Medical Improvisation

New Models for Patient-Centered Communication
In our line of work, we are faced with having insufficient information, limited resources, and not enough time.

We are also required to produce very public and highly successful results...
Today’s Agenda

- Get Here: The Power of Presence
- Get Connected: Blending with Yes And
GET HERE

Leadership Presence
When we need your attention back....
Activity:
Two Things In Common

- Find a partner you don’t know
- Introduce yourself
- Talk to discover two things in common
- High five
- Repeat with new partners until time is up
Instant Relationships

- Be Curious: Ask questions
- Be Open: Give a little to get a little
- Be Positive: Look for areas of agreement
- Be Flexible: Go where the chat leads you
Improv Tip: Start with Agreement

Find what you can say “Yes” to
Reduction in Pain Levels

- Sham: 25%
- Real: 0%
- Sham + Connection: 0%
- Real + Connection: 0%
Reduction in Pain Levels

- Sham: 25%
- Real: 46%
- Sham + Connection: 46%
- Real + Connection: 25%
Reduction in Pain Levels

- Sham: 25%
- Real: 46%
- Sham + Connection: 55%
- Real + Connection: 55%
Reduction in Pain Levels

Sham: 25%
Real: 46%
Sham + Connection: 55%
Real + Connection: 77%
Rules of Class

1. Have fun
2. Dare to fail
Types of Mistakes

- Aha-Moment Mistakes
- Stretch Mistakes
- Sloppy Mistakes
- High-Stakes Mistakes

Learning Opportunity: High
Intentionality: Low

Source: Mindset Works (www.mindsetworks.com)
Rules of Class

1. Have fun
2. Dare to fail
3. Be a good sport
Take a Bow!

- Find a partner near you
- Share a failure or mistake
- Take a bow
- Let them applaud you
- Return the favor
What's the value of celebrating failure?

- Develops our buoyancy
- Puts us in the right state of mind for:
  - discovery
  - invention
  - learning
- Increases our mental flexibility
- Frees us up to be in the moment
What happens when we don’t acknowledge mistakes?
ROCK Paper Scissors

☐ Count 1, 2, 3, Show!
☐ Scissors cuts paper
☐ Paper covers rock
☐ Rock smashes scissors
ROCK Paper Scissors

- Count 1, 2, 3, Show!
- Scissors cuts paper
- Paper covers rock
- Rock smashes scissors
- The winners keep playing until one person is the champion
ROCK Paper Scissors

New and Improved!

- If you win, begin celebrating!
- If you lose—also begin celebrating! Join the winner’s entourage and cheer them on.
ROCK Paper Scissors
New and Improved!

- If you win, begin celebrating!
- If you lose—also begin celebrating! Join the winner’s entourage and cheer them on.
- Continue until you are cheering for the champion.
Improv Tip: It’s Not About You

The game’s not over when you lose. If you can invest in group success, you win every time.
Energy
Energy Pacing EPIC
Energy Pacing In the moment
Energy Pacing In the moment Commitment
Activity: Debrief EPIC in Pairs

- Find a partner
- Check in with them
- Talk about how you can bring EPIC into your work day
GET CONNECTED

Blending with Yes! And...
Activity: First Letter, Last Letter

The **last letter** of your partners line is the **first letter** of your line

“How are you?”
“**U**nbelievably well.”
“**L**ovely to hear it!”
“**T**ell me about your…”
Improvisation Tip: Listen First

You can talk without paying attention. You can’t listen without paying attention.
BLENDING

Basic Rule:
No one cooperates with anyone who seems to be against them
BLENDING

Reduce differences
Send signals of similarity
Ways to blend

- Physically: match their body language
Ways to blend

- Physically: match their body language
- Emotionally: mirror their feelings
Ways to blend

- Physically: match their body language
- Emotionally: mirror their feelings
- Verbally: listen and repeat their words
Ways to blend

☐ Physically: match their body language

☐ Emotionally: mirror their feelings

☐ Verbally: listen and repeat their words

☐ Vocally: adjust your volume and tone
Ways to blend

- Physically: match their body language
- Emotionally: mirror their feelings
- Verbally: listen and repeat their words
- Vocally: adjust your volume and tone
- Energetically: increase or decrease to match
Meet & Move

Giving Directions

vs.

Being a GPS
Be A GPS

1. Join them where they are
2. See things from their point of view
3. Understand their motivations
4. Guide them where you want them to go
Welcome!

to
Yes! Or...

Yes! But...

Yes! And...

Yes!
Yes! Or...

Yes! But...

Yes! And...

Yes!
Awareness

Yes!

AND
Awareness

Offer

Yes!

AND
Awareness

Offer

Yes! AND

Acceptance
Awareness → Offer → Acceptance → Addition → Yes! AND
Improv Tip: Be A Yes Man

People will bring you their best ideas if they know they will be heard and accepted (if only for a moment)
When to Yes! And...

- Encourage people to share their ideas
- Explore an idea
- Generate multiple ideas quickly
- Remove conversation blocks and find solutions
- Shift your default from fear of the unknown to curiosity
“Those who say 'yes' are rewarded by the adventures they have. Those who say 'no' are rewarded by the safety they attain.”

–Keith Johnstone, Impro
60 Second Vent

☐ Person 1: Rant about something real for 60 seconds

☐ Person 2: Listen without interrupting for:
  ☐ What they care about
  ☐ Their positive intent
“Based on what I heard, this is what I think you care about…”
More Learning Opportunities

- Team Works
- Presentation Works
- Meeting Works
- Comedy Works
- Sales Works
- Persuasion Works
- Medicine Works
- Custom Works
Any Questions?
Thank you