

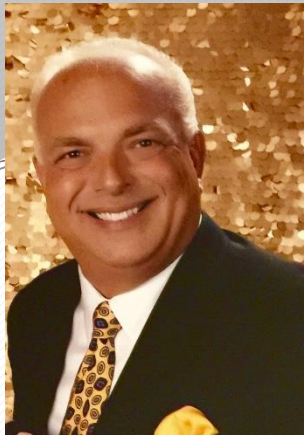
The Power of

Excellence, Engagement, Empathy and Energy



Believe in the Power of Caring

Presented by : Eli Pagonis, M.S.



Eli Pagonis, is the Founder and CEO of The Power of E4, LLC, a dynamic company that provides assistance to service organizations around the country offering a renewed focus on the most important asset: employees. By implementing the 4 E's, Excellence, Engagement, Empathy and Energy; an organization will experience a reinforced commitment that the employee family is valued and ultimately leads to improved overall satisfaction.

Eli played an integral role in Baptist Health Care's journey to excellence for 12 years. Eli shares his passion of doing the "right thing for the right reason" for each individual audience and include a focus on cultural transformation, employee engagement, effective patient/staff communication, accountability and more.

Eli holds a Master of Science in Counseling and Psychology and a Bachelor of Science in Psychology from Troy University.



Objectives

- To define The Power of Caring as it relates to each member of the employee team and its impact on patients and families
- To identify the importance of employee engagement in a implementing a healthy culture of excellence
- Understand how effective communication is effective for both the patient experience and the employee experience
- Explore how personality impacts how we communicate



What does the Power of Caring mean to ...

...You?

...Your patients and their families?

...Your organization and community?



Why are You Here?







Does This Happen?



An Organization's Culture...

...is the shared philosophies, ideologies, values, assumptions, beliefs, attitudes and norms that knit the organizational members together.



To Achieve a Excellence

- Define the desired attributes of a great culture
- Drive out excuses
- Identify the red flags of complacency
- Eliminate “good is good enough” thinking



Synergy Must Exist

Alignment

brings together the unconnected parts of the organization into an interrelated, easy to understand model

and

Deployment

Every patient, every interaction, every time!



Your Role...

- Create alignment
- Articulate, energize vision
- Generate a healthy dissatisfaction with status quo
- Set clear expectations
- Inspire



Power of Caring



Engaging Employees



Why Employee Engagement is Important

- Stay with organizations
- Perform at high levels
- Encourage others
- Promote the organization
- Deliver excellent service



Achieving Exceptional Employee Engagement

- Creates employee ownership
- Increases visibility, approachability, accessibility of leaders to impact employee morale
- Promotes communicating in ways that engage and inspire employees



Power of Caring

Happy employees **DO NOT** equal happy patients and families...

Engaged employees equal happy patients, families and each other.

Power of Caring



Your most powerful advantage is the thing
that is most difficult for competitors to
duplicate...

An engaged and passionate workforce!



Your Role...

- Become the ***Chief Recognition Officer***
- Work on retention efforts every day
- Build a relationship with each individual
- Reward & recognize
- Set expectations; hold people accountable

Power of Caring



Be Visible



Visibility

- Helps avoid silos
- Provides opportunity to solicit feedback
- Is key to your success as a leader
- Is one of the things we struggle with most as leaders



Visibility

- Be visible in your own areas and throughout the organization
- Create relationships with employees
- Interacting and engaging with team members makes it easier for them to share what's really on their minds



Barriers to Visibility

- I'm too busy
- Visibility is a chore and does not make a difference
- I am going to wait for other leaders to do it
- Not adding another thing to my plate
- Employees don't want it



Top Opportunities

- **Excellence is “NOT” optional**
- Leaders must be in touch with the issues and challenges
- Departments need to work together to achieve common goals
- Don't allow people to make excuses for poor performance

Your Responsibility



- Personally commit to being visible on a regular basis
- Role model desired behavior
- Influence and inspire others

Power of Caring



Believe



People don't care how much you know, until they know how much you care.

Anonymous



Create an Obsession for Service Excellence

- Create an organizational mind-set that service excellence is a way of life
- Use every encounter to build trust, loyalty and caring
- Manage expectations through effective communication



Person Centered Focus

- Use effective listening skills and empathy
- Acknowledge each person
- Clarify each situation
- Meet or exceed their expectations
- Confirm satisfaction
- Solve problems immediately
- Use language that is consistent to the organization



Expected vs. Not Expected

Cared For + Cared About =

WOW!

Believe in a Cultural Transformation





Means Openness to...

Change



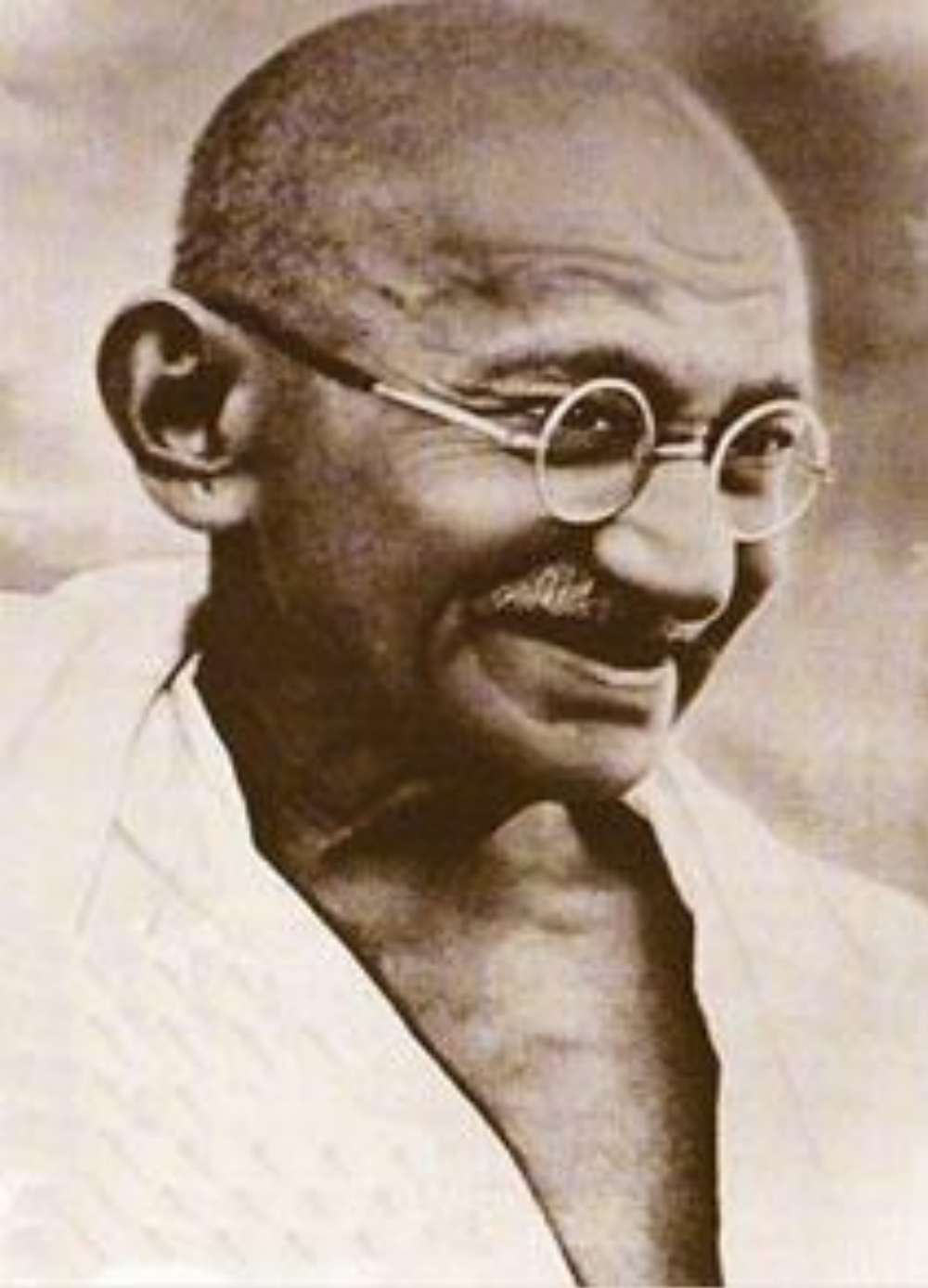
Change...



...About the future

*...About being comfortable with the
uncomfortable*

...About making great things



*“You must
become the
change you
wish to see in
the world.”*

Power of Caring



Can We Talk?





*Communication is more than the words we
say!!!!!!*





Non-verbal element is 90% of the message

- Eye Contact
- Posture
- Gestures
- Appearance
- Facial Expressions



Eye Contact



Eye contact is the most important tool in your personal impact toolbox!





Positive Posture

- Positive Posture can reflect how you see yourself
- People tend to treat you how you ask to be treated

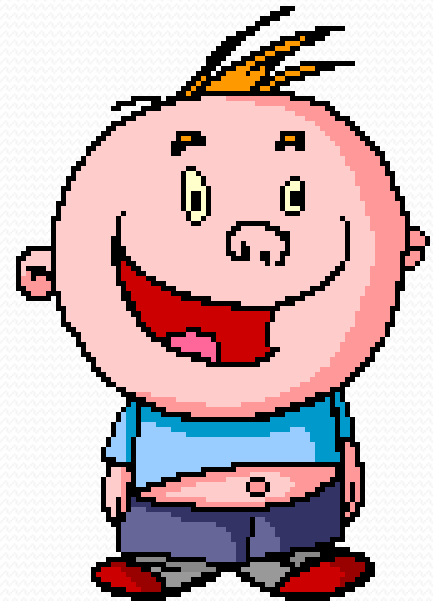


Smiles Everyone!!!!



There's nothing mysterious about a smile, except the effect it has.

A smile immediately communicates how people perceive your mood.



Diversity in Communication



Open or Reserved?

*Your personality affects
your communication, too!*

Direct or Indirect?



Are you Open . . .



- Readily expresses emotions, thoughts, or ideas
- Very social; concerned about relationships
- Uses lots of eye contact
- Wants to get to know others before getting down to business
- Chatty and friendly
- Little or no holding back



... or Reserved?



- Tends to hold back feelings and thoughts
- Harder to get to know
- More comfortable keeping a distance
- Must trust others before sharing private information
- Observant
- Prefers working individually



Are you Direct . . .



- Fast-paced
- Assertive
- Competitive
- Controlling
- Argumentative at times
- Not afraid of taking risks

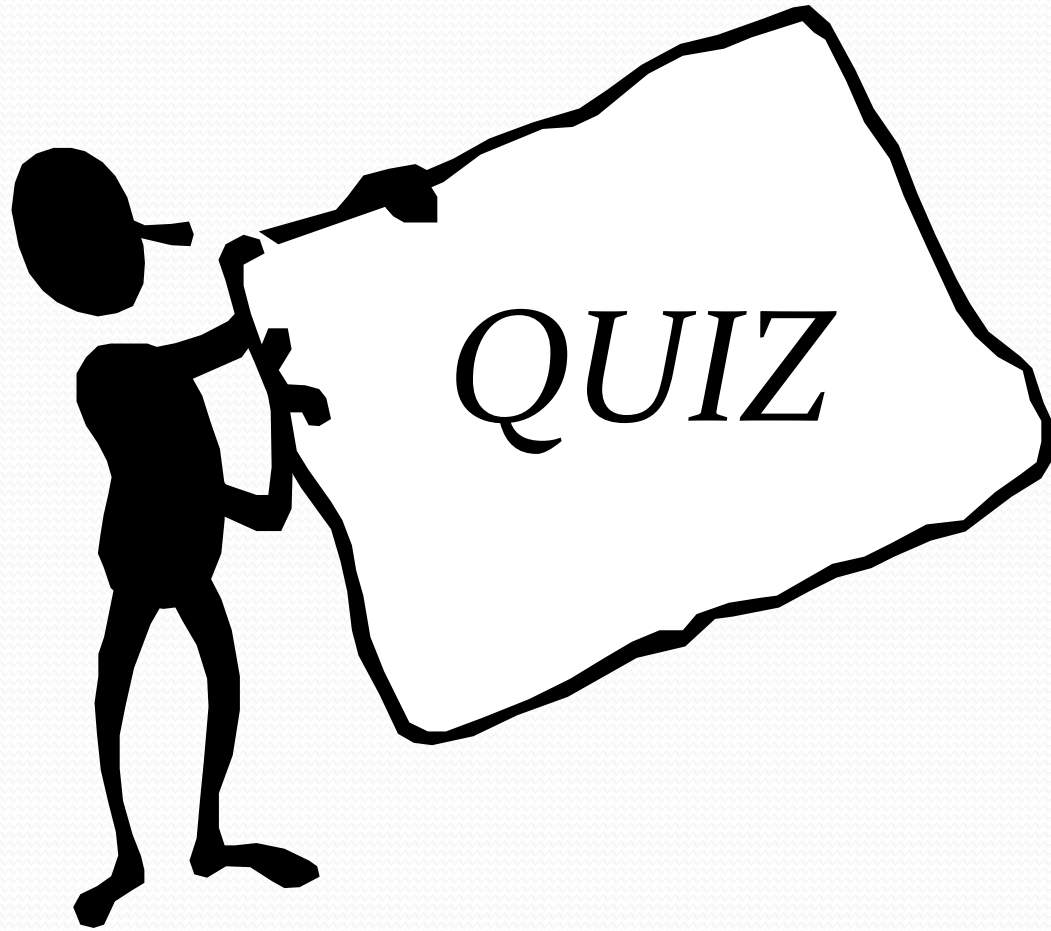


... or Indirect?



- Slow-paced
- Security conscious
- Reluctant to start conversation
- Less confrontational
- More likely to go along with the crowd







Enhancing Your Daily Interactions

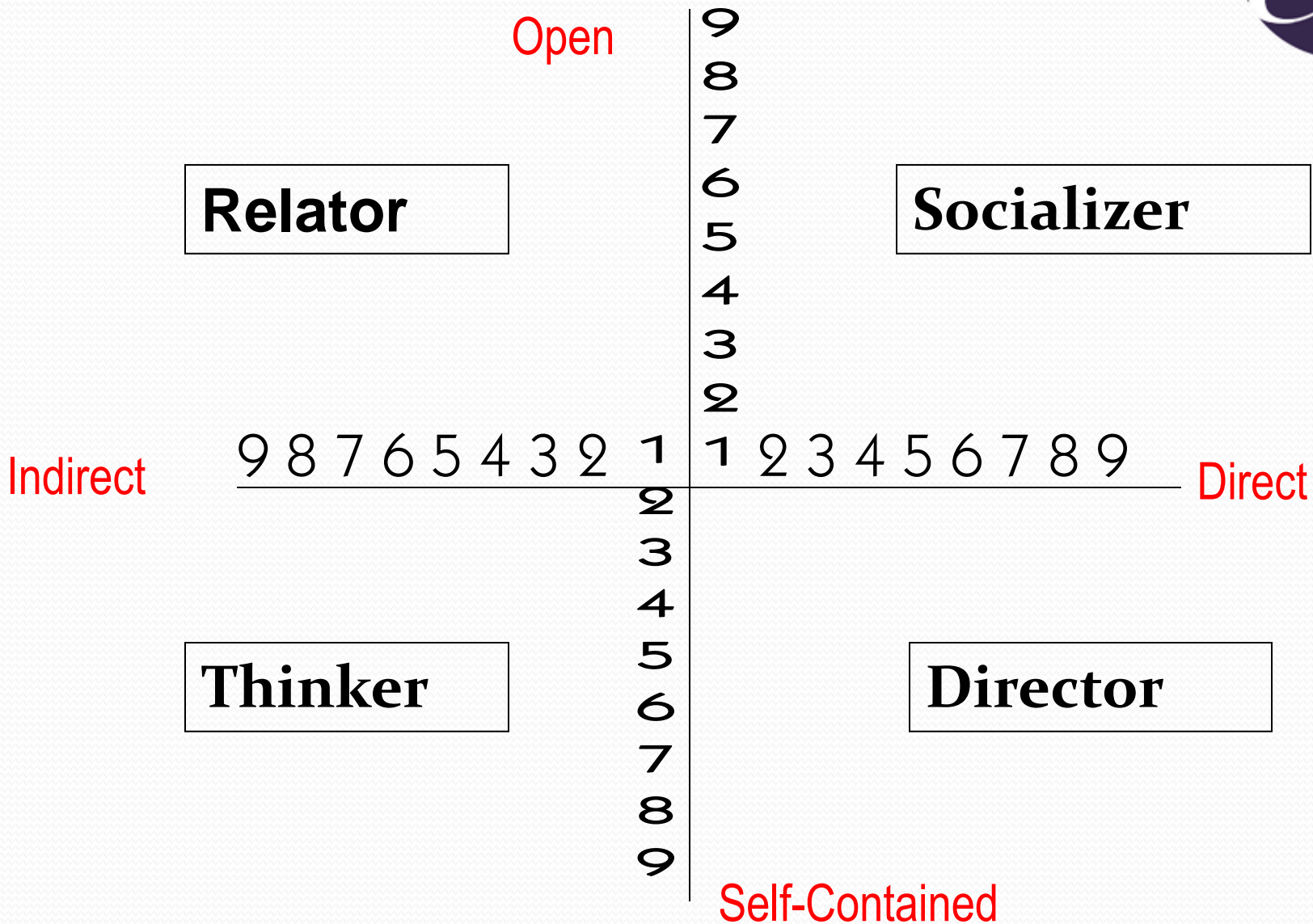


SCORING



Count how many of each you have and fill in the boxes





Relator



- Easy to work with
- Cooperates with Others
- Presence of personal items
- Supporting and nurturing
- Win/Win oriented
- Strives for a Happy Team

Helpful Hints:

Slow your pace

Talk about how issue affects
interpersonal relationships

Worst thing is to come off pushy



Socializer



- Direct and Open
- Great at entertaining
- Gets bored easily with repetitive tasks
- Prefers working in Groups
- High energy
- Big picture dreamer



Helpful Hints:

Remember their need for personal prestige

Try to entertain their spontaneity



Thinker



- See themselves as efficient
- High value on thoroughness and precision
- Neat and Structured Analytical
- Solves problems at a slow cautious pace
- Surprise and change stress them out

Helpful Hints

- Show proof
- Facts and data



Director



- Natural Leaders
- Aggressive and competitive
- Little concern about the feeling on others
- Very Independent
- Depended on to get results
- Prefer corner offices
- Want to hear the Bottom Line

Helpful Hints

- Quick pace
- Get to the point
- Show how your ideas will achieve their goals





Remember, at the end of each day....

We must identify how we

think differently

and

act differently

to believe in the *Power of Caring* and create
excellence everyday!



Moments of Truth



Thank you

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