The Road Less Taken: Communication and Collaboration vs. Perspectives and Assumptions

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Things We Are Going To Look @

- Assumptions and Perspectives
- Our Outlook
- Our Choices
- Communication and Collaboration
- Takeaways
AN ASSUMPTION ABOUT ME
The Difference

- **ASSUME**
- To believe that something is true without evidence

- **Perspective**
- A particular way of looking at something, especially that is influenced by beliefs or experiences
The Road Not Taken by Robert Frost

Two roads diverged in a yellow wood,
And sorry I could not travel both
And be one traveler, long I stood
And looked down one as far as I could
To where it bent in the undergrowth;

Then took the other, as just as fair,
And having perhaps the better claim,
Because it was grassy and wanted wear;
Though as for that the passing there
Had worn them really about the same,
In leaves no step had trodden black.
Oh, I kept the first for another day!
Yet knowing how way leads on to way,
I doubted if I should ever come back.

I shall be telling this with a sigh
Somewhere ages and ages hence:
Two roads diverged in a wood, and I—
I took the one less traveled by,
And that has made all the difference.
Assumptions can derail everything
Health Care Perspectives

In the US we are #1 in spending

In the US we are the bottom on health outcomes

We spend money on sick care

Consumer perspective – can we take a pill, do a test, what can we fix after we are sick

Does it make better sense to spend $10K
- On wellness promotion
- On sick care
Assumptions in ER Medicine

Get them in and out as quickly as possible

Often get “frequent flyer visitors” with non-emergent illness

Triage and push them out as quickly as possible

What if we slow things down and do “social services” assessment? Ask “What do they really need?”

Can we change our decision-making?

Currently we aren’t sharing data, “no, can’t let other organizations know what we are planning or doing”

Couldn’t we be willing to talk and share and create an open access and better services in collaboration?
How do these compare to the library world?
Provoking Thoughts
What attitude do you bring with you?
Relationship Building - The 5 Chairs

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<thead>
<tr>
<th>Color</th>
<th>Chair</th>
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<tbody>
<tr>
<td>RED</td>
<td>The Attack Chair</td>
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<tr>
<td>YELLOW</td>
<td>The Self-Doubt Chair</td>
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<td>GREEN</td>
<td>The Wait Chair</td>
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<td>BLUE</td>
<td>The Detect Chair</td>
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<tr>
<td>PURPLE</td>
<td>The Connect Chair</td>
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What happened?
Courage, Patience and Discipline
Our behavior is the foundation
ATTACK

We are CHOOSING to hear attack
We attack back:
Criticize
Judge
Blame
Defend ourselves

Jackal
Self Doubt

We are CHOOSING to hear blame.
We blame ourselves:
“It’s My Fault”
Adopt Victim Status
Childlike Behaviors
(e.g. pouting, passive aggression)

Hedgehog
W.A.I.T.
We ask "What a I Thinking"

"What am I telling myself"?
We pause, observe, suspend
Judgement and counting
to 10
Detect

We ask
“What is going on in me right now”
“What are my needs right now”?
We pause, observe, suspend
We display self-awareness.
We take responsibility for our response.
Connect

Are my behaviors serving me well?

Am I in control of my emotions or are they controlling me?

What would my best self do now?

We share our power

Giraffe
How do we change our behavior?
Balance is the biggest challenge
Where do we start?
Collaboration and Communication
Fairyland
TOO MUCH
NOT ENOUGH
5 IDEAS FOR IMPROVEMENT

Things to consider:

- Lego my ego
- Practice makes perfect

Share and share alike

- Holding tight is safe

Teamwork is not collaboration
Everyone has a voice.
All work toward the same goal.
Collaboration belongs equally to all participants.
We are better together.
All work toward the same goal.
Collaboration belongs equally to all participants.
We are better together.
ACTIVITY

• Develop 2 possible improvements
  • Divide each into its own section
  • Choose 1 to expand
Who do you collaborate with?
Collaboration Skills

Essential Skills for Collaboration
COMMUNICATION
7 Keys To Communication
LISTEN
DO NOT INTERRUPT
BE CLEAR
USE AVAILABLE TECHNOLOGY
ALWAYS BE TRUTHFUL
KEEP YOUR COOL
DO NOT TALK DOWN
#2 Open Mindedness
FLEXIBILITY
Positivity is a choice.
The Common Denominator of Success
YOU
Takeaways

- Assumptions can derail our best intentions
- Perceptions can be changed by beliefs and experiences
- Our attitude and behaviors can alter our balance in life/work
- Working on ourselves is essential
- Collaboration and communication are critical in life and work
- YOU are the common denominator to making your life a success!
Questions?

Feel free to contact me @ Machelle.Keen@ vanderbilt.edu

Thank you!