've invested in a warm shawl.

01:22:43Monica Avalos: distraction, always being the one to say yes to helping but never asking for help myself

01:22:46Kelly Fields: Negative vibes, hide in empty off next to mine

01:22:46Kristina Leath: People

01:22:46Isabella Raad: I often get distracted by people coming up to my cubicle to ask questions. I'm going to set up a spinner sign that shows my availability (similar to RA's in college dorms)

01:22:49Kymber gartin: I need to say no or escalate more to department leads and allow myself to focus on my tasks

01:22:50Samantha Woodruff: constant phone calls and interruptions

01:22:50Melanie Murray: Being pulled in multiple directions. Not sure how to close off people to protect needed "work" time.

01:22:52Jessica Brase: How does one fix the things that are impacting and impairing our ability to focus when it's the environment that we are in daily? Ugh.

01:22:54Tina McConnell: I recently replaced my desk chair. Was needed!

01:22:57K Mason: Technology also has a way of making you more "available" with texts, emails, instant messages, etc... Those notifications are very distracting.

01:22:59Aryn Spurgeon: Needing to schedule priorities better in my calendar.

01:23:12Cierra Wilcox: Andrea, I let myself have a little break between block times, bathroom/water or go for a walk so that my brain knows something good is coming after this work I dont necessarily want to do

01:23:13Lupe Rocha: what works for me is slow jazz music

01:23:14ALamelou Radjindrin: turning off emails and teams for the time that we are in a meeting or focused on something

01:23:15Carol Jurczyk: I've limited my email review times to 3 X per day, worked wonders for concentration/focus. Want to now try to leave my desk for 1/2 hour daily for lunch/walk.

01:23:15Regina Pastor: constant calls and emails.

01:23:16Aldeir Sotelo: Wrist pain! Just noticed it today

01:23:16Chanel Holland: Set aside time in my day for myself, blocking my schedule. The boundary would be not answering every time someone calls, especially when it can be a simple chat or email

01:23:17Rafael Pizaña: Silence in the office - I get so easily distracted when all is quiet

01:23:21Lora Ressler: I would like to learn and try the brain dump. I do community theatre and somehow once the show is done my lines are GONE...now to transfer that to my work life at least a little.

01:23:21Robin Womack: CREATE A LIST TO FOLLOW THROUGH TASKS EACH DAY-BLOCKING TIME ON CALENDAR TO COMPLETE TASKS

01:23:22NANCY RYAN: willing to not over schedule my day.

01:23:25Diane Boshers: Blocking my calendar to work on certain tasks helps

01:23:26Kim Lieberman: People not respecting that working from home does not mean taking care of things at home while trying to work or calling you because you are "home"

01:23:30Andrea Jergensen: also I try to schedule my harder to do tasks in the morning and then break down hard afternoon tasks into small parts

01:23:32Dionne Dyer: My office door stays open and people walk in all the time. "Constant interruption!"

01:23:34Raquel Berberena: Task switching & interruptions Need to block my calendar, note on door and communicate expectations. Do what's most important first.

01:23:36Venus Roschi: My department consist of different roles. My role is constantly filled with many tasks thus very busy. The other roles seem to allow for time to have long conversations. I like to take part in them however I am taken away from tasks I should be doing. I need to wear ear phones but don't want them to think I am ignoring them.

01:23:39Samuel Gezehei: would be great to have mentor that allows for focus

01:23:47Eileen McFadden: definitely task switching

01:23:51adriana Velez: be ok with closing my door as needed to focus

01:23:53Lisbeth Carpio: Stress & interruptions

01:24:00Lillianne Lewis Debnam: Not enough space. Change location, utilizing portable equipment

01:24:08Cierra Wilcox: Brown noise in headphones helps SO MUCH to stay focused on one task and not get distracted by outside people, my desk is not to private

01:24:38Molly Ferguson: What's brown noise?

01:24:47Carrie Wilson: where is the workbook for this session I didn't get the email?

01:24:48Andrea Jergensen: Cierra I completely appreciate that! I hate the pitch of white noise or pink noise

01:25:04Lupe Rocha: more energy am

01:25:12SHELLY KNAPP: My calendar in OUTLOOK charts FOCUS TIME on my calendar and I usually ignore it. I am going to start using that time to focus.

01:25:13Regina Pastor: Most energy in the morning

01:25:14Lupe Rocha: less energy in pm

01:25:20K Mason: Early morning before all of the distractions and meetings. Before energy is drained from the day

01:25:20Tish Rush: I used protected times, I block it off on my outlook and choose one task to focus on during that time.

01:25:22Eileen McFadden: Early morning I have energy, but I'm dead after 6:00

01:25:22Kerri Warner: less energy 1-3PM

01:25:25Rebecca Carrico: CHANGE LOCATION AND CONCENTRATION

01:25:26Nesita Britt: Less energy after lunch

01:25:32Aldeir Sotelo: I usually listen to Lo-fi music to block out people talking in my office area

01:25:32Cierra Wilcox: Brown noise is supposed to be lower pitch than white noise and helps with focus, I just youtube a brown noise video

01:25:37Diane Boshers: I hit a 3:00 wall most days. lol

01:25:39Carrie Wenzel: constant interruptions , questions, noise, open work area - try to reduce interruptions, set more boundaries, delegate more so I can stay focused

01:25:46Samantha Fixmer: 2:30 pm

01:25:50Jeneil Jolley: I am the same way

01:25:57Lupe Rocha: green tea gives me energy

01:26:06Nancy Dee Paschal: Mornings are the worst
11AM good ideas flow
Post 10PM hours are creative!

01:26:07Nancy Contreras: 2:30pm 🤔

01:26:08Andrea Jergensen: my Wednesdays are my toughest days cuz I work 8:30-7:00pm so I make sure to give myself movement breaks, time for snacks, and fresh air

01:26:10Chanel Holland: yep that 3pm time frame does it every time I have to get up for a min to get myself refocused

01:26:10Robin Womack: AM MOST ENERGY- 3:00 START TO SLOW DOWN!

01:26:18K Mason: I try not to schedule meetings, etc. after 3p. Especially if I need to really pay attention and give input or find solutions

01:26:23Patricia Gregor: High energy in the morning

01:26:26NANCY RYAN: I start work at 4am, my best working time is 10am and my lowest energy is around 2pm. so I'm off work and can spend sometime doing other things

01:26:28Suzette Ansay: 3:00 wall, then after I have more focus and energy in the PM. Mornings are low energy

01:26:36Dionne Dyer: Most energy in the AM. After 4pm in an isolated location.

01:26:36Carrie Wenzel: 2pm is like nap city (or feels like it!) so encourage everyone to get up, walk around, snap out of it

01:26:40Jayapradha Nagenahalli: Block your calendar to get your work done based on priority

01:26:54Tonya Ames: Morning! I was taught at a conference once that use the AM to do any high focus/brain power items in AM and save simple stuff like emails for end of day

01:27:02Nesita Britt: the most energy in the morning

01:27:09Lisbeth Carpio: most energy - Morning

01:27:10Audrey Yalley: most energy in late morning.

01:27:16trudy barnes: Afternoon most energy. 7am to noon little to no energy

01:27:19Megan Redding: Most energy after I leave the house in the morning and less energy after lunch. I agree about lighter lunch because I eat salads now. I used to eat rice meals and the rice made me sleepy.

01:27:20Cierra Wilcox: <https://youtu.be/QW0u2sajpQ0> this youtube video has helped me so much

01:27:21Rebecca Ferraro: Taking a walk outside (in the sun) gives me energy.

01:27:25K Mason: I start my day early, before most, but that just drags my day on longer since everyone else's day starts at least an hour and a half or 2 hours later. So.. I still need to be available at the end of the day if they need me.

01:27:31Nesita Britt: think you should take 15 minute breaks at least 3 times a day

01:27:48Nesita Britt: breaks help you regain focus

01:27:49Lupe Rocha: going on walks on break gives me energy

01:27:51ALamelou Radjindrin: I am energetic all the time.

01:27:52Cierra Wilcox: i love going for walks during break, helps me stay focused during the day

01:27:59Aldeir Sotelo: Hmm most energy in the morning and I get a 2nd wind around 3pm but I need to refocus otherwise I'm very bored

01:28:11Lupe Rocha: fresh air clears my mind

01:28:23maritza vasquez: Fresh air. Walks help me

01:28:24Lisbeth Carpio: focus - listening to nice relax songs

01:28:26Nesita Britt: coffee gives me energy

01:28:31ALamelou Radjindrin: I enjoy short naps or walk to the restroom is refreshing. Drinking water

01:28:38Lupe Rocha: eating snacks help me focus

01:28:39Jayapradha Nagenahalli: walk

01:28:45Kelly Fields: Morning are the best for me, afternoons are not so great. I can power nap for 10 minutes and be energized or power walk. Gives me power is helping others. Outside box, go on more vacations

01:29:00Lupe Rocha: no sugar after lunch

01:29:02Karen Bass: walks during lunch

01:29:08ALamelou Radjindrin: Short breaks increase circulation and increase energy

01:29:17Eunice Espinal: Most energy 9am-3pm

01:29:21Janie Leal: 1. most - in the AM, least - later PM 2. end my day at a certain time to re-focus 3. schedule breaks in my calendar so I have the time to take one 4. revitalize for sure! 5. other positive energy, I go to those that have it and feed off them - kinda like a charge up 6. active listener, self-discipline

01:29:22Diego rivera: Even a step away from the desk at break and fresh air is also good

01:29:22Sarah Sweet: I have energy in the morning , but focus in the afternoon.. lol

01:29:24Lupe Rocha: good music, positive vibes

01:29:26K Mason: I envy those that can power nap! Lol

01:29:28maritza vasquez: I noticed certain food brings down my energy. So I try to stay away from those food while at work

01:29:31Jessica Brase: My best, most efficient work starts at 5pm when staff leave the office. I tend to lose myself working when there's no distractions.

01:29:31Melanie Murray: Most energy is close to 5pm 🥰 Music gives positive vibes

01:29:44Staci O'Kelley: Having a high protein Breakfast

01:29:47Eunice Espinal: going for a walk gives me energy

01:29:48Nesita Britt: take a quick walk around the building to get away from your desk

01:29:51Lisbeth Carpio: 3 breaks each 15 minutes will be beneficial

01:29:51Kerri Warner: being in the office cause me to be less focused. I work so much better from home. I have the ability to move around more or go outside and keep working which helps my energy.

01:29:53Tammera Zak: I will be leaving this webinar for a meeting at noon. Thank you again for all your insight! Very much appreciated for this Newby! See you next Wed.

01:30:00Andrea Jergensen: I know I try to keep my overhead lights off as much as possible because they overstimulate me so when I'm alone they are off. I also try to schedule my admin mid afternoon so I can get a redirection in tasks

01:30:04Eunice Espinal: taking a break outside the building

01:30:11Dora Ruiz: Positive affirmations, Hydration and a good night sleep, keeps me positive with great energy all day long.

01:30:13Angela Rivera: 5am -2pm, yes, keep them toward the latter part of the day, revitalize, action, shut my door.

01:30:18Kelly Fields: @ melanie 5 p.m. on Friday

01:30:25Dionne Dyer: Short walks outside the building

01:30:27Tarri Wyre: Most efficient in the AM, least efficient after 5:00PM

01:30:28Samantha Fixmer: using the Pomodoro timer consistently throughout the work day with 30 mins focus and 5 min break for bathroom, stretching, drink refill, email check, etc helps me stay positive and feel productive without overwhelm throughout the day

01:30:30Janie Leal: @Melanie - for sure!! MUSIC!! 🎵

01:30:30Evan Taylor: I noticed Im always being extra productive in order to optimize my time with everyone else, but I hardly optimize my time for myself.

01:30:34Diane Boshers: Getting up from my desk. Moving around. Music

01:30:39Aldeir Sotelo: Walking breaks revitalize me! Monday's and Wednesday's I make fun plans after work to look forward to the end of the work day

01:30:45Tarri Wyre: I believe that walks will help

01:30:47Rebecca Carrico: Positive attitude and good motivation.
01:30:48Staci O'Kelley: be more organized and better plan my day
01:30:50Carrie Wenzel: first thing I like quiet, I get right to work, by 10 I am fully awake but overloaded, by 1030 need to walk and fresh air - by 2pm the office is sleepy so we do something to get us all peppy
01:31:13Janell Kangas: Once I know that all staff are at work, remove my cell phone from my desk. It is too easy to look at it myself or check emails there and that is not a good impression for staff to see...they may assume I am doing something personal
01:31:21Ernesto Guevara: oh man!!!!
01:31:34Catherine bonuke: Less energy in the afternoons. Breaks help energize me
01:31:37Eunice Espinal: yes
01:31:41Chris Campbell: would have been nice, though
01:31:41Selenita Delgado: exercise early in the morning help me focus on my day ahead
01:31:41Angelica Arevalo: so true well said
01:31:45Maria Perez: Yes, please lol
01:32:02DeJernel Adams: I love that!
01:32:03Diane Boshers: I want to be the dog. lol
01:32:05Tanya LeMire: Mind FULL
01:32:10Kelly Fields: Mind Full
01:32:13Cierra Wilcox: wowww
01:32:14Heather Greenawalt: I share this with people ALL THE TIME
01:32:16Selenita Delgado: Mind Full
01:32:19Kristina Leath: Mind Full
01:32:19Elizabeth King: awesome
01:32:19Ernesto Guevara: 87 x 10
01:32:20Rebecca Carrico: Stretching and meditation
01:32:22Jayapradha Nagenahalli: Mind Full
01:32:28Jennifer Payne: Oh wow!
01:32:29Patricia Gregor: mind full and yes I would like to be the dog as well
01:32:31Vivian Quach: ADHD = Mind Full 100%
01:32:32Angela Rivera: Mind Full
01:32:34Evan Taylor: Disgusting lol
01:32:34Aldeir Sotelo: HAHAAHA I believe that, I would say 30 minutes
01:32:37Tonya Ames: 87... that's about my morning alone 🤔
01:32:44Patricia Gutierrez: We need to stop looking at the phone
01:32:49Carrie Wenzel: I just told someone I am focused right and setting boundaries and they ask me if I was listening to them and I said no, I am on a this presentation and I am applying my focus to this not that
01:32:53Patricia Gutierrez: 😞
01:32:57Fundisani Mangena: Is that for iPhone users only or android users as well?
01:33:05Leslie Pou: I hardly look at my phone throughout the day
01:33:14Cindy Thomas: @Ginger, I love it
01:33:19Janell Kangas: Carrie Wenzel....good answer!
01:33:33Cindy Thomas: @Carrie, WELL DONE
01:33:38Monifa Roberts: agree!
01:33:46Haley Mattison: I use my phone constantly during my work day. Outside of work not very much
01:33:48Tammie Robinson: great answer CW
01:34:06Quinten Foster: Check out DBT skills when looking for more in-depth information and practices for mindfulness to support emotional wellbeing!!!
01:34:11Tammie Robinson: Carrie Wenzel
01:35:36Sarah Reinstein: I have to leave for another meeting at this time. This was very helpful! I plan to view the rest of the slides for today's session. Thank you!
01:35:40Carrie Wenzel: part of it is that they know you know stuff so they always come to you but I encourage self reliance, other times it's sharing a positive story or some kind of success however, it doesn't mean I stop what I'm doing every.single.time.
01:36:33Angelica Arevalo: a coworker recently told me to try the app insight timer it is great and free
01:37:19Erica Letson: Any recommendations for mindfulness apps?
01:37:23Carrie Wenzel: it's like when your kids pester you when you are doing something and if you don't answer right away they think you are ignoring them - you have to emphasize that we all have responsibilities it doesn't mean we don't care what they need but we need things too.

01:37:45Cathy Weirick: Insight timer is excellent as just mentioned. Yoga with Adriene on YouTube is the best
01:38:04Katy Carey: Calm app and Headspace app
01:40:04Tauheed Hasan: Virtual Reality is also an amazing tool if you have it
01:40:39Tiffany Black-Bridges: @Katy Carey I love the Calm App
01:41:05Carl Green: I almost went to sleep
01:41:13Rasheda Akter: wow
01:41:15Kelly Fields: These excises make me heavy
01:41:17Cierra Wilcox: calmer
01:41:19Suzanne McEachron: dozing off.....
01:41:21Ernesto Guevara: I love meditation
01:41:21Jayapradha Nagenahalli: Carving time for these activities is a difficult task. Juggling home and office
01:41:21Leslie Pou: relaxed
01:41:23Jessica Brase: That was wonderful!
01:41:23Vilma Galindo: Absolutely!
01:41:25Jessica Castaneda: sleepy
01:41:26Jamie Whiteside: very nice and calm
01:41:26Megan Redding: Shoulders relaxed
01:41:28NANCY RYAN: very relaxed
01:41:29yanira mendoza: yes relaxed
01:41:29Maria Perez: more relaxed
01:41:29Crystal McNaughton: WOW!
01:41:29Danielle Tenorio: More relaxed
01:41:30Jane Walmsley: i feel soothed... :)
01:41:30Sehrish mahasaniya: relaxing!!!
01:41:30Samantha Fixmer: less overwhelmed
01:41:32Diane Boshers: 🤗
01:41:32Andrea Flores: very different !!! OMG
01:41:32Denise Hinteriano: RELAXED!
01:41:32Mohammad Sarfraz: A prayer does the same thing
01:41:34Lynne Bishop: could not sit still
01:41:34Tanya LeMire: My legs felt heavy sort of...very relaxed
01:41:36Karem Martinez: relaxed and calm
01:41:36Cierra Wilcox: now i want to go outside and see trees
01:41:37Aldeir Sotelo: relaxed, thanks!
01:41:37Rebecca Carrico: RELAX
01:41:39Staci O'Kelley: relax
01:41:51Dora Ruiz: thank you, I needed this, feel so relax:-)
01:41:57Andrea Price: I use Insight Timer on my phone - they have a lot of guided meditations, music, and yes, some prayers as part of setting intention.
01:41:58Janie Leal: I LOVE Medidation and listen to those sounds often when I feel stressed or have high energy
01:42:23Kendra Lewis: like @ Mohammad
01:42:26Adrian Thompson: Shoes off, bare feet on the grass is also great for grounding and mindfulness.
01:42:35Jimmy Ellis: I LOVE Meditation as well.
01:43:33Rebecca Carrico: Yoga & meditation - so relaxing & calming
01:43:44Regina Pastor: I need to start doing this every day. It may help work performance.
01:44:31Diane Boshers: A balloon just popped in my office. There went the relaxing. lol
01:45:15Cindy Thomas: it's amazing what 3 minutes can do for us...
01:45:16Janell Kangas: I have used this song, a chant and close my eyes and focus on the crescendo and the voices...it is a 2 minute way to reconnect to myself. <https://youtu.be/-QZRVJn5X5s>
01:45:17Jennifer Payne: Relaxed! And ready for a nap!! :)
01:45:37maritza vasquez: Relaxed
01:45:42Janie Leal: Yes! @Cindy T
01:45:46Lynne Bishop: neither
01:45:47Latisha Williams: ❤️
01:45:54maritza vasquez: I like the body scan noticed the tension in my neck and aoulder
01:45:54Alejandra Hernandez: very relax
01:45:59Stephanie Petrauskas: my problem is my fibro does not let my body relax

01:46:03Staci O'Kelley: I like more Grounding Meditation

01:46:09Jessica Brase: I feel heavy and tense. Grounding was much more effective for me.

01:46:16Ernesto Guevara: I am becoming a wet noodle on my seat

01:46:19Maria Perez: The body scan was even more relaxing. I almost fell asleep lol

01:46:20Alejandra Hernandez: so far I like body scan

01:46:24Tammie Robinson: grounding meditation

01:46:28Regina Pastor: Body scan- I could notice tension in my neck.

01:47:34Lucija Berbakov: I liked the grounding meditation the best

01:47:41Dr. Richard Amiss: box breathing is the jam

01:47:42Yusra Adem: love it.

01:47:43Tanya LeMire: I liked that one a lot!

01:47:51Lori Parrott: This one is similar to my iPhone breathing app

01:47:58Chanel Holland: I like the grounding meditation and the body scan

01:48:29Angelica Arevalo: there is something called tapping

01:48:40Rebecca Carrico: I love it . Its a stress reliever.

01:48:54Chasity Withrow: I loved the body scan!!!

01:49:12Jeneil Jolley: Has a sense of calmness this is a great tool

01:49:13Patricia Gregor: I do the tapping for anxiety

01:49:19Charise Atiba: so soothing

01:49:27Omar Alba: Tapping helps with anxiety and destress

01:49:27Carmen Alvarado Martinez: for some reason it gave me happy chills!

01:49:29Diego rivera: cool

01:49:40Haley Mattison: I do this all the time! plus tapping for anxiety

01:49:46Tara Walters: I have a click it pen that I use

01:49:51Kelly Fields: Same Carmen

01:49:54Tia Lee: very cool

01:50:09Venus Roschi: my therapist introduced me to box breathing and is an exercise I use often and works well for me; the body helped me find an irritation in my right let, the grounding help me picture myself in between the sky and earth, will practice the fingerprinting

01:50:12Omar Alba: Tara - does that make people go mad if you do it in public tho? lol

01:50:13Lori Parrott: enjoyed

01:50:53Janie Leal: great tools! thank you for introducing new ones for me/us to try!

01:50:59Angela Rivera: Love fidget items!

01:51:25BriAnna Nixie: I recently saw fidget jewelry online which I think is a great idea!

01:51:32Tiffany Black-Bridges: I have a anxiety ring that I like to wear

01:51:38Rebecca Carrico: All these tools are so beneficial and helpful.

01:51:38Angela Rivera: Sounds great!

01:51:43Candice Rowland: Headspace is a great app!

01:52:04Andrea Jergensen: I often use my keys on my office lanyard as a fidget, it's subtle and doesn't draw attention to anything. I also have much more fun fidgets that I use in my office with my clients also I have a ball chair and weighted lap mats for days where I need deep pressure or my clients for when they use them

01:52:08BriAnna Nixie: Standing desks <3

01:52:10Lisbeth Carpio: ❤️

01:53:09Diane Boshers: I didn't know this was a "technique" but I used it when removing wallpaper in my house

01:53:17Carrie Wenzel: I like fidget toys, I often do the fingerprint thing, just rubbing my fingers is soothing - way better than licking you lips too many times - often I notice that I sigh a lot and it appears as frustration but actually it's my breathing when trying to get through something so I need to working on breathing

01:54:09Andrea Price: Agree with standing desk and go one step more - I work at home on a desk made of a treadmill with a board across the arms and big screens in front of me. If I have a small-ish task that requires focus, I set the treadmill for 20 minutes on a slow speed. I'm always surprised when the 20 minutes are up!!

01:55:13NANCY RYAN: unplugged for a weekend.

01:55:40Audrey Yalley: vibrating watch

01:55:42Samantha Fixmer: pomodoro technique & meditation

01:55:43NANCY RYAN: Unplug TV, put cell phone in a drawer, and go hiking all day.

01:55:44Peyton Peyton: Mediation-getting up an hour earlier or just being more intentional through out the day.

01:55:51Rebecca Carrico: gadgets & tv

01:55:52adriana Velez: standing desk & meditation

01:55:55Maria Ducay: Angi-Fidget Items and meditation

01:55:58Megan Redding: brain dumping and vibrating watch
01:56:07Sehrish mahasaniya: vibrating watch
01:56:17Peyton Peyton: Boundary setting-putting my phone on do not disturb during rest hours.
01:56:20Lupe Rocha: go camping more often with no electronics
01:56:24Tara Landrigan: Meditation and mindfulness and actually use my standing desk
01:56:25Janie Leal: meditation during a break
01:56:26Cheri Boyer: practicing mindfulness, boundary setting
01:56:27Eunice Espinal: going back to my running group, that makes me unplug from the world and connect with nature.
01:56:28Diego rivera: stretching
01:56:32Andrea Jergensen: brain breaks and paying more attention to when my body tells me I need a break vs. trying to power through it and then crashing at the end
01:56:40Jose Flores: Meditation and Pomodoro Technique
01:56:44Kristina Leath: Pomodoro technique and boundary setting
01:56:45Omar Alba: A reward system for sure and meditation.
01:56:46Regina Pastor: meditation/mindfulness and standing desk. I will set mindfulness on my watch. Ask for a standing desk in new office.
01:56:48Peter ketsiri: Meditation/ unplug after 8:30PM
01:56:52Rebecca Carrico: to do list & time management
01:57:01Angelique Torres:Boundary setting. The most compassionate people set boundaries...
01:57:09Kelly Fields: put phone away, leave my family problems at home
01:57:10Andrea Jergensen: also getting back into doing my adult coloring books at the end of the day instead of spending so much time on my phone
01:57:14Ernesto Guevara: Boundary setting, I must work on. then meditation
01:57:31prasith Abshire: forest serene app music playing for 1- 2 mins to keep me centered and calm.
01:57:42Jimmy Ellis: Meditation/ put phone away
01:57:45Kelly Fields: one task at a time, say to others, ill be right with you after I am done with this task
01:57:52Eunice Espinal: learn how to say NO 😞
01:58:00Lisbeth Carpio: love the grounding meditation. I will incorporate this tool in my lifestyle
01:58:26Dawn Tucker: saying NO is a good one!
01:58:29Rebecca Carrico: Set boundaries and stay focus use the tools
01:58:41Lora Ressler: Work to incorporate the Pomodoro Technique into my desktop on a daily and continual basis!!!
01:59:01Jane Walmsley: Discipline dominates motivation every time - love that
02:00:01Jane Walmsley: thank you!!
02:00:05Cristina Gonzalez: thank you!!!
02:00:07Venus Roschi: could you elaborate on remembering to not rising to goals, to fall to your systems



Giving & Receiving Feedback
Webinar Chat
October 26, 2022

[introductions removed to reduce length of chat log]

00:45:12 Russell Brown: I finished our chart auditing plan and supporting documents to present to clinical and operations leadership.

I could have conducted a meeting better to steer it in the right direction.

I gave someone feedback yesterday.

00:45:41 Lora Ressler: Proud- wrote a simple script, Better- Communicate with youth group. Feedback - this am

00:45:42 Andrea Thompson: Good afternoon!

00:45:43 Cindy Thomas: @Russell thanks for sharing

00:46:02 Rebecca Carrico: paid my bills & call my sibling, to work on my to do list : yesterday & today received feed back

00:46:07 Beverly Hepburn: 1. I did my mammogram yesterday

00:46:10 Yvette Casey-Hunter: Off work- I cleared out my apartment and moved into another.

00:46:12 Andrea Jergensen: 1. I passed my Clinical ASWB exam on 10/17

2. Better time management

3. I picture giving feedback as a regular part of my job within my professional and clinical role

00:46:22 Lori Parrott: I felt proud about sharing your information on Focus and Attention with my team. I gave someone feedback just a short time ago

00:46:31 Charise Atiba: @Andrea- congrats!!

00:46:49 Beverly Hepburn: 2. Limit Sweets 3. Yesterday - from my supervisor

00:47:23 Andrea Jergensen: @Charise A.-Thank you!

00:47:39 Eunice Espinal: 1-Helped my overwhelmed Boss, 2-supported her sooner, 3- Today I gave the Frontend Supervisor feedback

00:47:54 Norma Parent: 1. I got married:) 2. I could have handled a delicate situation better. 3. yesterday at an evaluation

00:48:15 Cindy Thomas: Congrats @Norma!

00:48:43 Andrea Jergensen: Congratulations Norma!

00:48:55 SHURLONE WRIGHT: Congrats on your marriage

00:49:02 Elizabeth Brasier: 1. no issue giving feedback 2. finding enough time to do so regularly with all staff can be challenging

00:49:03 Lupe Rocha: It is difficult when it comes to other person reaction

00:49:08 Lora Ressler: Difficult - Negative reactions....Improve - give 2 positives to every 1 negative.

00:49:11 Jayapradha Nagenahalli: Convey negative feedbacks to sub ordinates is harder

00:49:14 Lupe Rocha: I will like to improve my confidence

00:49:15 Norma Parent: 1. negative feedback- I do not like confrontation.

00:49:25 Jessica Velez: 2. Making a professional development plan for that employee

00:49:38 Lori Parrott: Someone could take it wrong way and look at it as micro managing. I could improve in how often I give feedback

00:49:43 Kimeka Clark: 1. Response from the person.

00:49:45 Norma Parent: 2. I would like to work on delivering negative feedback

00:49:46 Andrea Jergensen: 1. I can have a direct approach which some people find off-putting
2. I want to work on softening my approach when giving feedback

00:49:49 ALamelou Radjindrin: Reaction

00:49:51 Janell Kangas: 1) Difficult-we can never control the outcomes 2) Focusing on positives when delivering the negatives

00:49:55 Eunice Espinal: 1-Staff don't take feedback well, 2-Stick to the fact

00:49:56 ALamelou Radjindrin: Objective

00:49:57 Meital Fried-Almog: 1. Offending the person; feedback being misconstrued; feedback not given readily enough to make it actionable; 2. Being candid with the person; being able to give feedback to different staff roles with the intention of making our work and relationships stronger

00:49:57 Norma Parent: thank you everyone!

00:50:08 Kimeka Clark: 2. Being empathetic.

00:50:08 Sarah Reinstein: 1. Someone taking negative feedback personally 2. Work on how to give feedback and provide helpful suggestions without feeling micromanage-y

00:50:21 Dionne Dyer: giving feedback in not difficult for me. I struggle when the other person's reaction is not a positive reaction.

00:50:22 Aldeir Sotelo: 1) If the other person doesn't listen to the feedback or gets defensive then I likely won't bother

00:50:24 Yvette Casey-Hunter: 1. competing priorities 2. performance evaluation process

00:50:32 salvarado: the difficult part is that it may be taken the wrong way and the part to improve to use the proper words or etiquette

00:50:32 SHURLONE WRIGHT: Giving negative feedback is a challenge for me because I don't want anyone to feel bad about themselves and I don't know how one will take it

00:50:39 Lauren Elliott: Difficult is when someone acts passive aggressive or treats you differently once you give them constructive criticism

00:50:42 Gloria Douangsavanh: When an employee is always constantly negative

00:50:49 Samantha Coston: I have more difficulty pointing out what's right, Its easy to figure out what's wrong, but positive feedback isn't easy for me. How do you congratulate someone for doing their job

00:50:52 Beverly Hepburn: Making sure I convey the correct message, 2. Knowing what / how to give feedback correctly

00:50:55 Danielle Tenorio: Start the conversation with something positive

00:50:55 Charise Atiba: do- display empathy

00:50:57 Carl Green: Ask Permission

00:50:59 Deena Hilton: give feedback timely

00:50:59 Tiffany Burdick: "sandwich" method

00:50:59 Jessica Velez: Sincerity

00:50:59 Norma Parent: stat with the positives ,

00:51:00 DeJernel Adams: giving the employee your undivided attention

00:51:00 Lori Parrott: Do be positive

00:51:01 Russell Brown: DOs: Focus on the task and not the person at hand.

00:51:09 SHURLONE WRIGHT: Take some time to think about what you will say.

00:51:14 Lisa Duncan: start with a positive and end with a positive

00:51:14 Claudia Aroni: Be concise, provide examples

00:51:18 Candy George: Give a positive when giving a negative. Give suggestions on ways to improve if needed.

00:51:19 Lydia Nightingale: Be humble and clear

00:51:23 Casey Loerts: Be clear and concise, let the receiver give solutions.

00:51:31 Rudy Fuentez: Important to be specific and timely.

00:51:35 Jennifer Reynolds: Have examples and be open to hearing their ideas about needed changes.

00:51:36 Tauheed Hasan: Be constructive. If the Feedback is negative be prepared to talk about strengths that can target the negativity

00:51:42 Elizabeth Brasier: do make sure to lead with the positive - glows and grows...give feedback often the good the bad and the ugly but also be open to staff feedback as well...

00:51:54 Heather Gillock: I love the idea of asking permission. Sets the stage and expectations.

00:52:08 Andrea Jergensen: Constructive feedback with possible solutions for doing something in a better way

00:52:47 Chris Campbell: Praise publicly & and offer sensitive feedback privately

00:52:54 Claudia Guevara: if it is a negative feedback/issue ask them what are the barriers

00:52:58 Tauheed Hasan: Offer suggestions that could lead to insight that can spark critical thinking to help them find the solution themselves

00:53:53 Jennifer Reynolds: @Chris Campbell I completely agree! Never call out someone's faults publicly it reduces respect and destroys relationships.

00:54:04 Casey Loerts: Avoid the crap sandwich (Good, Bad, Good) It sends mixed messages.

00:54:06 Heather Gillock: I also love the feedback sandwich. What they did good, what needs improved, end with a positive.

00:54:40 Elizabeth Brasier: don't give feedback publicly don't be accusatory

00:54:44 Rudy Fuentez: Be vague or Passive Aggressive. Or assume they understand.

00:54:59 Nate Boateng: Present facts, not opinions.

00:55:33 Charise Atiba: don't- be vague, indecisive, or indirect

00:56:23 Carrie Wenzel: list the facts and the results so we can work together to change the results if not favorable or correct

00:57:21 Sarah Reinstein: Saving it up like that also makes the person feel like they're being piled on

00:57:56 Carrie Wenzel: problems or issues should always be addressed when they happen

00:58:06 Cindy Thomas: love the SBIR model for feedback

00:58:20 Cindy Thomas: To access the workbook for today and ALL recordings you can use the same link: <https://conferences.nachc.org/nachc/articles/5214/view>. You may need to scroll down the page to the correct section.

01:04:33 Laiya Smith: folded arms

01:06:02 Meital Fried-Almog: It's interesting thinking about giving feedback remotely/in virtual spaces, and how commonly seen body language is missing between the two parties.

01:06:35 Cindy Thomas: @Meital agreed

01:07:13 Cindy Thomas: if you feel comfortable, share your situation and behavior and impact here as you work through it...you can depersonalize it....

01:10:14 Brandon Currie: SBI can be used for positive feedback, as well!

01:10:19 Julie Meiman: GREAT practice exercise!

01:10:31 Cindy Thomas: @Brandon, absolutely

01:11:13 Cindy Thomas: were you each able to walk your scenario through all four steps of SBIR?

01:11:38 CAITLIN SHEARER: Yes, I can see this being a big help to me in the future :)

01:12:12 Rasheda Akter: yes, it is very helpful to have a structure in giving feedback

01:12:19 Alice Her: Sometimes it comes down to trust as an issue, therefore the feedback was not helpful.

01:12:48 Jane Walmsley: I agree re: a comment someone made above about the importance of trust

01:13:06 Haley Mattison: All of our staff are trained in TeamSTEPPS. We use this for everything!

01:13:11 Rudy Fuentez: Yes. Very helpful.

01:13:31 ronica balram: Very helpful, thank you

01:13:32 Angela Rivera: Very helpful TY

01:13:34 NANCY RYAN: Yes very helpful in the way you bring feedback up to a person and when.

01:13:35 Nicole Salerno-Fetterhoff: How do you give feedback on a behavior you have not directly observed?

01:13:37 Martha Cardero: Very Helpful. Thank you

01:13:38 Cynthia Vicente: yes it is helpful

01:13:38 Geli King-Brown: agree. super helpful and easy to follow

01:13:43 Zita Fenner: can you have the employee come up with recommendation?

01:13:51 Rebecca Carrico: very HELPFUL AND INFORMATIVE

01:13:52 SHURLONE WRIGHT: This was very helpful for me being a new manager. I will use this as a guide when addressing those that I manage.

01:13:52 Veia Crawford she/her(s): Very helpful

01:13:53 Shanika Johnson: This model is very helpful!!

01:14:03 Lora Ressler: I think next time I would follow this model it hits all the points needed and be sure to keep my presentation in line with the do's and don't's.

01:14:04 Norma Parent: I think this model is very useful!

01:14:13 Lori Parrott: Very helpful. It leads to better communication skills

01:14:14 Julie Meiman: SBIR will allow me to be a lot better at providing information to someone I want to share feedback. A great system to make sure I have all the right components.

01:14:31 Cindy Thomas: it keeps me focused on the situation at hand and I don't wander in my feedback - positive and negative

01:14:40 Angelique Torres: Can someone share the link for the workbook , please

01:15:44 Catherine Bonuke: Yes. Very helpful

01:15:51 Angelique Torres: thank you

01:16:32 Sommer Kaskowitz: This is the same theory behind the Montessori way of praising children - focus on the process, not the person or outcome.

01:17:07 Pam Taylor: Pam Taylor valley wide health systems

01:18:34 Jane Walmsley: someone asked earlier but I didn't see/missed a response - will we receive a certificate for attendance?

01:19:04 Lupe Rocha: person focused

01:19:07 Candy George: # 3 take my emotions out of the feedback process.

01:19:21 Cindy Thomas: @Jane, we hadn't planned a blanket certificate, but if you need verification of attendance I can check our zoom attendee logs for you

01:19:28 Lupe Rocha: the action is to get full attention

01:19:47 Jane Walmsley: thank you!

01:20:47 Lupe Rocha: i got feedback last week by my supervisor

01:21:19 Cindy Thomas: @Lupe I hope it was a positive experience, even if it was a suggestion for improvement

01:21:23 Lora Ressler: I received it poorly. I took it too personal. Even if that's how it was presented I didn't look for the lesson.

01:21:29 Lupe Rocha: the feedback was good and improvement area

01:21:33 Andrea Jergensen: I'm thankful I still have weekly clinical supervision where I can receive regular feedback, I also had to learn how to welcome feedback and change my mindset that not all feedback I get will be negative

01:21:47 Lupe Rocha: I like to receive feedback to improve

01:21:58 Brandy McCullough: I only receive negative or annual feedback

01:22:11 Aldeir Sotelo: I have 2 week check ins with my supervisor which is helpful to get his feedback on how some of my projects are going

01:22:15 Norma Parent: last week as well, from my supervisor. It was both personal and process. it was well received. I tend to take feedback well no matter how it is given I look at it as a way in which to improve myself

01:22:24 Tarsheema: I like to get feedback, whether it's good or bad.

01:22:34 Cindy Thomas: @Brandy, that can be challenging. Potentially consider providing feedback to your supervisor on how that impacts you?

01:23:40 Julie Meiman: Sadly, I receive work-related feedback based on the relationship I have with the other person. This session will help me to be more mindful AND open-minded. I hope to see the gift of thinking the person is genuinely trying to help me.

01:23:41 Meital Fried-Almog: FAIL should also be interpreted as: First Attempt in Learning

01:24:03 Meital Fried-Almog: And there really is no "failure," just an opportunity to learn and grow.

01:24:04 Dionne Dyer: I like to receive feedback. I learn from it.

01:24:10 Tanya LeMire: I seem to be both mindsets -- depending on the circumstance

01:25:16 Candy George: @ Tanya I agree. I also find that it depends on who I am receiving the feedback from.

01:26:11 Michelle Bovee: I am a marathon runner, good job.

01:26:29 Katy Oconnell: Same here - when it comes from someone who knows nothing about the process, its less digestable

01:28:48 Andrea Jergensen: I had to work REALLY hard on changing my fixed mindset that I had about test taking as I prepared for my licensing exam. I'm so glad that I was able to overcome that before I took the exam and entered into it with acceptance of if I did or did not pass and look at it more neutrally.

01:29:11 Norma Parent: growth

01:29:12 Shanika Johnson: GROWTH

01:29:13 B. Jamie Stevens, DNP: growth

01:29:13 Meredith McIntyre: Growth

01:29:14 Mika Aoki: growth

01:29:14 Tierra Fennoy: growth

01:29:15 Sridevi Ponnala: GROWTH

01:29:15 Carl Green: GROWTH!!!

01:29:15 Diana MacGregor: growth

01:29:15 CAITLIN SHEARER: growth

01:29:15 Kendra Corzine: growth

01:29:16 Yvette Casey-Hunter: g

01:29:16 Mileydi Salvador Medrano: growth

01:29:16 Lora Ressler: growth

01:29:16 Elizabeth Brasier: growth

01:29:16 Jessica Graham: growth

01:29:16 Dr. Richard Amiss: g

01:29:17 Brenda Carter-King: growth

01:29:17 Lisa Wells: growth

01:29:17 Mari Cordero: gROWTH

01:29:17 Monifa Roberts: growth

01:29:18 marilou acebuche: growth

01:29:18 Andrea Thompson: growth

01:29:18 Timothy Kordic: growth

01:29:18 Regina Pastor: growth

01:29:18 Lorena Thompson: Growth

01:29:19 Rashé Coleman: growth

01:29:19 Latashia Johnson: growth

01:29:20 Chris Gillespie: Growth

01:29:21 Tauheed Hasan: Growth

01:29:21 Ofelia Marquez: growth

01:29:21 Meital Fried-Almog: GROWTH mindset all the way! That's why Michael Jordan is a legend.

01:29:22 Kimeka Clark: growth
 01:29:22 Yane Nunez: Growth
 01:29:23 Catherine Bonuke: Growth
 01:29:23 nia douglas: growth
 01:29:23 Marci Arkin: growth
 01:29:24 Tarsheema: Growth
 01:29:26 Nancy Contreras: growth
 01:29:26 Dionne Dyer: growth
 01:29:27 Berthilde Dufrene: Growth
 01:29:28 Yudelka Salcedo: Growth
 01:29:33 Mileydi Salvador Medrano: fixed
 01:29:34 Rasheda Akter: fixed!
 01:29:35 Anne Sanderson-Family Connection of SC: Growth, Michael Jordan
 01:29:36 Tauheed Hasan:Fixed
 01:29:38 Elizabeth Brasier: fixed
 01:29:38 Lora Ressler: fixed
 01:29:39 Yvette Casey-Hunter: f
 01:29:40 Jessica Graham:fixed
 01:29:41 Mari Cordero: fixed
 01:29:41 Lori Parrott: Growth
 01:29:42 Yane Nunez: Fixed
 01:29:42 Rashé Coleman:fixed
 01:29:43 Yudelka Salcedo: fixed
 01:29:43 Regina Pastor: fixed
 01:29:44 Timothy Kordic:fixed
 01:29:45 Kimeka Clark: Fixed
 01:29:45 Andrea Thompson: Fixed
 01:29:46 Lisa Wells: Fixed
 01:29:46 Norma Parent: fixed
 01:29:46 Angenette Boyd: fixed
 01:29:46 Geli King-Brown: love it
 01:29:47 Shanika Johnson: Fixed!
 01:29:47 Octavia Savage: fixed
 01:29:47 Andrea Jergensen: fixed
 01:29:48 Brenda Carter-King: fixed
 01:29:48 Monifa Roberts: Fixed, indeed!
 01:29:49 nia douglas: fixed
 01:29:49 Marleny Ventura: Definitely Fixed
 01:29:50 Sridevi Ponnala:FIXED
 01:29:50 Charise Atiba: love this- fixed
 01:29:51 Denise Hinteriano: fixed
 01:29:51 Lorena Thompson: Fixed
 01:29:52 Lori Parrott: Fixed
 01:29:52 Catherine Bonuke: Negative- Fixed
 01:29:52 Mika Aoki: fixed
 01:29:52 Dionne Dyer: Fixed!
 01:29:53 Nancy Contreras: fixed
 01:29:53 Anne Sanderson-Family Connection of SC: fixed
 01:29:53 Heather Greenawalt: oh Homer...
 01:29:54 Kendra Corzine:fixed
 01:29:55 Yvette Salinas: lol
 01:29:56 Kristen Forge: oh homer

01:29:57 Latashia Johnson: fixed
 01:29:58 Kristina Leath: Fixed
 01:29:58 Tarsheema: Fixed
 01:29:59 Meital Fried-Almog: Fixed :)
 01:30:00 Dr. Richard Amiss: f
 01:30:03 Ofelia Marquez:fixed
 01:30:05 Carl Green: FIXED
 01:30:08 Darlean Allen: Fixed
 01:30:09 Chris Campbell: Speaking the truth since 1989.
 01:30:10 Eunice Espinal: 🤪
 01:30:11 Marci Arkin: fixed for surew
 01:30:26 Elizabeth Brasier: growth
 01:30:27 Mileydi Salvador Medrano: growth
 01:30:31 Brenda Carter-King: growth mindset
 01:30:32 Jessica Graham:growth
 01:30:33 Keithra Wright: growth
 01:30:33 Norma Parent: growth
 01:30:33 Meital Fried-Almog: Growth!
 01:30:33 Yudelka Salcedo: Growth
 01:30:35 Kristina Leath: Growth
 01:30:36 Lori Parrott: Growth
 01:30:37 Anthony Rodriguez: I used to teach martial arts. We did a lot of the motivational things you talked about, but also having to incorporate the Fixed v. Growth mindset idea. We saw a lot of growth that way (my own too!)
 01:30:37 Tarsheema: Growth
 01:30:38 Denise Hinteriano: Growth
 01:30:38 Darlean Allen: growth
 01:30:39 Lisa Wells: growth
 01:30:40 Regina Pastor: growth
 01:30:41 Angenette Boyd: growth
 01:30:42 Lora Ressler: growth
 01:30:42 Sridevi Ponnala:GROWTH
 01:30:44 Yvette Casey-Hunter: g
 01:30:45 Kendra Corzine:growth
 01:30:45 Latashia Johnson: growth
 01:30:48 Andrea Jergensen: growth
 01:30:50 Carl Green: GROWTH!!!
 01:30:51 Dionne Dyer: Growth!
 01:30:51 Lorena Thompson: Growth
 01:30:53 Ofelia Marquez:growth
 01:30:55 Andrea Thompson: Growth
 01:30:56 Mari Cordero: Growth
 01:30:57 Rashé Coleman:growth
 01:30:57 Dr. Richard Amiss: g
 01:30:59 Yane Nunez: Growth
 01:31:02 Catherine Bonuke: Growth
 01:31:02 Marci Arkin: growth
 01:31:06 Angelique Torres: growth
 01:31:13 Julie Meiman: Growth, for sure.
 01:31:14 Ralph Regnier: gROWTH
 01:31:56 Andrea Thompson: Fixed
 01:31:59 DeJernel Adams: Fixed

01:32:00 Mileydi Salvador Medrano: fixed
 01:32:00 Kristina Leath: Fixed
 01:32:01 Renay Agli: fixed
 01:32:02 Regina Pastor: fixed
 01:32:03 Latashia Johnson: fixed
 01:32:04 Maria Perez: fixed
 01:32:04 Tarsheema: Fixed
 01:32:05 Yudelka Salcedo: Fixed
 01:32:05 Angenette Boyd: fixed
 01:32:05 Yane Nunez: Fixed
 01:32:05 Keithra Wright: fixed
 01:32:06 Gloria Douangsavanh: Fixed
 01:32:06 Darlean Allen: fixed
 01:32:06 Lora Ressler: fixed
 01:32:07 Rashé Coleman:fixed
 01:32:08 Denise Hinteriano: fixed
 01:32:08 Chantal F: LOL
 01:32:09 Julie Meiman: Fixed
 01:32:09 Dionne Dyer: FIXED
 01:32:10 Elizabeth Brasier: fixed
 01:32:10 Barbara Ramos: Fixed
 01:32:11 Norma Parent: fixed
 01:32:12 Yvette Casey-Hunter: f
 01:32:13 Mika Aoki: fixed
 01:32:13 Lorena Thompson: Fixed
 01:32:14 Sridevi Ponnala:FIXED
 01:32:16 Kimeka Clark: Not smart.....lol I mean FIXED
 01:32:16 Brenda Carter-King: fixed mindset
 01:32:18 Beverly Hepburn: fixed
 01:32:20 Lori Parrott: Fixed for sure
 01:32:21 Patricia Gregor: wow
 01:32:27 Carl Green: FIXED!!!
 01:32:30 Catherine Bonuke: fixed
 01:32:31 Anne Sanderson-Family Connection of SC: WOW, Fixed
 01:32:32 Eunice Espinal: fixed
 01:32:37 Veal Crawford she/her(s): fixed
 01:32:44 Mari Cordero: Fixed
 01:33:19 Danielle Solick: Why was it a fixed mentality to want to get her GED and start her adult life and she didn't want anyone to stop her from that?
 01:33:30 Regina Pastor: fixed
 01:33:31 Denise Hinteriano: fixed
 01:33:37 Andrea Jergensen: fixed
 01:33:38 Latashia Johnson: fixed
 01:33:38 Yane Nunez: Fixed
 01:33:41 Mileydi Salvador Medrano: ummmm.....fixed
 01:33:41 Julie Meiman: Fixed
 01:33:41 Renay Agli: fixed
 01:33:43 Kristina Leath: Fixed
 01:33:46 Yvette Casey-Hunter: f
 01:33:47 Yudelka Salcedo: Fixed
 01:33:48 Beverly Hepburn: fixed
 01:33:48 Keithra Wright: fixed

01:33:51 Dr. Richard Amiss: f
 01:33:51 Laiya Smith: Fixed
 01:33:52 Daisy Duarte: Fixed
 01:33:52 Marci Arkin: loser dad
 01:33:52 Maria Perez: fixed
 01:33:52 Carl Green: DIXED
 01:33:53 Dionne Dyer: Fixed
 01:33:53 Yvette Casey-Hunter: fire the dad
 01:33:53 Veia Crawford she/her(s): fixed
 01:33:53 Tarsheema: Fixed- And sad
 01:33:54 Anne Sanderson-Family Connection of SC: Cruel
 01:33:58 Rashé Coleman:fixed and mean
 01:34:00 Carl Green: Meant FIXED
 01:34:07 Norma Parent: no positive influence there
 01:34:13 Andrea Jergensen: the fixed ones are so tough to watch
 01:34:15 Yvette Casey-Hunter: g
 01:34:16 Mileydi Salvador Medrano: growth
 01:34:17 Elizabeth Brasier: growth
 01:34:18 Yane Nunez: Growth
 01:34:18 Denise Hinteriano: growth
 01:34:22 Keithra Wright: growth
 01:34:22 Yvette Casey-Hunter: g
 01:34:23 Anne Sanderson-Family Connection of SC: Growth
 01:34:24 Stephen Brooks: This movie chokes a tear out of me!!
 01:34:25 Kristina Leath: Growth
 01:34:25 Rashé Coleman:growth. love this movie
 01:34:27 Rasheda Akter: fixed
 01:34:35 Latashia Johnson: fixed
 01:34:36 Julie Meiman: Fixed
 01:34:37 Eunice Espinal: so cute 🥰
 01:34:37 Carl Green: FIXED He killed his spirit
 01:34:40 Aldeir Sotelo: Started as fixed
 01:34:42 Dr. Richard Amiss: f
 01:34:43 Denise Hinteriano: very inspiring!
 01:34:43 Dionne Dyer: Growth
 01:34:59 Regina Pastor: fixed then changed to growth
 01:35:02 Dawn Murphy: Inspiring
 01:35:02 Dr. Richard Amiss: g
 01:35:03 Carl Green: Changing it to GROWTH
 01:35:04 Latashia Johnson: growth
 01:35:04 Tarsheema: Growth-True story
 01:35:05 Rasheda Akter: mixed messages!
 01:35:06 Beverly Hepburn: growth
 01:35:06 Daisy Duarte: Growth
 01:35:06 Charise Atiba: pursuit of happiness! growth
 01:35:06 Yvette Casey-Hunter: f to g
 01:35:07 Lorena Thompson: Growth
 01:35:08 Mari Cordero: Growth
 01:35:08 DeJernel Adams: growth!! I love this movie!!
 01:35:09 Michelle Bovee:love this
 01:35:11 Andrea Jergensen: Growth
 01:35:12 Mika Aoki: okay, now its growth

01:35:12 Chantal F: GROWTH MINDSET!

01:35:13 Julie Meiman: Growth at the end. Yay!

01:35:18 Anne Sanderson-Family Connection of SC: If you have seen the movie you know how it ends.

01:35:19 Carl Green: yes I can feel the mixed messages

01:35:23 Monifa Roberts: quick turn around to growth

01:35:24 Catherine Bonuke: Growth words of wisdom

01:35:27 Veia Crawford she/her(s): started out fixed—growth

01:35:30 Carl Green: but his last comments were definitely GROWTH

01:35:32 Lori Parrott: Growth,,Great

01:35:37 Andrea Romero: What's the name of the movie?

01:35:38 Meital Fried-Almog: An amazing story and movie - it's all about growth!

01:35:54 Rudy Fuentes: "A dream is only a dream until you write down on paper, then it becomes a goal." - Emmitt Smith.

01:35:57 Ramona Fain: THESE ARE REALLY SOME GREAT EXAMPLES

01:36:14 Tina Hurley: A good movie to show growth!

01:36:28 Alyssa Hurt: Can someone repost the slides? I can't go that far back in chat.

01:36:30 Shanika Johnson: Movie: The Pursuit of Happiness

01:36:32 Carrie Wenzel: The Pursuit of Happiness!

01:36:40 WANDA ACOSTA: 2. never make it personal

01:37:01 Rashé Coleman: Agreed Wanda

01:37:08 Alyssa Hurt: Thank you, Tiffany!!

01:37:12 Veia Crawford she/her(s): Embrace my imperfection—see the room for growth

01:37:19 Mileydi Salvador Medrano: growth midset: feedback can now become challenge to grow

01:37:22 Yvette Casey-Hunter: Dont take it personally.

01:37:26 Carrie Wenzel: always think, what can I do better to achieve a better result

01:37:34 Geli King-Brown: keep an open mind to feedback and not make it personal

01:37:37 Laiya Smith: Listen without bias

01:37:52 Lora Ressler: Look for the lesson

01:37:53 Carrie Wenzel: not take it personally but rather how can I use that to better myself

01:38:03 Nancy Contreras: don't take it personal

01:38:19 nia douglas: look at feedback as a learning process

01:38:24 Norma Parent: listen fully to the feedback that I am receiving ad do not take it personal but as an opportunity to grow

01:38:25 Yvette Casey-Hunter: always already listening- Dont formulate my response before hearing the person and the ideas.

01:38:29 salvaredo: 1) be open minded and listen

01:38:30 Andrea Jergensen: Don't take it personally and change the mindset to "trust the process"

01:38:31 Candy George: # 2 don't take it personal even if it was meant to be personal.

01:38:41 salvaredo: 2) trust and listen

01:38:42 Stephanie Petrauskas: When you say things like don't take it personal you are discounting your own feelings

01:38:44 Nelissa Ortiz: Don't take things personal

01:38:46 Cindy Thomas: @Yvette, I like that observation

01:38:48 nia douglas: & don't take it personal

01:38:49 Ramona Fain: stay positive and see where you can improve. there is always room for growth in all situations.

01:38:49 Carrie Wenzel: I think if you have difficulty accepting feedback, you might not be unlocking your potential for more

01:38:50 Lone Long: Don't take it personal, take a lesson from the feedback and look for an opportunity for growth.

01:38:53 Omar Alba: Take it as informational rather than as an observation based on the quality of your work, it's hard tho lol

01:38:53 Kim McCoy: Don't reject the feedback as it could encourage growth.

01:39:05 Regina Pastor: Don't take it personal and learn from mistakes.

01:39:15 Tristian Douglass: do not think of an comeback before they finished talking .

01:39:18 Stephanie Petrauskas: feedback whether positive or negative is personal

01:39:33 Omar Alba: It's our work so it feels personal.

01:39:35 Yane Nunez: Don't take it personal.

01:39:43 Berthilde Dufrene: I agree Stephanie

01:39:46 Dr. Richard Amiss: Know your ego weaknesses; remain open

01:39:55 Beverly Hepburn: 1. To not allow other people's emotions affect my thoughts about my abilities

01:40:06 Meital Fried-Almog: @Beverly, so true!

01:40:11 Dionne Dyer: Feedback seeker!!

01:40:28 Stephanie Petrauskas: You are telling someone that something they may have poured their heart into was not that great. They will take it personal and we have to be able to understand that and give that feedback with empathy

01:40:33 Cindy Thomas: feedback is personal, but I think rather don't take it as an attack on you as a person, it's the difference of personal and process feedback

01:40:37 Julie Meiman: Wow! Some great responses. Thanks for this.

01:41:03 Candy George: @ Cindy 100 %. Leave the emotion out of it and learn from it.

01:41:31 Omar Alba: At times the delivery makes also a huge difference. I think it's also important to understand who is delivering the feedback.

01:42:02 Stephanie Petrauskas: I think you ask too much to ask someone to leave their emotion out of it. we are not machines

01:42:07 Tanya LeMire: Listen to understand, not respond! This is my mantra!

01:42:23 Omar Alba: listen.process.act, instead of react

01:42:34 Stephanie Petrauskas: I agree Omar

01:42:57 Aldeir Sotelo: That's a good point. Getting all emotional makes it very difficult to listen attentively.

01:43:26 Stephanie Petrauskas: Giving someone feedback without any emotion at all makes you seem like you don't care at all and may have the opposite affect

01:44:15 NANCY RYAN: I need time to process and then ask for clarification

01:45:13 NANCY RYAN: 👍

01:45:24 Stephanie Petrauskas: The worst is getting feedback with no follow up

01:45:30 Omar Alba: Same, Nancy.

01:45:57 Andrea Jergensen: I also feel that there is a significant difference between feedback and criticism

01:46:07 Cindy Thomas: @Andrea, YES

01:46:09 Stephanie Petrauskas: Yes Andrea

01:46:19 NANCY RYAN: Yes Andrea I agree

01:46:47 Fundisani Mangena: Identify the purpose for seeking feedback

01:46:57 Rebecca Carrico: Yes I agree too

01:47:00 Stephanie Petrauskas: People use the words Constructive Criticism instead of Feedback and I think we should lose that phrase

01:47:14 Geli King-Brown: I am going to ask if there is anything I can improve upon or if they would do it different...

01:47:15 Lori Parrott: I will accept as a positive feedback and then do a brief summary of what was discussed

01:47:25 Andrea Jergensen: Stephanie I agree

01:47:32 Yvette Casey-Hunter: I will restate what I heard/ and ask ?? if not accurate

01:47:33 Haley Mattison: Ask with curiosity rather than caution

01:47:52 Cindy Thomas: nice @Haley

01:47:54 Fundisani Mangena: Seeking clarity where I am not sure and avoiding being judgemental

01:48:15 Aldeir Sotelo: I think I can seek feedback more often than during my regular check ins

01:48:19 Andrea Jergensen: I think also approaching feedback as an opportunity for collaboration rather than looking at it as something you have to approach all by yourself

01:48:20 Marci Arkin: Be Transparent & Truthful at All Times to Create Engagement & Loyalty

01:48:21 DeJernel Adams: Getting feedback to listen instead of respond. this is my weak spot.

01:48:28 Jayapradha Nagenahalli: But what if the other party is talking not related to the agenda

01:48:41 Julie Meiman: 1) Let go of my ego for a bit 2) Ask the feedback giver questions if I'm unclear what I think I heard.

01:49:02 Fundisani Mangena: I have a question? What should a I respond to bad feedback?

01:49:06 Cindy Thomas: @Caitlin I always close my check-in meetings with a question like "is there anything that I can do differently to support you?" or something along those lines

01:49:11 Beverly Hepburn: 2. to actually seek out feedback and repeat back what was said for clarity

01:49:34 Catherine Bonuke: yes. Definitely

01:49:36 Andrea Jergensen: I also think "Honesty without tact is cruelty"

01:49:44 Omar Alba: Same, Cindy. I use the "how else can I do to continue supporting your efforts?"

01:49:53 Omar Alba: what*

01:49:54 Stephanie Petrauskas: responding to negative feedback is a hard thing to learn to handle.

01:50:08 Anthony Rodriguez: Early experiences turned me off to feedback or constructive criticism. It took me many years to get over that and see it as positive, especially from good bosses and supervisors.

01:50:26 Stephanie Petrauskas: I always ask "what can I do to make things better"

01:50:29 Catherine Bonuke: Feedback can be important in encouraging and building team/ work growth

01:50:40 Omar Alba: I love no 9 - "Create a culture of feedback"

01:50:56 Darlean Allen: @Stephanie P, that is true

01:50:57 Omar Alba: incorporate it to our daily practice.

01:50:57 NANCY RYAN: feedback done in the correct way is great, and clarification is a must.

01:51:09 Carrie Wenzel: asking if staff feel supported can also help to get great feedback but also what you can do to improve

01:51:26 Omar Alba: Good point Carrie - the correct way.

01:51:32 Omar Alba: Nancy**

01:52:00 Stephanie Petrauskas: Having a way for employees to leave feedback anonymously for the boss is important

01:52:08 NANCY RYAN: Omar, we have some that need clarification on feedback

01:52:25 Julie Meiman: This has been a wonderful adventure. Thanks, thanks! Jule M.

01:52:35 Norma Parent: thank you so much for the informative session!

01:52:35 A C: thank you so much

01:52:35 SHURLONE WRIGHT: Thank you so much for this training. I am new to management and the four trainings have been very helpful.

01:52:51 Loren Scott-Cruz: Thank you Caroline. You were AWESOME. Great presentation .

01:52:54 Angela Oswald: Thank you so much. This series has been very helpful to me.

01:52:59 Crystal McNaughton: Thank You, this has been instrumental in my leadership skill gains!

01:53:08 Aldeir Sotelo: Thank you! this was helpful and a good use of my time

01:53:10 Candy George: Thank you for this training. Great tools and chance to engage with those around the country facing the same issues!

01:53:24 Yvette Casey-Hunter: thank you for this timely information

01:53:25 Carrie Wenzel: thank you for reminding me that feedback is important, it is not to put someone down, it is truly the best way to find out if you are doing a great job or need to improve!