

CREATING A RESILIENT CULTURE FOR COMMUNITY HEALTH CENTERS: WHY A BAND-AID APPROACH WON'T WORK

ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED
& SMART CONVERSATIONS®
WEDNESDAY, OCTOBER 11TH

INTRODUCING ACU & OUR PARTNER



A Transdisciplinary Membership Organization

We unite clinicians, advocates, and organizations in the shared mission to **establish a robust and diverse workforce to help transform communities to achieve health equity for all.**

Our Partnership

Partnering with SMART Conversations® to help health centers improve their organizational effectiveness, boost financial solvency, and inspire workforce excellence.



SMART Conversations®
Inspiring Workforce Excellence

*Scan to learn about
our partnership!*





Creating a Resilient Culture for Community Health Centers

Why a Band-Aid Approach Won't Work

FACILITATED BY:

Paul Weisman, CPCC
Herman Williams, MD
Michele Simos Weisman

NEXT





***“With a SMART Conversations® mindset,
we are able to embrace change, handle
adversity and be resilient.”***



Introducing...

Our Presentation Team

- Paul Weisman, CPCC – President of SMART Conversations®
- Herman Williams, MD – President of HW Healthcare Solutions
- Michele Simos Weisman – Chief Learning Officer of SMART Conversations®



Today's Learning Objectives

- Benefits of a SMART Culture™
- SMART Cultures require a strategic approach
- SMART Conversations®: a framework for resilient relationships
- Psychological safety is the key
- Getting started: Begin with the end in mind



SMART Cultures help community health centers...

- Respond to public health crises effectively
- Ensure workforce retention
- Maintain financial stability
- Strengthen community trust and engagement
- Sustain consistent high-quality patient care
- Foster well-being of staff
- Embed agility, adaptability, innovation and continuous improvement into your culture



Let's have a conversation about resiliency at your health center

What's been successful for your health
center and what needs to change?



A Band-Aid Approach is not enough

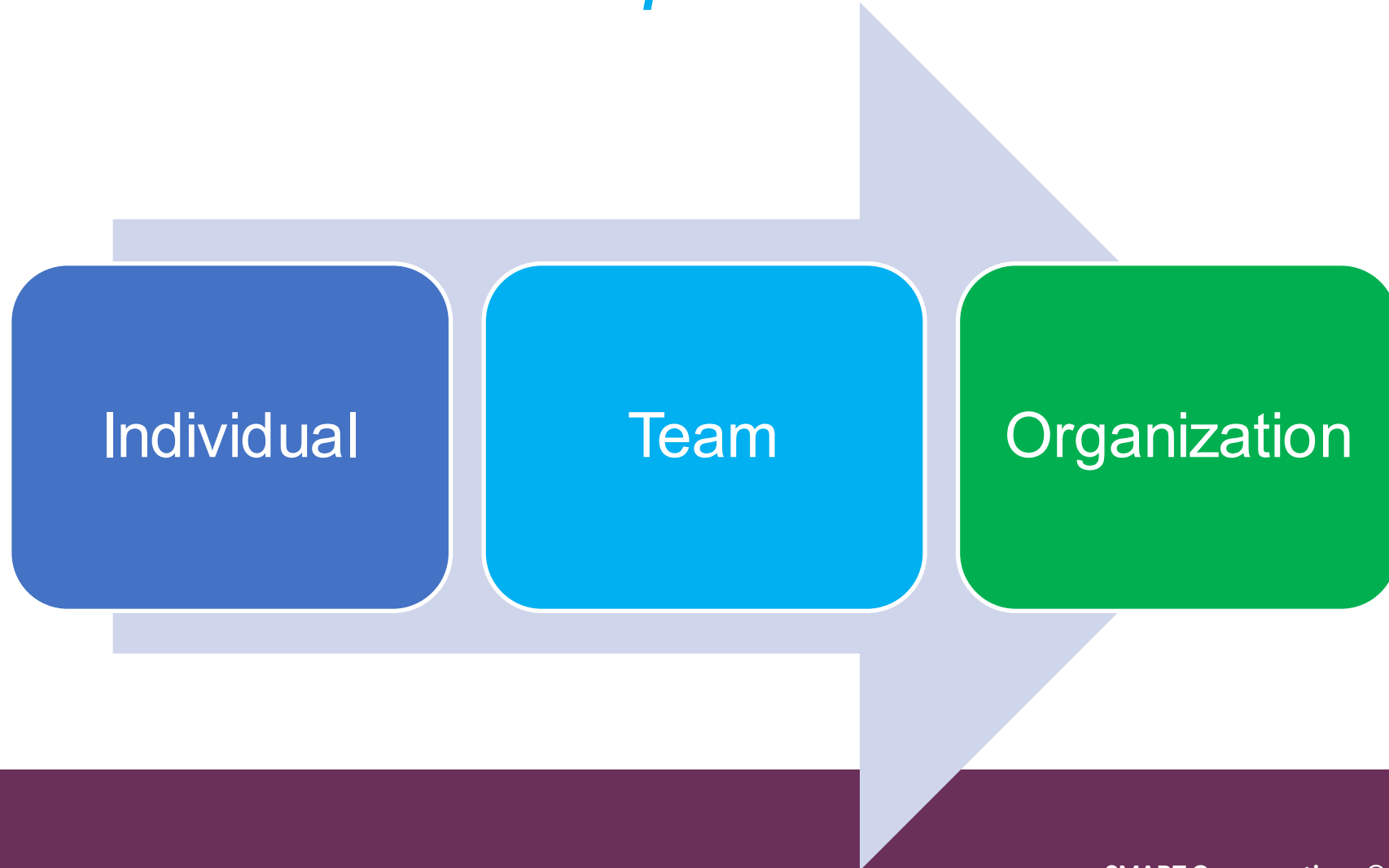
Examples:

- Your nurses attend a one-off training on how to avoid burnout
- Leadership is not bought in – there is no long-term commitment
- No allocation for long-term funding
- An unsafe work environment that tolerates toxic behavior
- Limited employee buy-in and involvement



Roadmap to Resilience begins with the Individual

Resilient Relationships = a SMART Culture™





A Strategic Approach is needed

1. Engaging employees in the process
2. Identifying and addressing stress and burnout
3. Making a long-term leadership commitment to the process
4. Promoting a customized, comprehensive, ongoing training and reinforcement education program, including onboarding
5. Creating a psychologically safe work environment
6. Modeling open, transparent communication that builds trust and respect

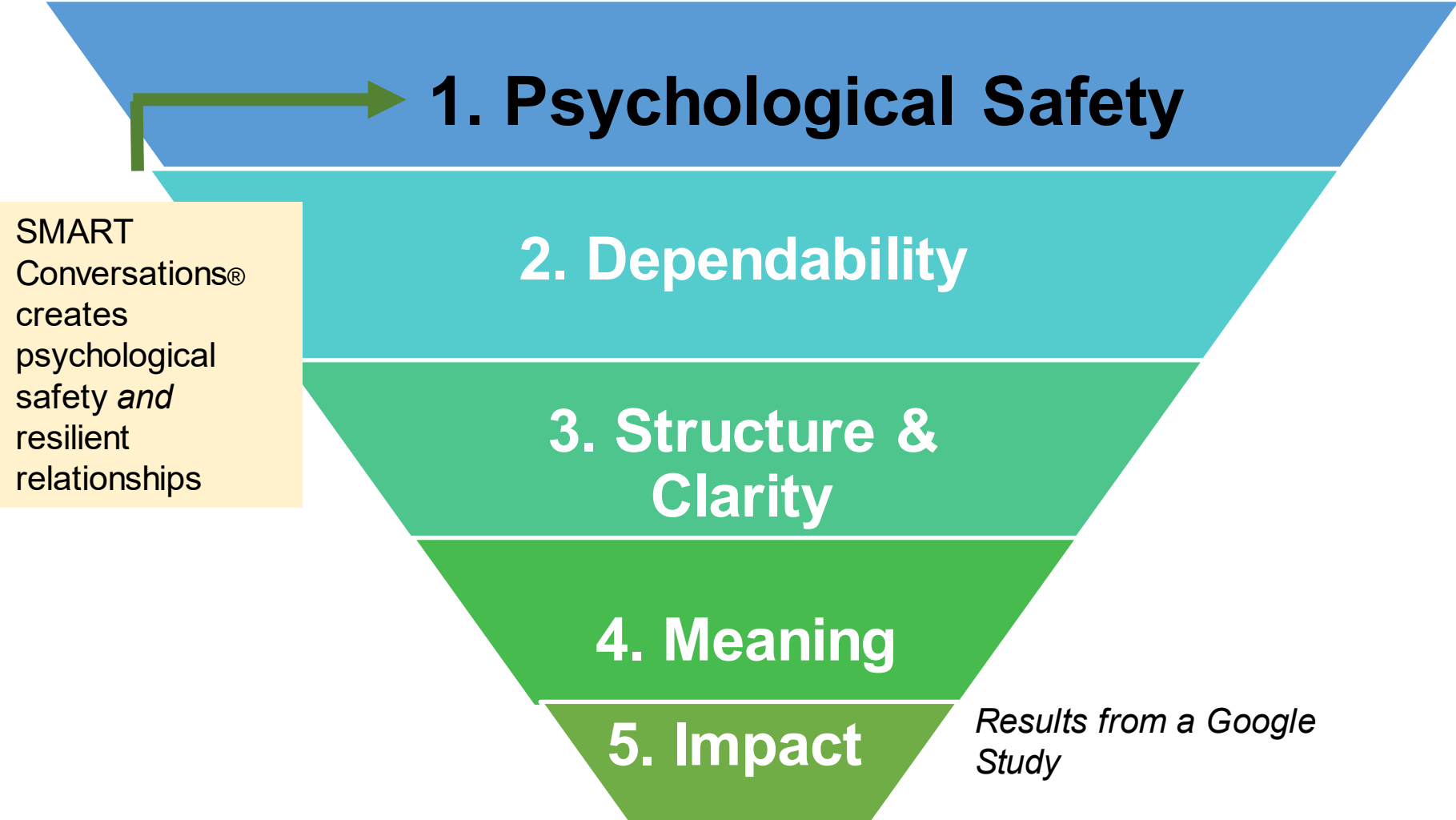


**“Self-mastery and self-discipline
are the foundation of good
relationships with others.”**

Stephen R. Covey

Where Psychological Safety fits in

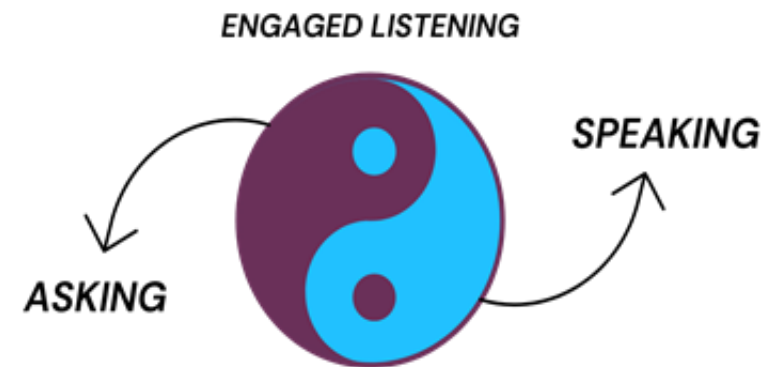
#1 Predictor of high-performing teams





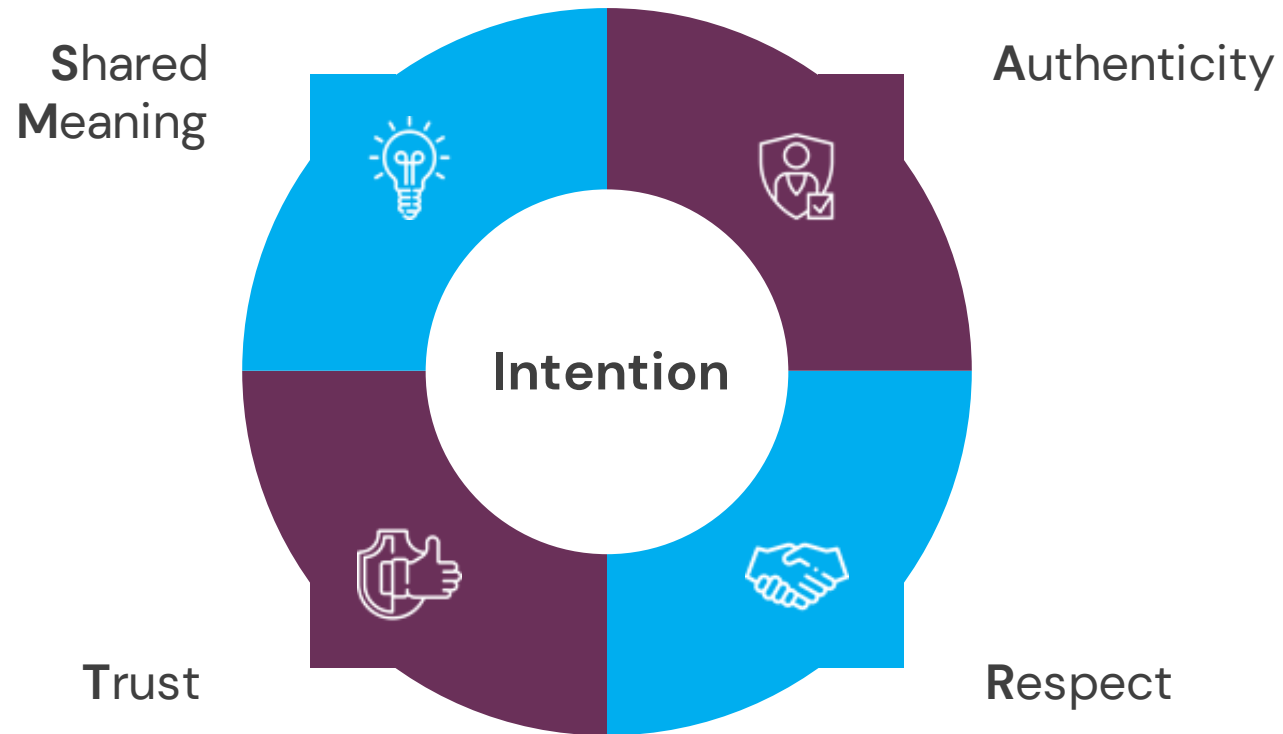
SMART Conversations® Creates Psychological Safety

1. Absence of fear of retribution, ridicule or judgment
2. Balanced airtime for speaking, listening & asking questions





SMART Conversations® creates a framework for Psychological Safety





SMART Conversations[®]

Five Principles

- 01.** Connect first

- 02.** It takes two

- 03.** Listen up and speak up

- 04.** Put the “ We” before the “ Me”

- 05.** We can do more together

Engaged Listening Microlearning Video



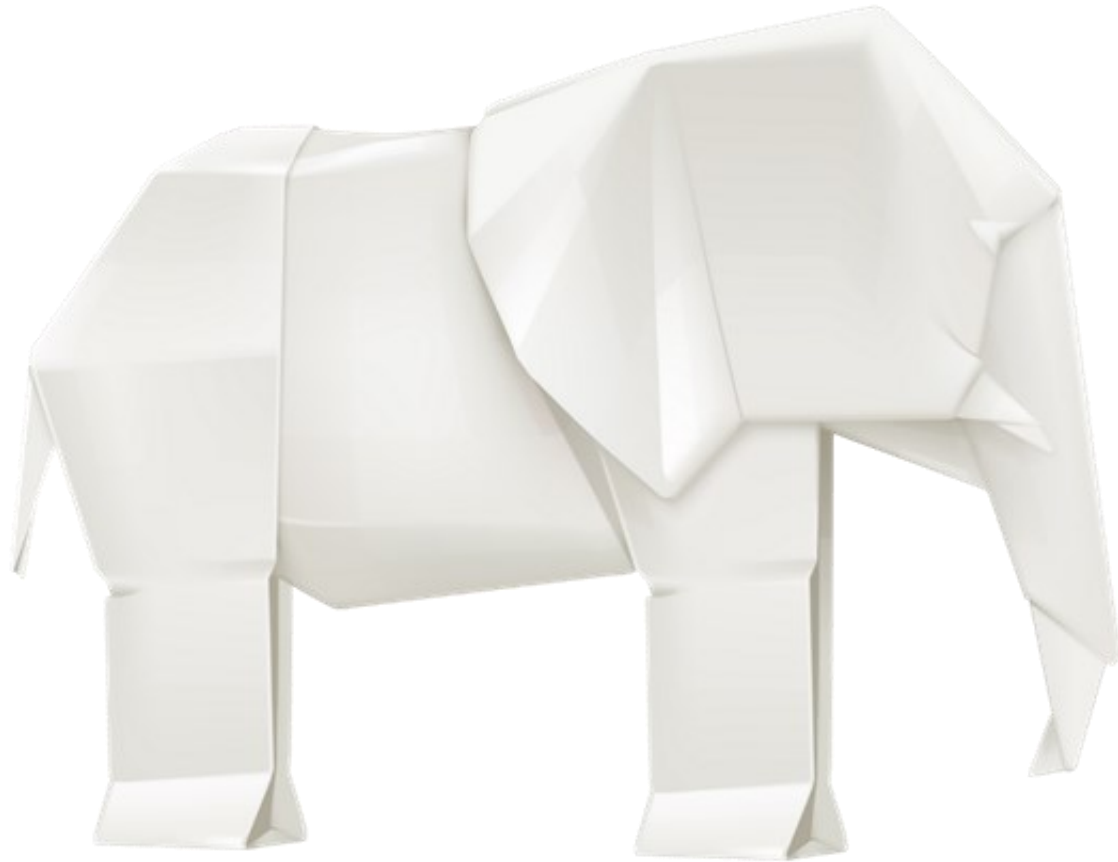


“Persistence and resilience only come from having been given the chance to work through difficult problems.”

Gever Tulley



Surfacing Undiscussables – one of the ways we sustain Psychological Safety



What is an *Undiscussable*?

“Things people think and feel but do not feel safe saying.”



Getting Started: Begin With the End in Mind

Action learning opportunity:

- Identify one step you will take to begin or build on your resiliency journey at your Health Center.
- Please put your response in the Chat now and we will assemble everyone's entries and send them to you.



We're happy to continue the conversation..

We will email you the following:

1. Webinar recording and slides
2. SMART Conversations® tool
3. We invite you to a free consultation with Dr Williams & Paul Weisman
4. We would love to hear from you: <https://calendly.com/pweisman>



Contact Us:

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