

Tips & Tactics to

H.A.R.D.

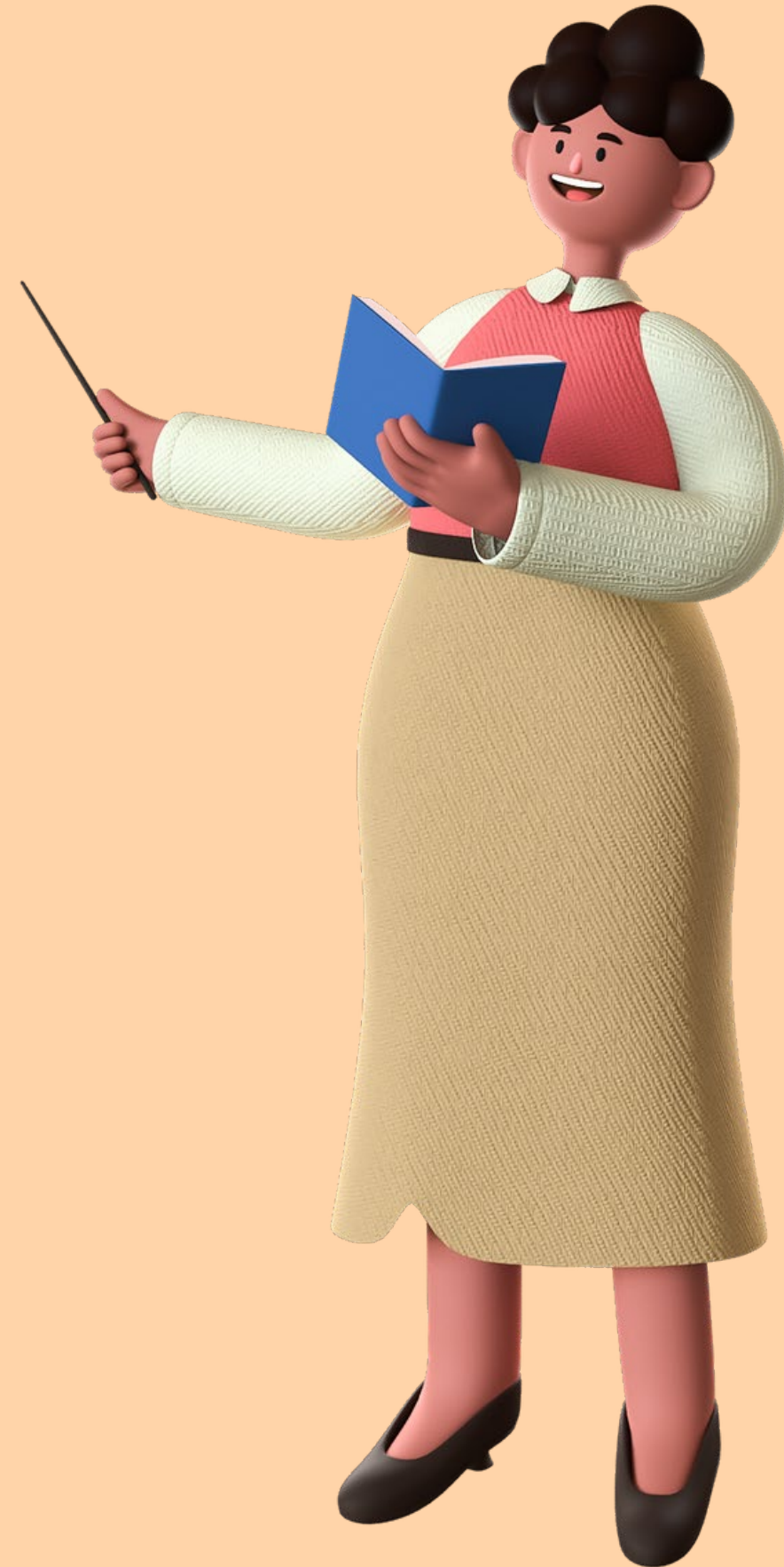
Conversations



At the Office



Having
Active
Rapport
Directly





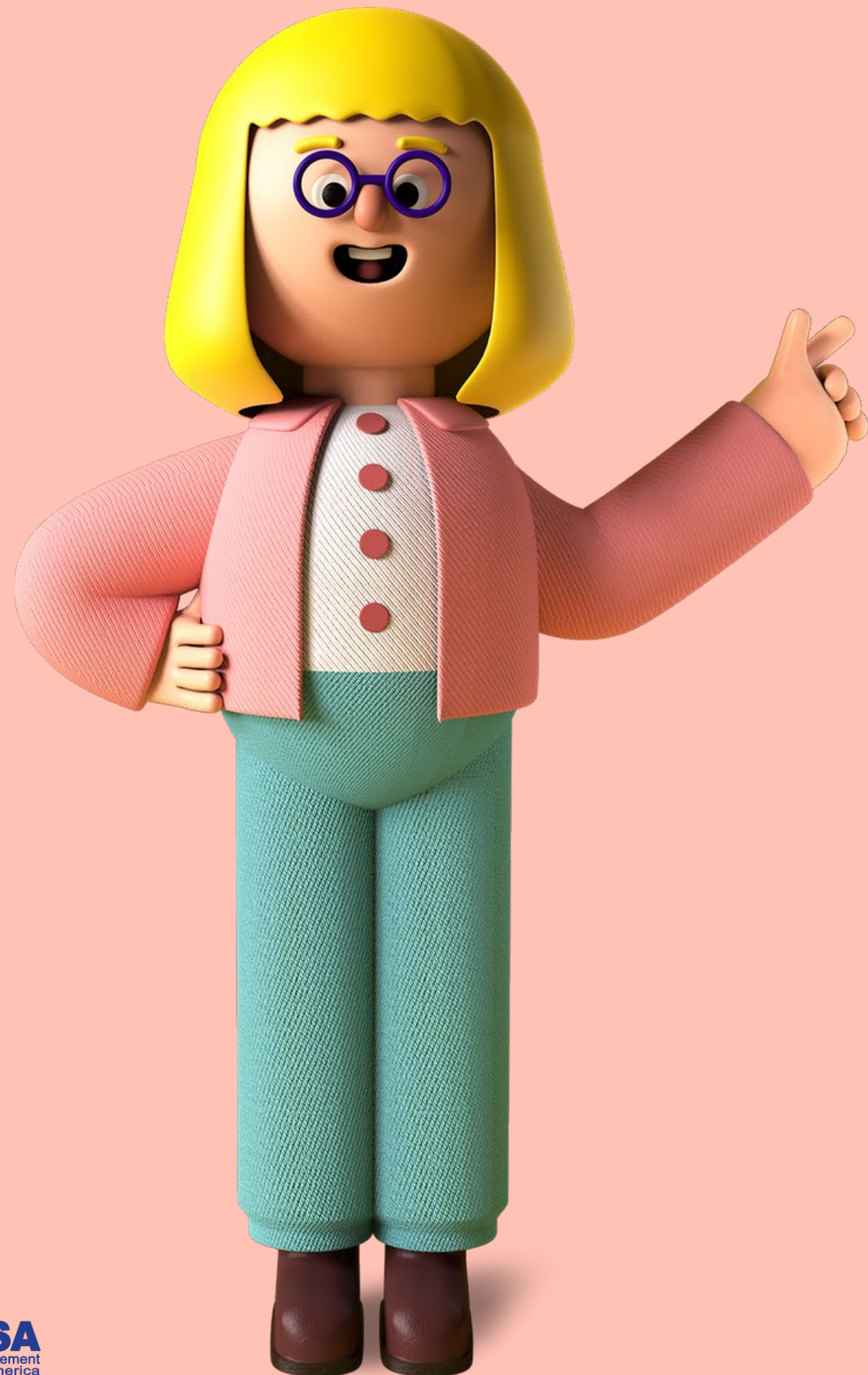
Melanie

Louisiana Native

Married 39 years, 3 months

Two Daughters

Passions: Family, Food,
Gardening, Books



Tips

for HARD

Conversations

Heart

Anticipatory Communication

Right Setting

Demeanor



A HARD Conversation Journey

40 - year Revelation

College Drop-out

Courtyard Chat

High Heels & Man Cave



"I don't like
cheese in my
grits"



College Drop-out

Courtyard Chat



High Heels

+

Man Cave



Tip s

1 Mutuality

2 Ma nne r

3 Mind se t

4 Mimic





"I don't like
cheese in my
grits"

MUTUALITY

Courtyard Chat



MANNER



College Drop-out

MINDSET



High Heels

+

Man Cave



MIMIC

The tactics are
HARD...

and the strategy requires
knowledge of the
Operating Environment



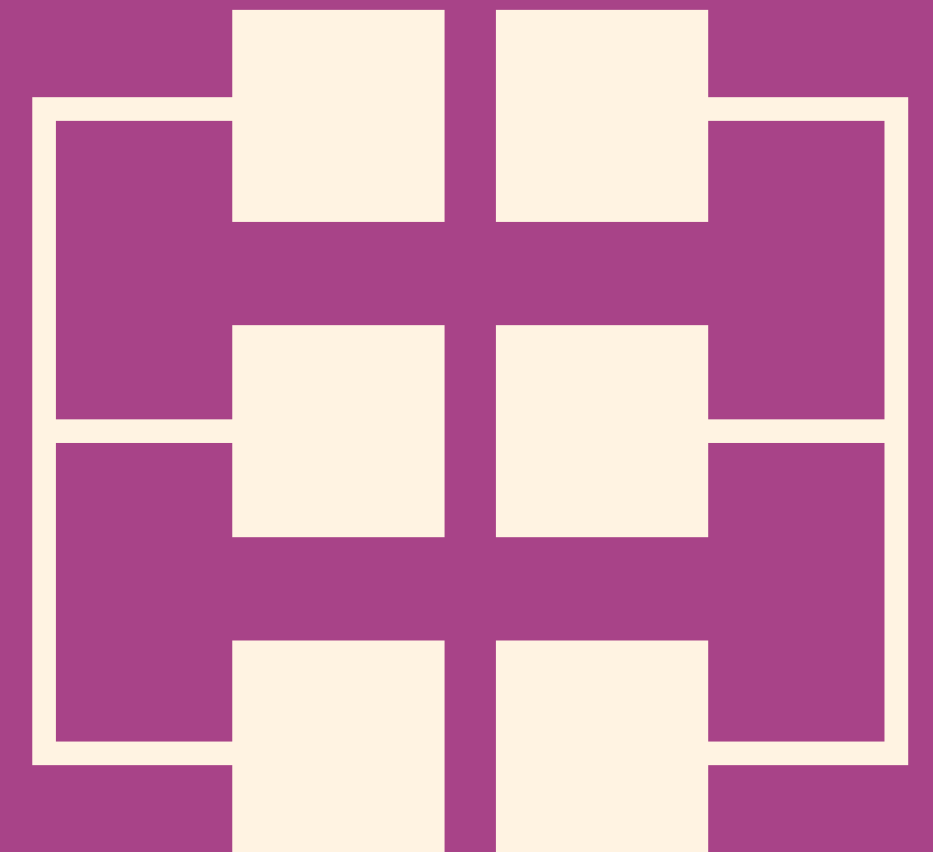
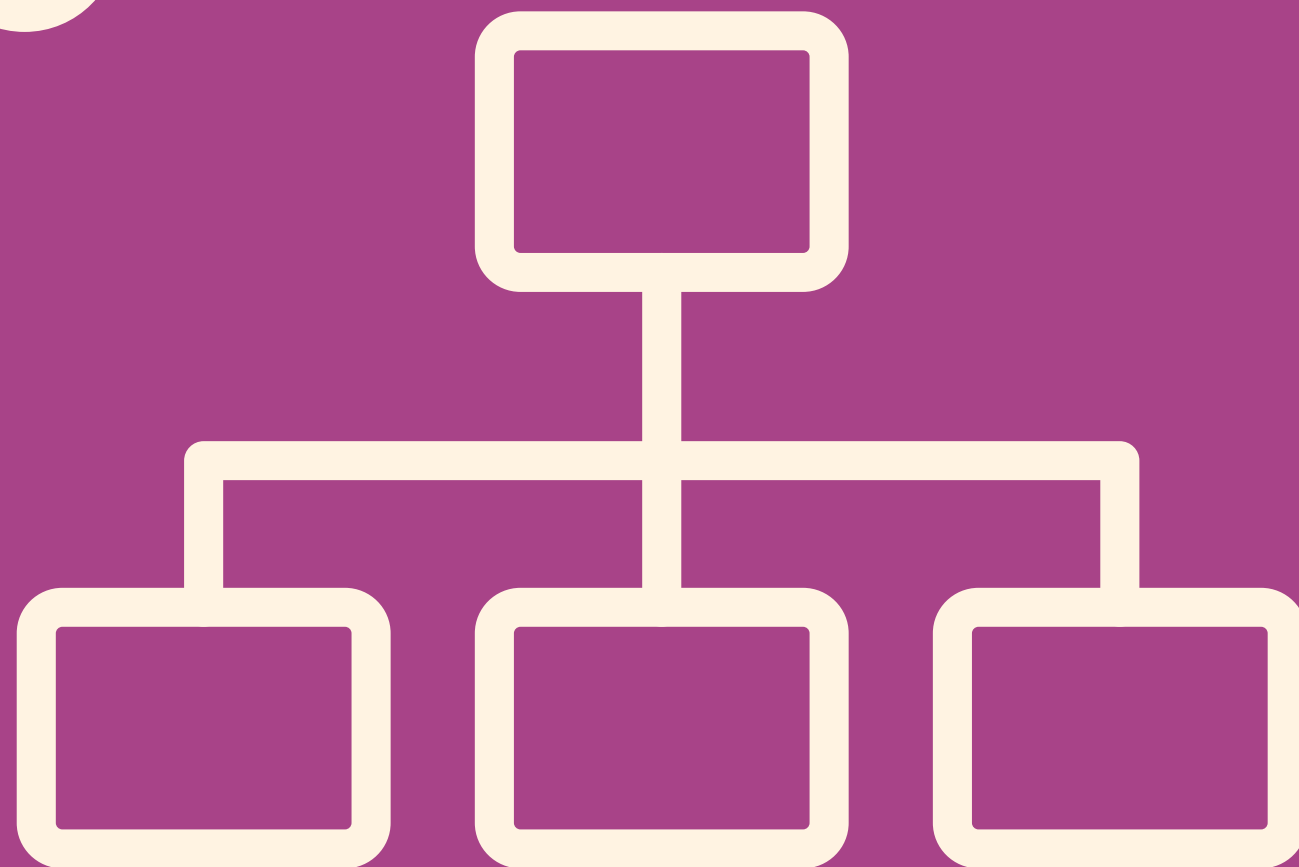
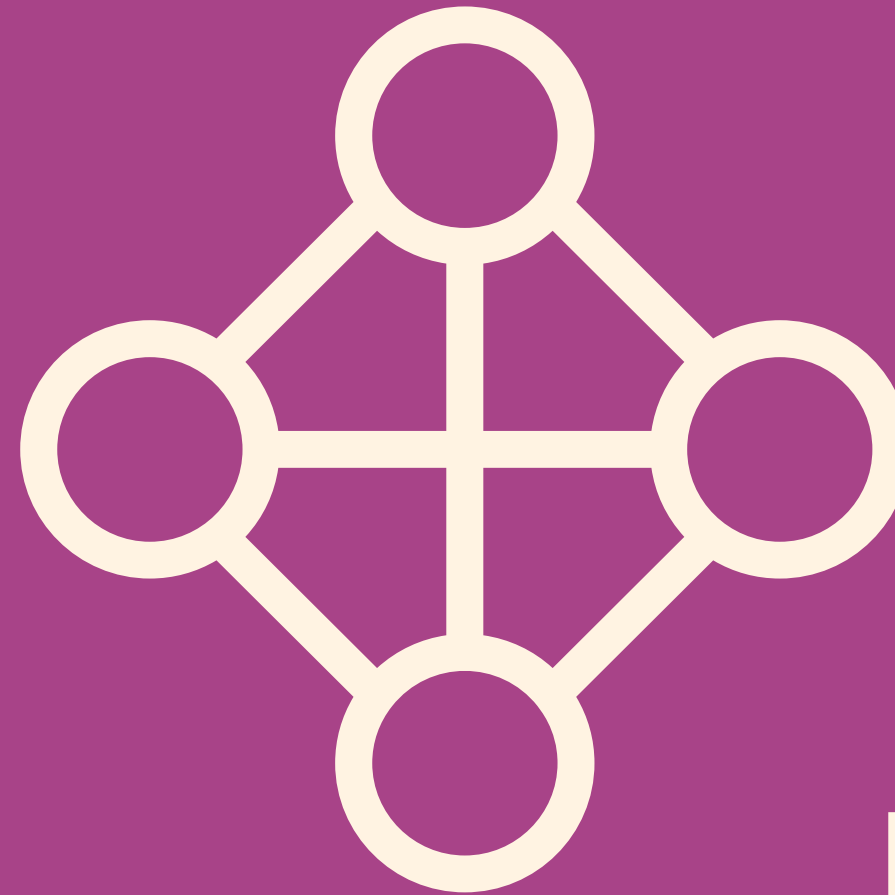
Operating Environment = Organization

ORGANIZATIONAL FRAMING



Structural
Human Resources
Political
Symbolic/ Culture

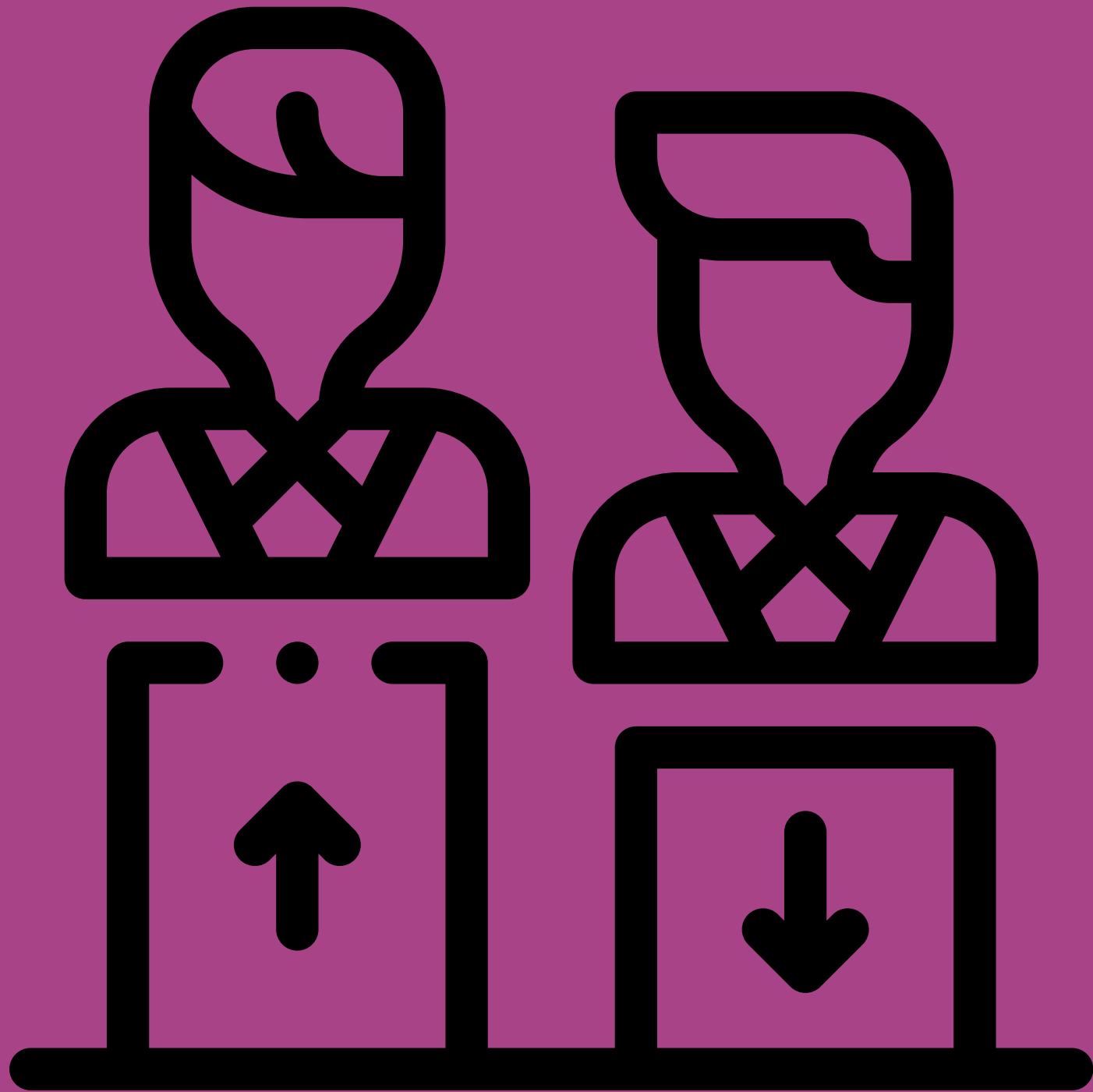
STRUCTURAL



HUMAN RESOURCES



POLITICAL



The Side Positive

POLITICAL

John Eldred's Contingency Model for Organizational Politics

Power relatively equal,
goals not aligned

NEGOTIATION

Power relatively equal,
goals aligned

COOPERATION

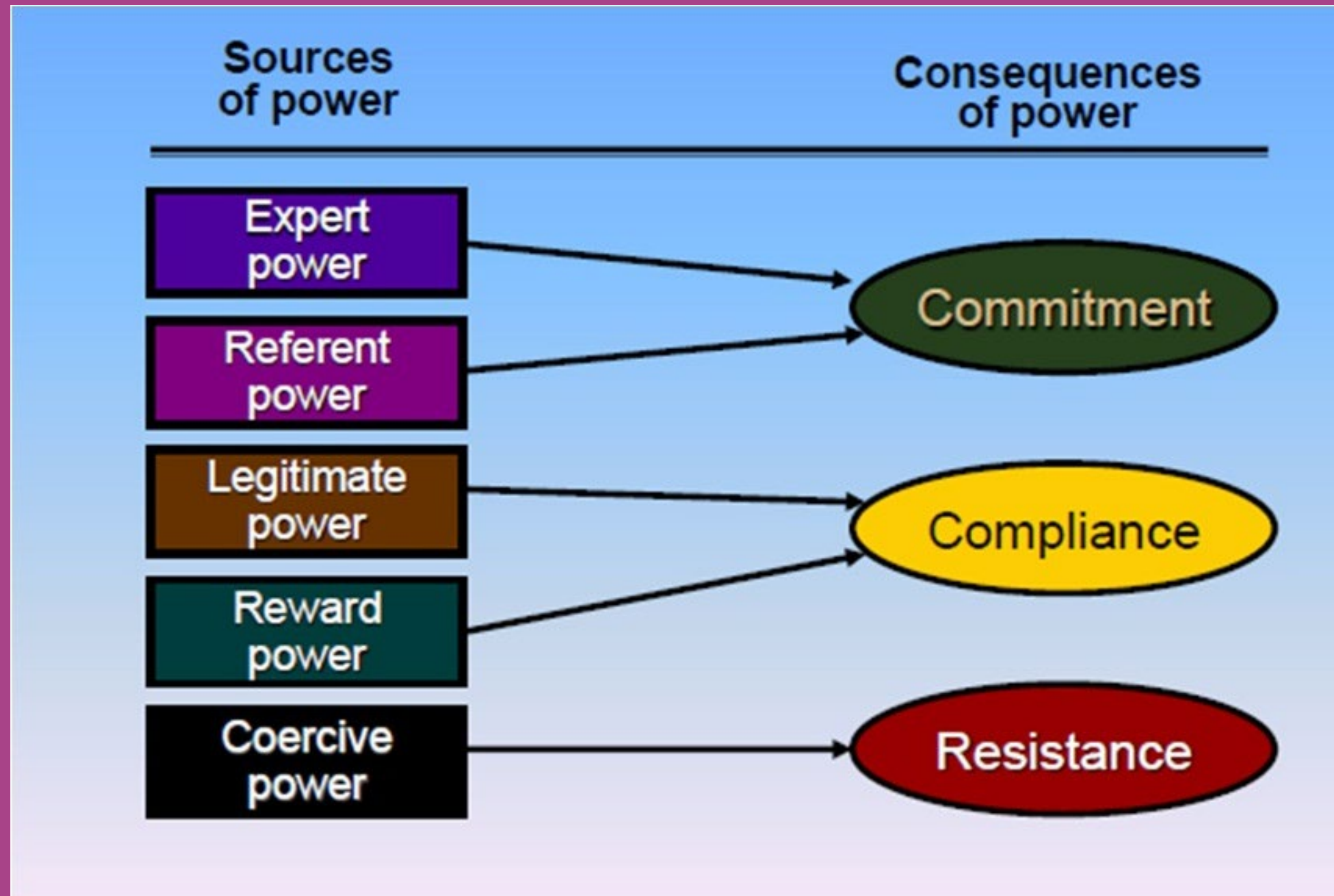
Power and goals not
aligned

DOMINATION

Power unequal, goals
aligned

INFLUENCE

POLITICAL



SYMBOLIC & CULTURE



SYMBOLIC & CULTURAL



ORGANIZATIONAL FRAMING



Structural
Human Resources
Political
Symbolic/ Culture

From Organizational to Interpersonal

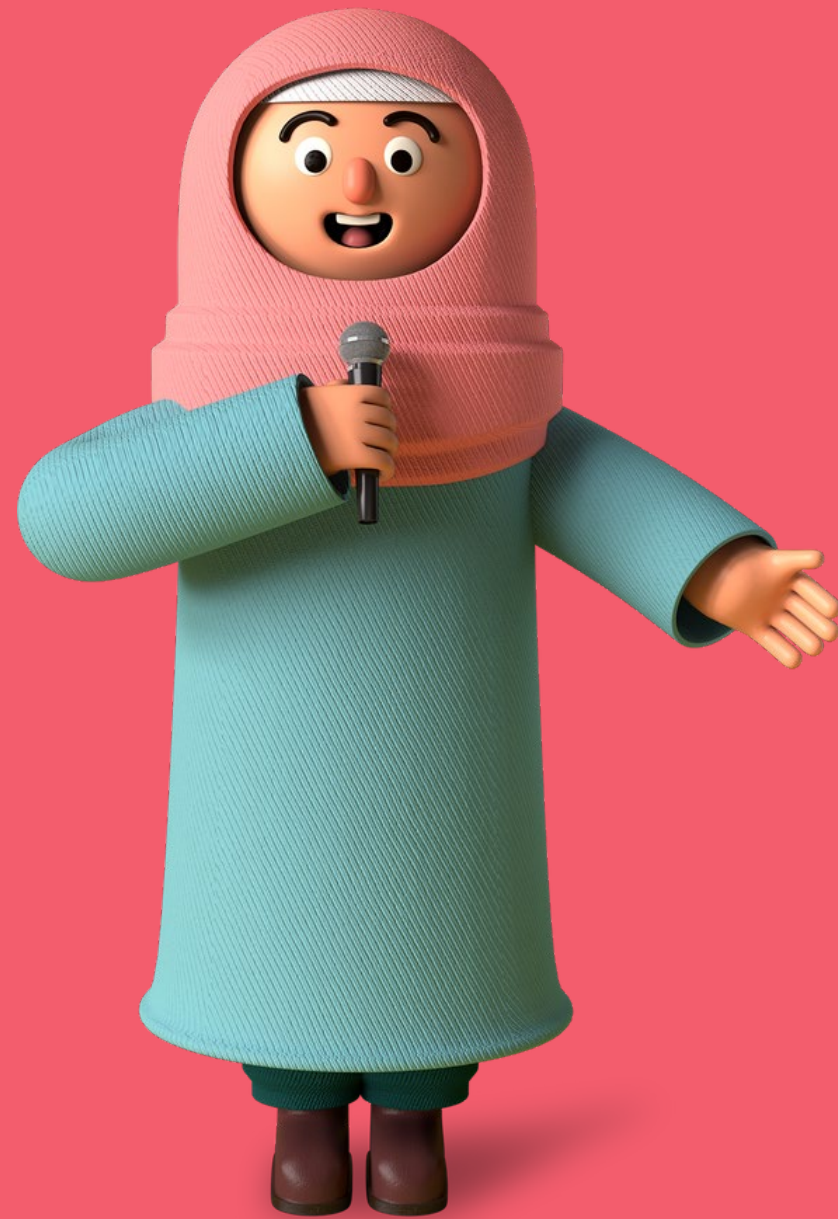
H.A.R.D

Having Active Rapport
Directly

Translation for Case Managers



Patients & Families



Identify the WHAT

Simulate the HOW

Co-Workers

Investigate Unconscious Biases

Self-Reflection



Partners, Agencies, Teams

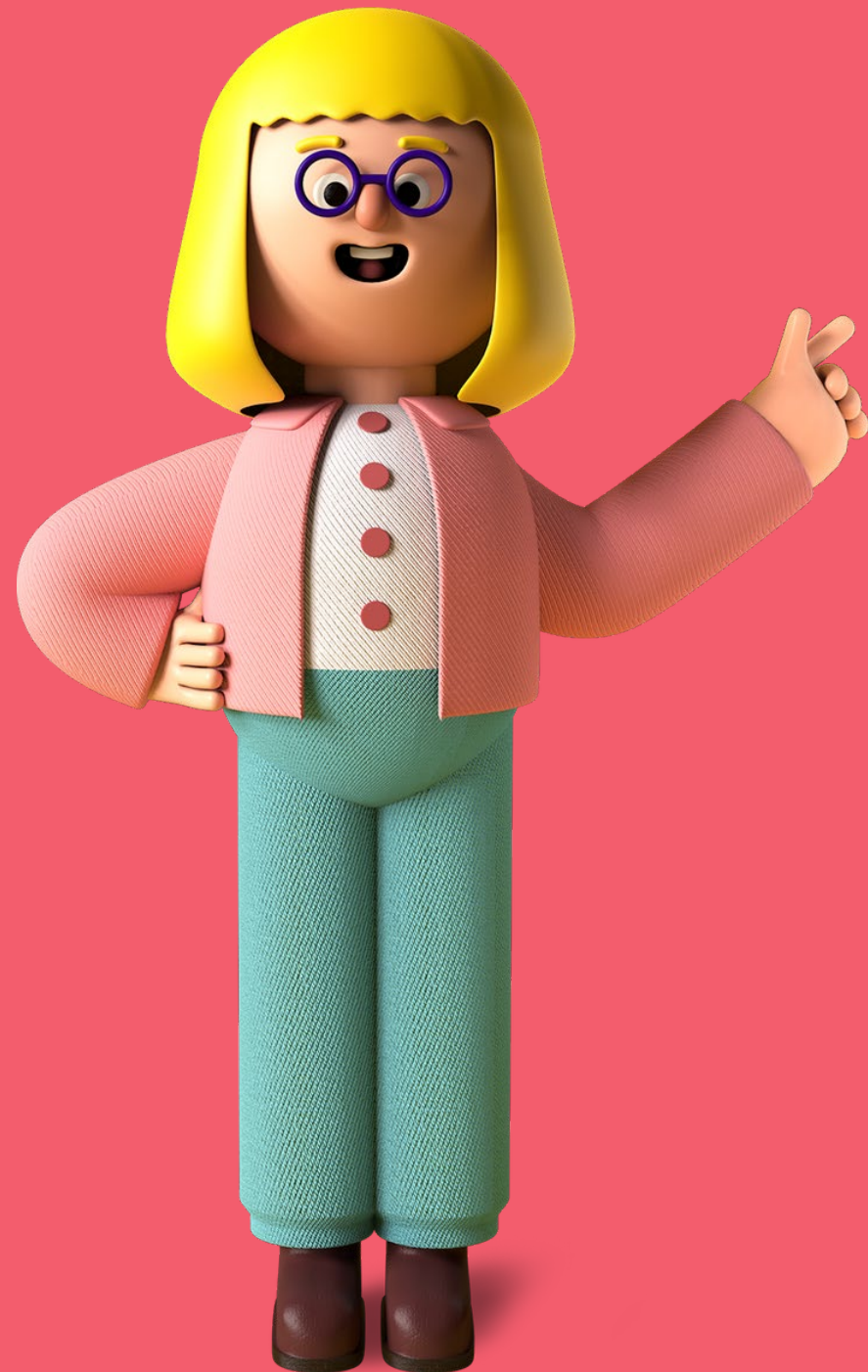
Opening : Middle : Closing

"How Can I Help You?"

Celebrate (or Praise)
the Wins/ Gains



Supervisors or Leadership Execs



Interrupt Defenses

Search for Solutions

Thoughts to Ponder

- Prep but don't perfect
- Engage heart AND head
- Speak slowly, breathe deeply
- Facts and Acts...not the person
- Plan the closure...prime next steps
- Geometric Viewpoint
- Even-out emotions
- Embrace alternative perspectives
- Easy-does-it nonverbals
- Try on shoes ahead of time
- Be concise
- Trust the relationship

“You Can Do This!”

Be Confident & Have A Rapport Directly with:

Heart

Anticipatory Communication

Right Setting

Demeanor

Will I See You in Orlando?!?!



2022 ANNUAL CONFERENCE

JUNE 1-4, 2022

**Forging a Path to the Future
of Case Management**

**GAYLORD PALMS RESORT
KISSIMMEE, FL**