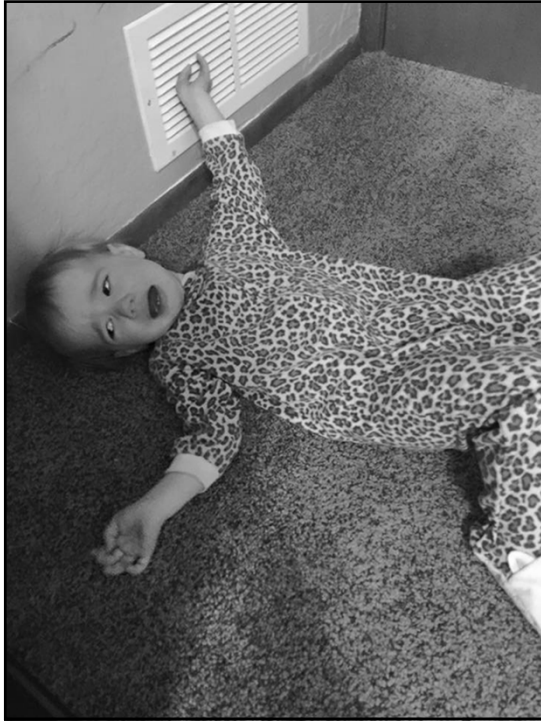


# Strategies for Professionalism When Tantrums Aren't an Option

HCCA Compliance Institute  
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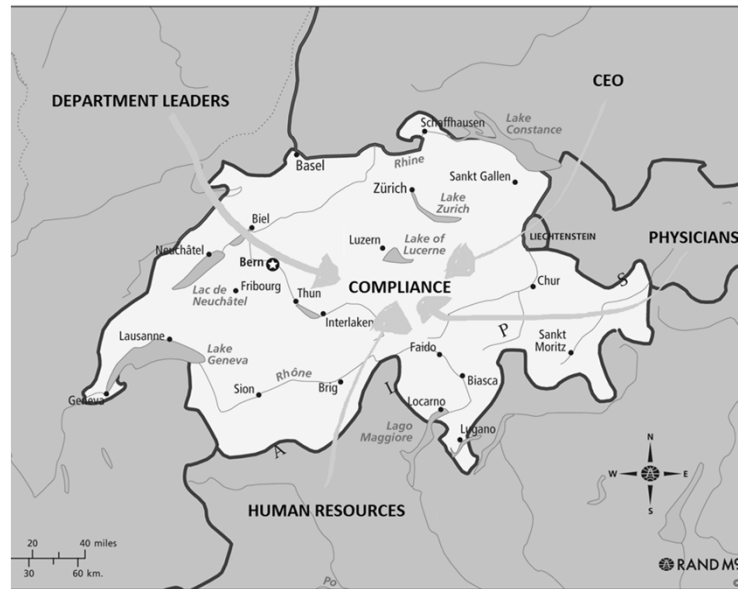
***“A professional is one who does  
[his/her]  
best work when he/she] feels the least  
like working.”***

***-Frank Lloyd Wright***



**Know Your Political  
Landscape.**

*Commerce with All Nations,  
alliances with none, should be  
our motto.*  
-Thomas Jefferson



## Know Your Political Landscape

- Identify the leaders in your organization.
- Develop a sense of “political” self-awareness.
- Identify your leaders’ political self-interests.

## Build Strong Relationships



## Building Strong Relationships

- Establish Rapport.
- Build and Maintain Trust.
- Support Your Leaders.

## Use Diplomacy to Influence Behavior



## Use Diplomacy to Influence Behavior

- Know your audience.
- Know **how** decisions are made in the organization.
- Appeal to their interest, not their position.

## Challenging Professionalism.



## Consulting to Defensive Leaders

1. *"Are you crazy? You want us to do what?"*
2. *"We've always done it this way..."*
3. *"You just don't know operations..."*
4. *"You're just an obstacle to me getting \_\_\_\_ done."*
5. *"Do you know what the \_\_\_\_ I do for a living?"*

## Overcoming The Defensive

- Be engaged to their business.
- Be empathetic to their challenges and interests.
- Approach your role as a resource and not an obstacle.

## Investigations & Difficult Witnesses

### Common Characteristics:

- Defensive
- Reluctant to speak
- Argumentative

## Overcoming Difficult Witnesses

- Establish rapport/Identify root cause of difficulty.
- Approach your role as gatherer-of-facts, not interrogator.
- Don't return anger; empathize but don't advise.

Check-in with  
Thyself.





*"Stress is the trash of modern life. We all generate it, but if you don't dispose of it properly, it will pile up and overtake your life."*

*-Danzae Pace*

## What Causes Stress?

### **Self-Inflicted Causes:**

- Failing to prioritizing projects;
- Procrastination;
- Not taking the time to plan;
- Failing to delegate tasks to others.

## How are you managing your time?

- Identify your most motivated time to tackle the least motivated tasks.
- Can you leverage technology or communication forms to save time?
- Block time on your calendar and honor it as if it were a meeting.

## How are you managing your workload?

- Create your “to-do” list based on assigned priority levels (A, B, C, ).
- Triage work coming in based on priority level.
- Communicate honestly with others on deadlines/expectations.

## How are you managing stress?

- Are there changes you can make to make life easier on yourself?
- Identify where stress is coming from and schedule time to address it.
- What is your system for disposing of stress?

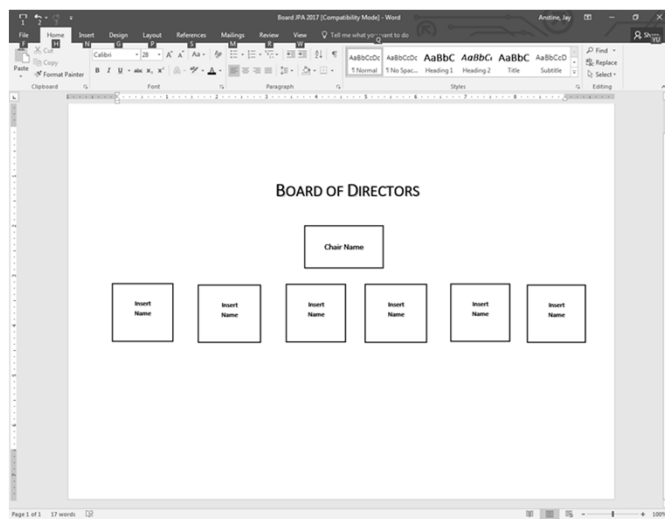
## How are you managing work-life balance?

- How are you prioritizing life (be honest)...is it time to reprioritize?
- Schedule in time for you (perspective, relaxation, constructive project).
- Plan out the following day before you go home.

## Takeaways

- In times of frustration remember we need problems to be employed.
- The real growth in life comes from experiences outside our comfort zones.
- Develop your own support system.

## Develop Your Own Support System





## Questions?

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