



BE HEALING



BE PURPOSEFUL



BE EXCEPTIONAL

Introduction

This Port of Call provides an opportunity for associates to share new learning and practice techniques from three of the courses in Be a Beacon: “Be Healing,” “Be Purposeful” and “Be Exceptional.”

This Port of Call contains three timed excursions:

Excursion 1: 15 minutes

Excursion 2: 10 minutes

Excursion 3: 20 minutes

You can choose to facilitate them all at once, or pick whatever you can work into a standing meeting and go for it. It’s up to you!

INTRODUCTION

1



BE HEALING

“Be Healing” Overview

In “Be Healing,” associates learn how their personal energy impacts the environment and their interactions with others.

Associates who complete “Be Healing” are able to:

- Explain how they are the environment.
- Define situational awareness and provide examples.
- List behaviors that should occur in “on stage” areas.
- Recognize environmental and behavioral cues that detract from a healing environment.
- Generate environmental and behavioral cues that support a healing environment.
- Attend to the physical safety of the environment.

OVERVIEW

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BE PURPOSEFUL

“Be Purposeful” Overview

In “Be Purposeful,” associates learn ways to minimize uncertainty and maximize understanding when communicating with others.

Associates who complete “Be Purposeful” are able to:

- Identify when the patient, family and others are ready to receive essential information.
- Clearly explain to patients, families and others what to expect next (connect care dots).
- Recognize the importance of explaining “the why” supporting the action.
- Confirm that others understand the communication.
- Demonstrate safety – deliver information that impacts patient safety clearly, using concepts and language familiar to the patient.

OVERVIEW (continued)

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BE EXCEPTIONAL

“Be Exceptional” Overview

In “Be Exceptional,” associates are encouraged to choose to take charge of the moments they have with patients, families and each other to deliver on their unexpressed wishes and needs.

Associates who complete “Be Exceptional” are able to:

- Identify ways to personalize the patient/customer/associate experience.
- Describe how to deliver essential information in a personal and memorable way.
- List examples of displaying personal courage.
- Describe three ways to personally make a difference for others.

OVERVIEW (continued)

4

Welcome

Welcome the team and share your excitement for the Be a Beacon learning experience.

What We'll Cover

Note: You only need to introduce the excursions you plan to cover today.

Be Healing:

Today, we are going to practice how to recognize positive and negative cues that either support or detract from a healing environment.

Be Purposeful:

Today, we are going to run through a fun exercise that demonstrates how one word can change the tone of a conversation.

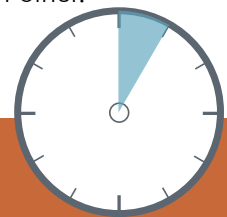
Be Exceptional:

Today, we are going to take time to look at the six qualities that help to create memorable moments of engagement.

Guidelines

As always, I'm depending on your great participation and strong support of each other.

5 MINUTES



5

WELCOME

BE HEALING

Introduction

Think back to our "Be Healing" course. You learned about negative and positive cues in the environment and how your personal energy impacts the environment.

Ask: What are negative cues? Answer: Things that distract from a healing environment – for example, visual messes, loud noises and smells, loud voices and negative attitudes.

That's right – let's go on a "negative cues" scavenger hunt!

Scavenger Hunt Activity

Facilitator Note: You will need a timer.
Participants will need paper and pen.

Group participants into teams of at least two and no more than five.

Share the scavenger hunt rules:

1. Five minutes to identify as many negative cues in the physical environment as possible.
2. Proceed quietly, without disrupting patients or co-workers.
3. Each negative cue is worth one point.
4. Each corresponding positive cue suggestion is worth an additional point.
5. Most points wins!

Conduct scavenger hunt.
(Set your timer for five minutes.)

Have each team share their total points and one or two negative cues that have not yet been shared.

Explore corresponding positive cues.

Gain the group's commitment to replace the identified negative cues with positive cues as soon as possible.
Divide and conquer those negative cues!

15 MINUTES



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BE HEALING

EXCURSION



BE PURPOSEFUL

Introduction

In “Be Purposeful” you learned four stages of effective communication.

Write the four stages of effective communication on a whiteboard or flipchart (if available) or refer associates to the “Be Purposeful” tip sheet in the Be a Beacon Facilitator Guide Three booklet.

For review the stages are:

- Know your purpose.
- Share information.
- Check for understanding.
- Close the loop.

“Yes But, Yes And...” Activity

Facilitator Note: You will need a timer.

Today we are going to run through a fun exercise that demonstrates how one word can change the tone and outcome of a conversation – the **“Yes But, Yes And...”** exercise.

Facilitator: Follow these steps to get the group started.

- Have group split into pairs.
- Ask to assign themselves as Person A or Person B.
- In each pair, and in each round, person A begins the conversation.

10 MINUTES



BE PURPOSEFUL

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Round 1:	Round 2:
<ul style="list-style-type: none"> • Person A begins a conversation about anything except religion, politics or family. • If you need to make suggestions: A restaurant you just went to, your drive into work or the weather. • Person B begins the response to Person A’s conversation with “Yes, but...” and keeps the conversation going. • Then, Person A responds to Person B with “Yes, but...” and the conversation continues in this fashion until the facilitator calls “TIME.” • Stop Round 1 after one minute of conversation, then tell the pairs the instructions for Round 2. 	<ul style="list-style-type: none"> • Person A begins a conversation about anything. • In this round there is no “off limit” topic. • Person B begins the response to Person A’s conversation with “Yes, and...” and keeps the conversation going. • Then, Person A begins the response to Person B with “Yes, and...” and the conversation continues in this fashion until the facilitator calls “TIME.” • Stop Round 2 after one minute of conversation.

Debrief

Ask the group:

- How did you feel when your partner was responding “Yes, but...”?
- How different did it feel when they responded “Yes, and...”?
- Use “Yes, and...” when you communicate with others and see how more purposeful the conversation becomes!



BE PURPOSEFUL (continued)

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BE EXCEPTIONAL

Introduction

Very early on in this learning experience – way back in the Be a Beacon “Introduction” – we talked about creating memorable moments of engagement.

Write *valuable, intuitive, delightful, authentic, compassionate and memorable* on a whiteboard or flipchart (if available).

All the work we’ve done together forms the foundation for creating those moments – moments that are **valuable, intuitive, delightful, authentic, compassionate and memorable.**

Reference “Be Exceptional” tip sheet in the Be a Beacon Facilitator Guide Three booklet.

6 Qualities of Memorable Moments of Engagement

Thinking about all you’ve learned, let’s break down those qualities a bit.

Ideally, you have enough associates to split into six groups. If not, use your judgment on how to assign the six qualities listed in the chart on page 8.

Instructions to get started:

Assign each group one of the qualities.

Allow five minutes for groups to define the quality they have been assigned, and brainstorm a few examples of what they can do as a team.

Circulate and add clarity as needed. After five minutes, ask each group to share their definitions and suggestions for how the group can bring these qualities to life.

Use the definitions and examples on page 8 if prompts are needed.

20 MINUTES



BE EXCEPTIONAL

6 Qualities of Memorable Moments of Engagement

Qualities	Definition and/or Example
Valuable	Think of value as any activity that directly contributes to satisfying the customer’s needs. Remember every customer is different.
Intuitive	Being intuitive is reading between the lines. It is the ability to recognize a need without having to ask. It is anticipating needs or questions and then being proactive in taking care of them.
Delightful	Delighting someone means that we exceed their expectations. It does not have to be time consuming. It might be as simple as creating a warm welcome or a fond farewell. It can be as small as a special statement (saying “It’s my pleasure,” for example).
Authentic	Your values, the things you’re passionate about, your sense of yourself and your purpose ... these all make up your unique, wonderful self. For example, in the course “Be Well,” we saw Rose wearing a different colored rose to work every day.
Compassionate	Compassion is not the same as empathy, though the concepts are related. While empathy refers more generally to our ability to take the perspective of and feel the emotions of another person, compassion is when those feelings and thoughts include the desire to help.
Memorable	A moment in time is memorable when it engages each customer in a personal way. It is something that they will talk about for years to come.



BE EXCEPTIONAL (continued)



BE EXCEPTIONAL

Action Planning

Nice work, everyone! Now I'd like you each to take a moment to commit to one action you are personally going to take – based on what you learned – to create memorable moments with those you touch each day. Jot down your idea.

Ask for two to three volunteers to share their commitments.

Optional:

Show the Power of One video to leave a lasting impression and motivate your team. Type this link into your browser: <https://www.youtube.com/watch?v=8I7Wk14VWK4> or search YouTube for "The Power of One..." video by Chelsea Flowers.



BE EXCEPTIONAL (continued)

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BE EXCEPTIONAL

Acknowledging and Appreciating Your Staff

The overall tone should be a sense of accomplishment and celebration.

Thank your staff for completing the online courses and attending the excursions. You may decide to provide a little reward.

Encourage associates to put into action what they've learned and practice the behaviors.

Close

Have a great rest of the (day/night)!

2 MINUTES



CLOSE SESSION

12

"I am the Patient Experience"

Facilitator note: You will need to capture a picture (Either with a camera or a smart phone) and to gather some black markers. Provide each participant with one copy of the blank "Be a Beacon" half-page handout.

The overall tone of this activity should be a sense of accomplishment and celebration.

Show the "We are ALL the Patient Experience" video.

<https://www.youtube.com/watch?v=iBLQnThJ6w0>

If you show the video, say the following:

"This video shows a wonderful example of how each of us contributes to the patient experience no matter where we work."

If you do not show the video, say the following:

"Each of you contributes to the patient experience no matter where you work within Beacon Health System."

"To celebrate this point, I'd like for each of you to write 'I am the Patient Experience' on your piece of paper. After you are done, I'll take your picture holding the sign."

You have creative liberty with this activity! Have fun! Feel free to take individual or group photos. You can take pictures of your team during monthly meetings or catch people in their own elements. Let them know how much you appreciate the work they do.

Thank your staff for completing the on-line courses and attending the excursions. You may decide to provide a little reward.

Encourage associates to put action to the learning and practice the behaviors.

Have a great rest of the (day/night)!



BONUS ACTIVITY