

Laughing Matters

A Levity Workshop for Nurses



Levity:

noun

the treatment of a serious matter with
humor

Why We're Here

**When patients trust their nurse,
they have better health outcomes.**

Past Results

- **Practicing levity principles with patients can lead to 15% increase in HCAHPS scores.**
- **9.5% Nurse Engagement Boost**

Transforming Leadership, Improving the Patient Experience

Communication
Strategies for
Driving Patient
Satisfaction

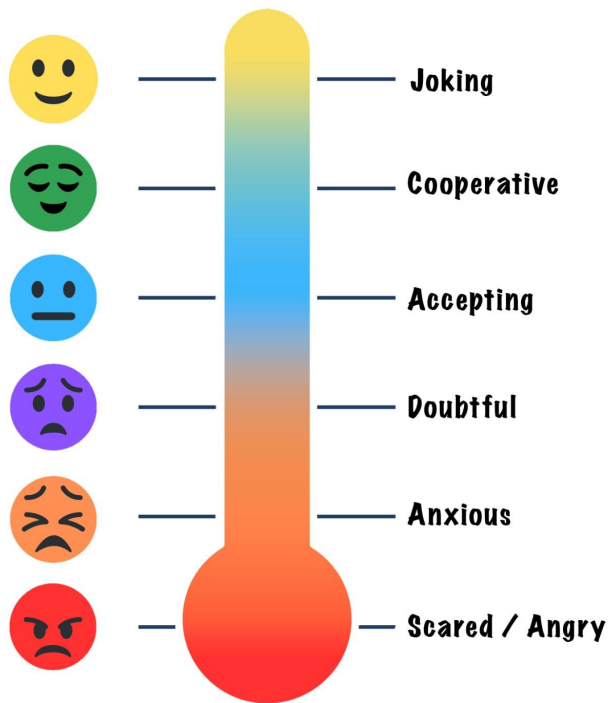
Alan T. Belasen, Ph.D.
Barry Eisenberg, Ph.D.
Jill Borgos, Ph.D.

 Routledge
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A PRODUCTIVITY PRESS BOOK



Reliability+Likability = =
Trust

LEVITY LADDER



Part 1: **Active** Listening

- **Blah, blah**
- **Yes, and...**
- **Yes, repeat, and...**

Holiday Meal Time!!!



Call Backs

Repeating or referencing a previous punchline

Call Back

Neuroscience

Laughing at a joke= I like you

Repeating a joke= I respect you

Recap

- **Trust starts with listening**
- **Yes is easier than No**
- **Agreement creates a connection**

Part 2: Making Connections

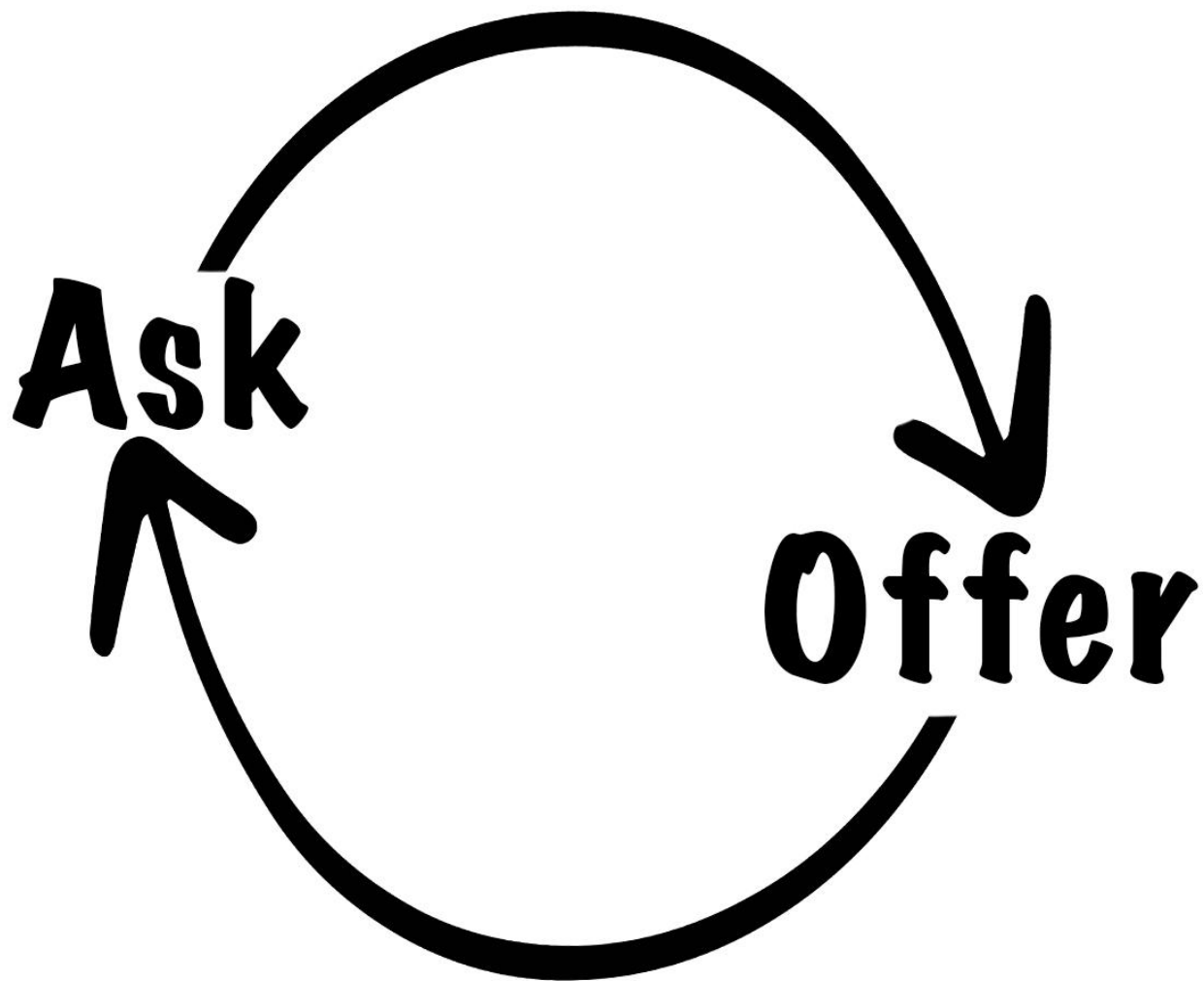


The 5 Questions

- **What's your name?**
- **Where you from?**
- **Where do you work?**
- **Married/Dating/Single?**
- **Do you have kids?**

Why We Repeat

- Shows them we're listening
- Helps us remember
- Gives us time to think
- Other people hear it
- Makes them comfortable to talk more



Why We Offer

- **Makes us human**
- **The more connections, the more comfort**
- **People ask questions back**

Second Level Question Game

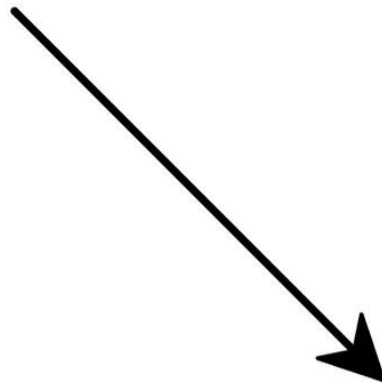
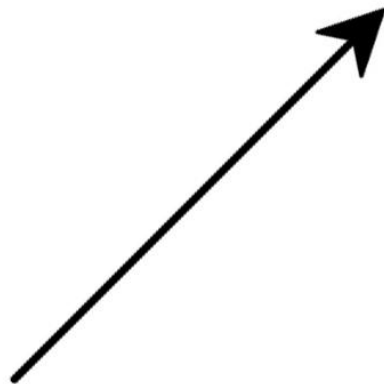
- **What's your name?**
 - **Where is that name from?**
- **Where you from?**
 - **How long has your family been there?**
- **Where do you work?**
 - **Did you always want to do that?**
- **Are you married/dating/single?**
 - **How did you two meet?**
 - **How long have you been together?**
- **Do you have kids?**
 - **How old are they?**
 - **What are they into?**
 - **What do they want to be when they grow up?**

2nd Level Questions Game

- **What's your name?**
 - **Where is that name from?**
 - **Where you from?**
 - **How long has your family been there?**
 - **Where do you work?**
 - **Did you always want to do that?**
- **Are you married/dating/single?**
 - **How did you two meet?**
 - **How long have you been together?**
 - **Do you have kids?**
 - **How old are they?**
 - **What are they into?**
 - **What do they want to be when they grow up?**

The Trust Triangle

Ask



Connection



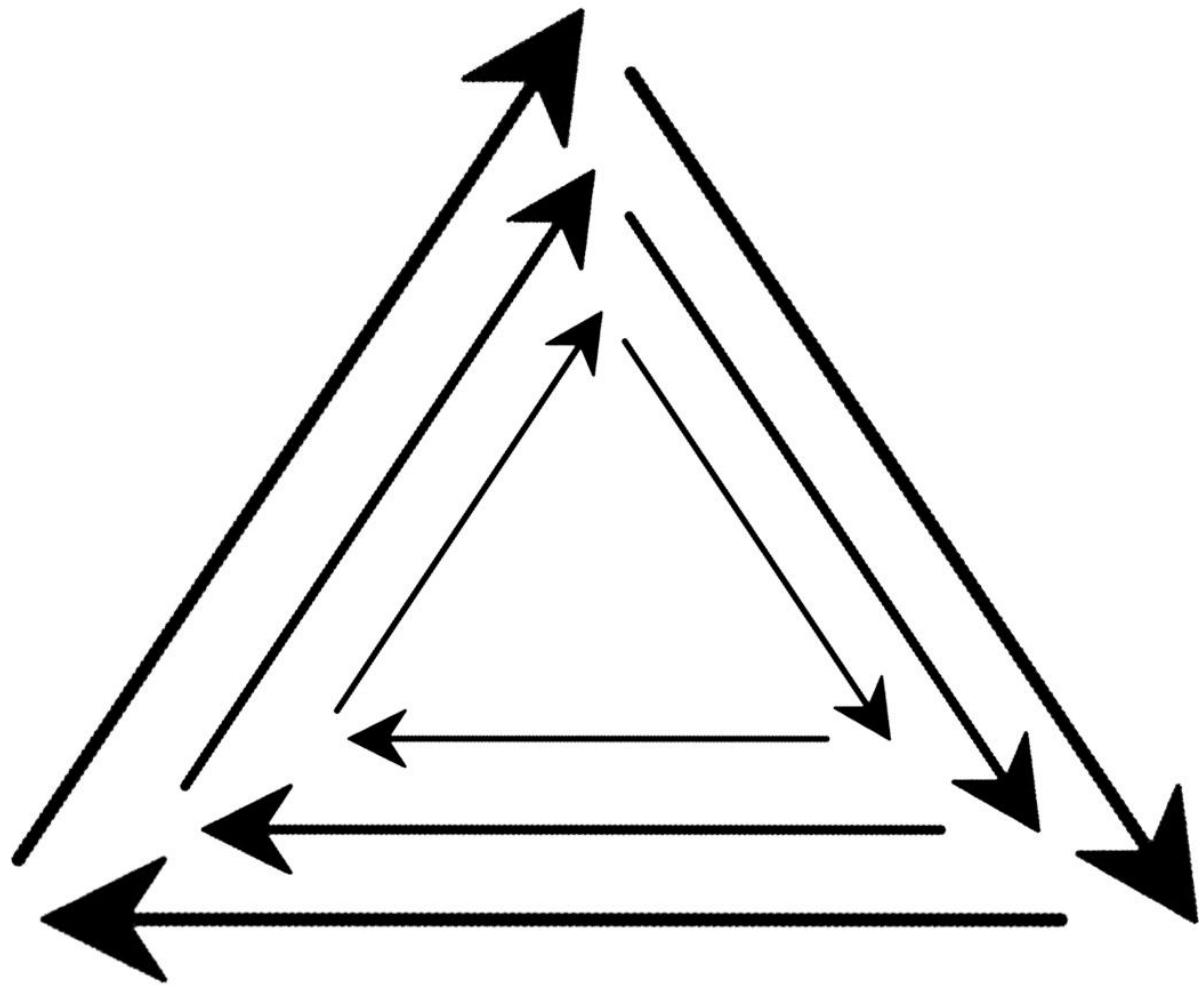
Offer

Increase The Offer

- Give them more meaningful stuff
- Talk about your family
- Get to your “why”

Increased Offer Game

- **Where do you work?**
 - **Did you always want to do that?**
- **Are you married/dating/single?**
 - **How did you two meet?**
 - **What's the secret?**
- **Do you have kids?**
 - **How old are they?**
 - **What are they into?**



Positive Thinking Game

- **Resume previous conversation**
- **Ask about something positive**
- **Show interest in their thing**
- ***Create a Future State***

Recap

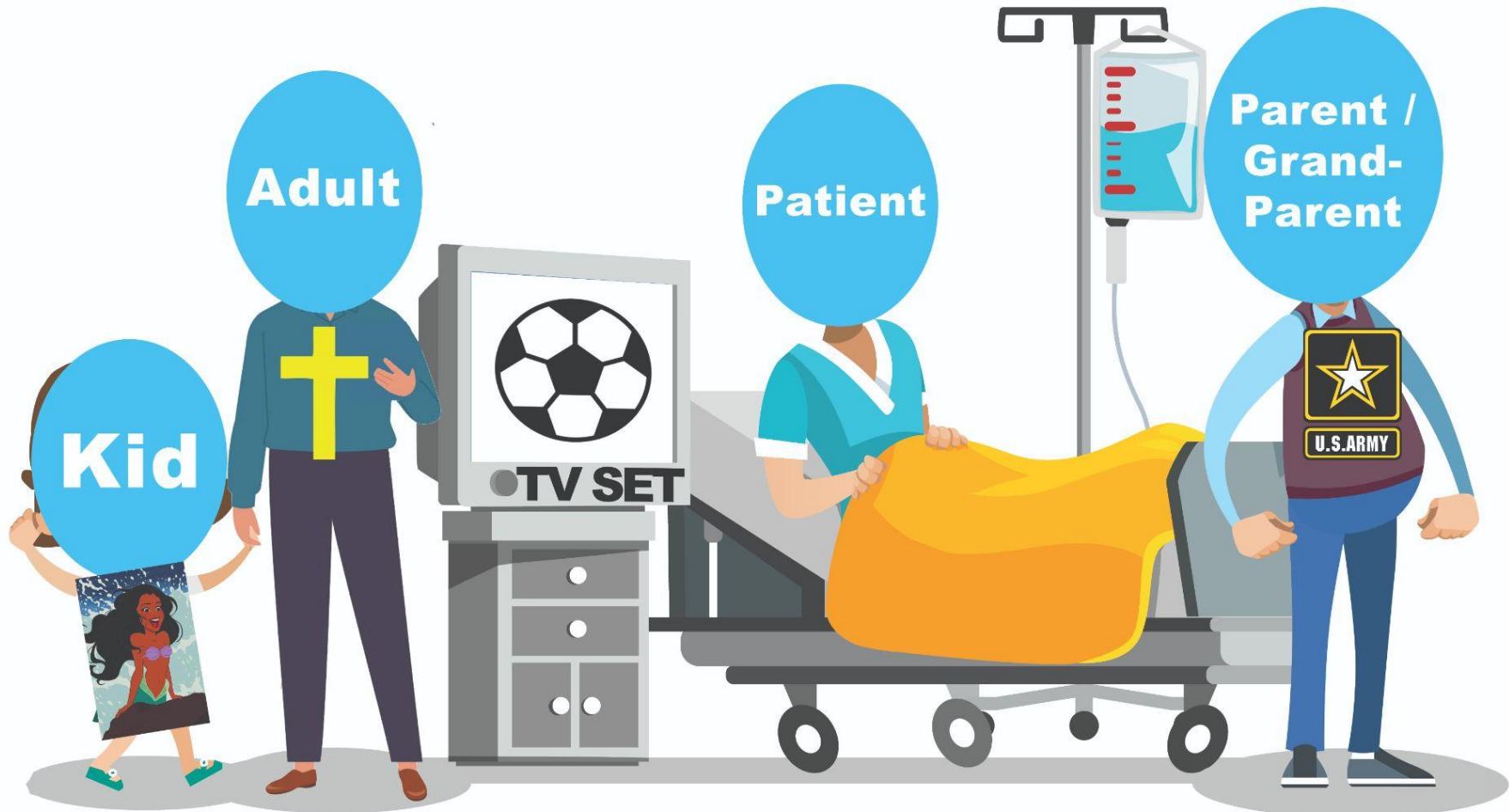
- **Increase your surface area**
- **Going deeper is a form of service**
- **Positive emotions create likability**
- **45 seconds make a difference**

Part 3



Work The Room Game

- **ID yourself as their nurse**
- **Ask who is who**
- **Show them you've been listening to patient**
- **Connect with what you see**
- **Offer something for them to connect with**



Adult

Kid

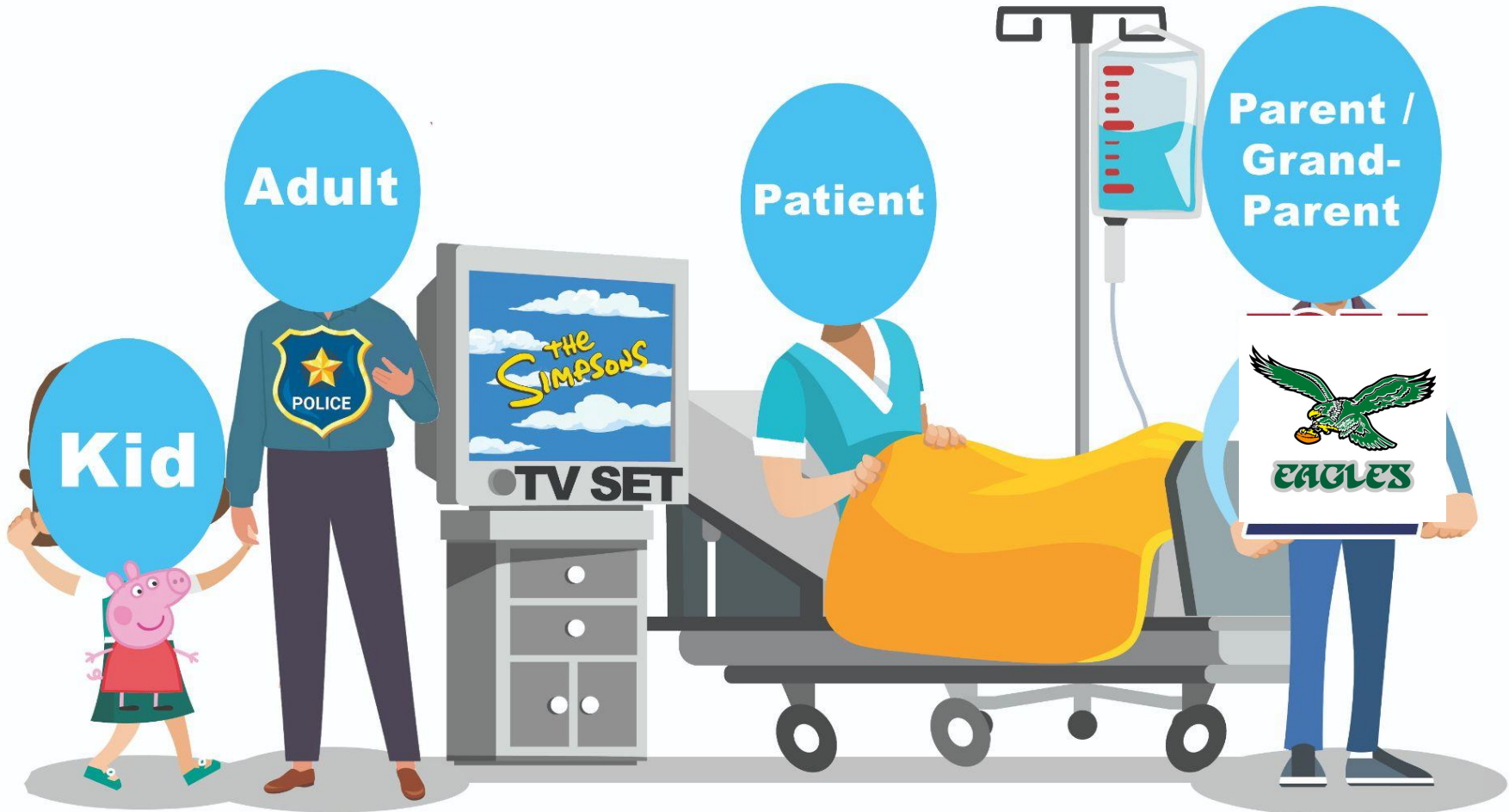
Patient

Parent /
Grand-
Parent



TV SET





Kid

Adult

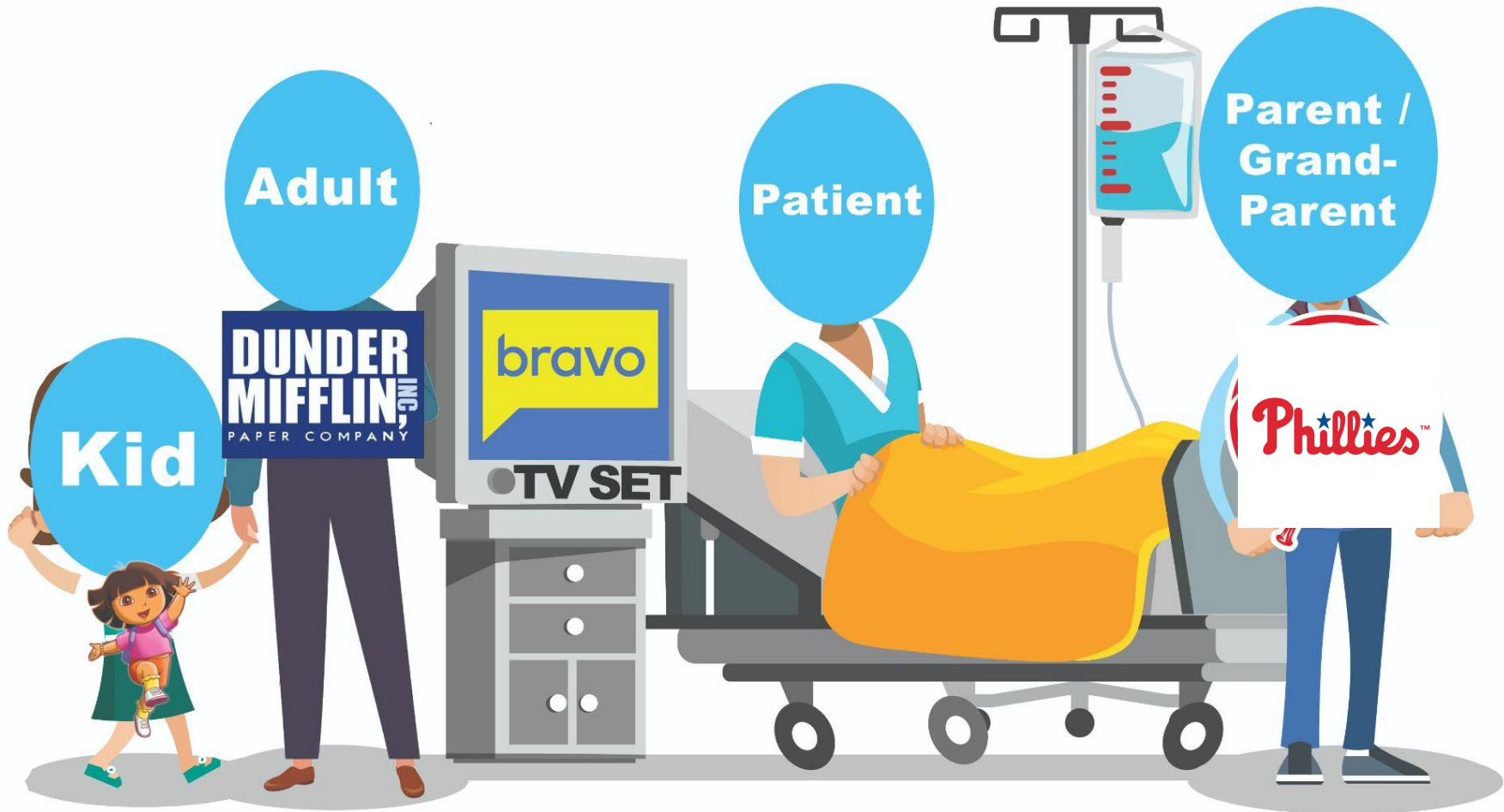
Patient

**Parent /
Grand-
Parent**

**the
SIMPSONS**

TV SET

EAGLES



Adult

**DUNDER
MIFFLIN INC.**
PAPER COMPANY

Kid

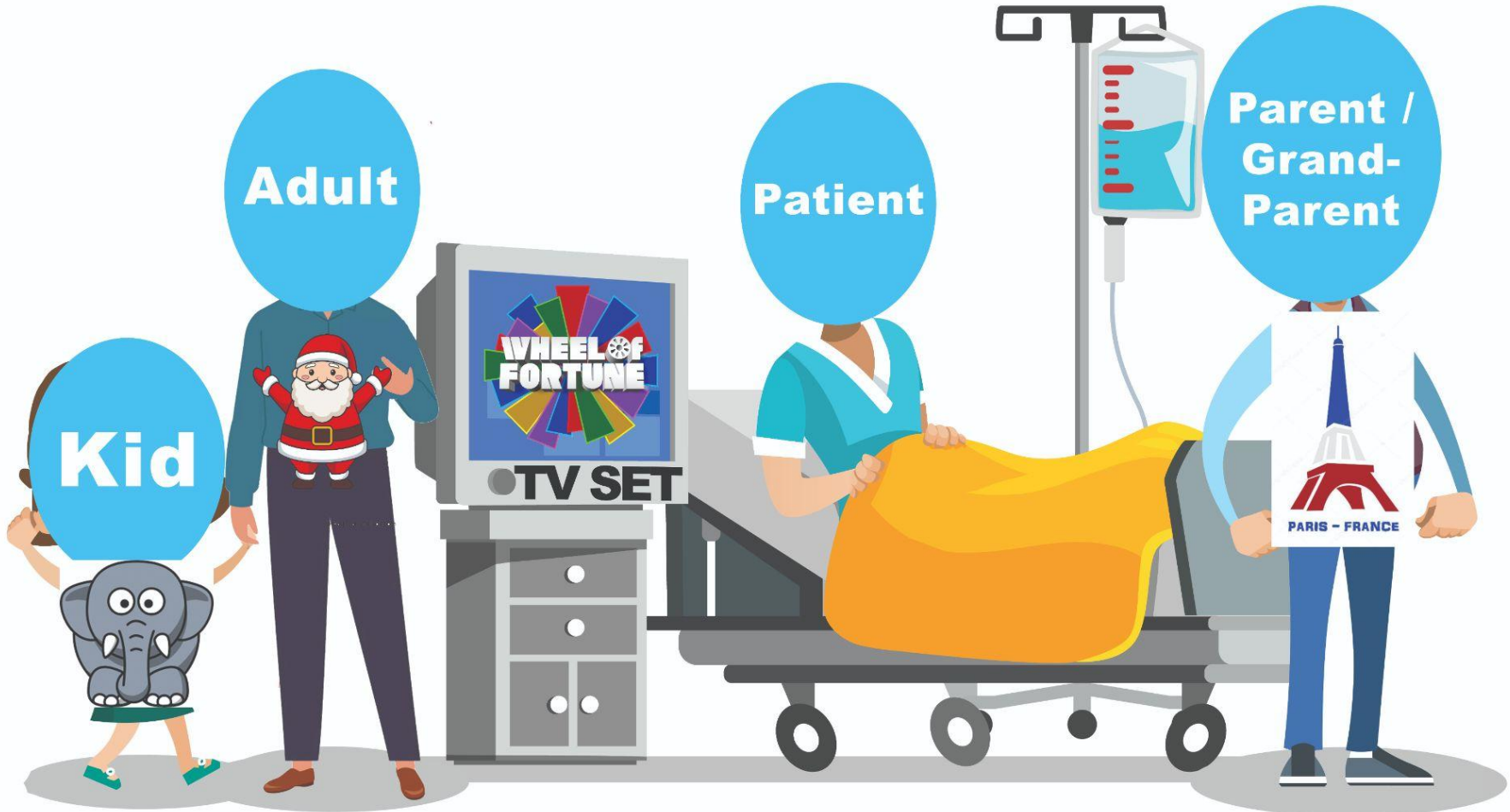
bravo

TV SET

Patient

Parent /
Grand-
Parent

Phillies™



Adult

Kid

Patient

Parent /
Grand-
Parent

WHEEL OF
FORTUNE

TV SET

PARIS - FRANCE

Art Of The Intro



Perfect Hand Off Formula

- Something positive + something personal about the patient.
- Something positive + something personal about the nurse.
- Something they have in common

Tiny Changes, Remarkable Results

Atomic

Habbits

Recap

- Get to your why
- Make it a game
- Work together on Levity Ladder

Part 4: Culture of Trust

A Case For Levity

58% of employees would trust a total stranger more than their own boss.

-Harvard Business Review 2019

Good vs Great

- **81% of Fortune's "Great Place To Work" Companies are considered fun.**
- **"Good" Places have a 62% fun rating.**

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The Nursing Apocalypse

- **100k quit during Covid**
- **900k leaving from 2020-2028**

Nursing Home Churn

- **RN turnover: 44.0%**
- **LPN turnover: 35%**
- **CNA turnover: 50%+**

Turnover Impact

- **Replacement Cost:**
 - **RN \$50-60k**
 - **LPN \$25-30k**
 - **CNA \$15-20k**
- **Empty Beds: \$350 per day**

The 3 B's

- **Blame**
- **Burnout**
- **Bullying**

What Can We Joke About?

- Our own shortcomings
- Other people's success

**People are more
interested in your
obstacles than
outcome**

“You statements”

VS

“I statements”

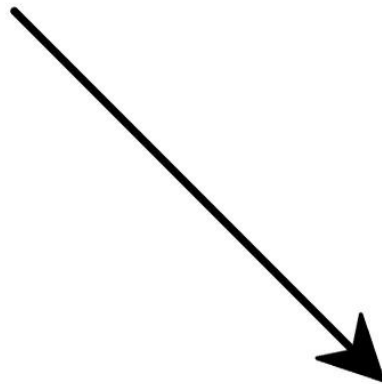
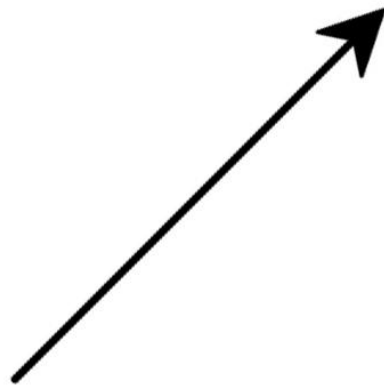
Nurses Eat Their Young

Most Common Mistakes

- **Medication Errors**
- **Patient Identification Errors**
- **Documentation Errors**
- **Infection Control Lapses**
- **Communication Breakdowns**
- **Equipment Use Errors**
- **Failure To Follow Protocols**

Trust Triangle

Ask



Connection



Offer

Recap

- **Blame**
- **Burnout**
- **Bullying**

**Don't Quit Before
The Miracle Happens**







Thank You

- Sloane Kettering Study
- Lloyd and Eileen Story

Find Me!



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