INFLUENCING KEY STAFF TO BECOME CHAMPIONS OF VOLUNTEER ENGAGEMENT

California Hospital Leadership Conference
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I am just “constipated with information” after 4 days at the CAHHS Conference! PHEW
“Let’s never send her to the CAHHS Conference again. Too many ideas!”
• What is the most exciting idea you heard at the CAHHS Conference?

• Who/whom will I need to influence to ensure that this idea can be initiated in my healthcare facility?
WHAT WORDS BEST DESCRIBE YOUR WORK EXPERIENCE LAST YEAR???

- Change
- Frustration
- Chaos
- Exhausting

- Excitement
- Energizing
- Exhilarating
OUR TEMPTATION......
WHAT WE NEED TO DO.....
FRAMING OUR DISCUSSION

1. Change: How are you dealing with it? Thriving or Surviving??

2. Influence- Once you accept the change..... How do you convince others to get on-board?
Inbetweenity

yesterday
tomorrow
Emotional Process of Change

- Denial
- Disorientation
- Worry/Fear
- Anger
- Bargaining
- Sadness

- Realignment
- Hope & Excitement
- Action Planning
- Internal Exploration
- Acceptance
Emotional Process of Change

Denial  Disorientation  Worry/Fear  Anger  Bargaining  Sadness

Realignment  Hope/Excitement  Action Planning  Internal Exploration  Acceptance
KEY TIPS IN INFLUENCE

1. Key skills:
   • Asking questions
   • Listening
KEY TIPS IN INFLUENCE

2. Know the *exchange* you are offering them for accommodating to your interests.
KEY TIPS IN INFLUENCE

3. Know the POWER you possess when you attempt to influence.....
KEY TIPS IN INFLUENCE

4.
You have influence when you have what others need.....

“I need higher patient satisfaction scores!”

“I have excellent volunteers who can help with that need.”
5. Identify who is the best person to influence.....

“How can I prepare this person to share our message?”
WHICH OF THE 5 TIPS SPEAKS LOUDEST TO YOU AS YOU ATTEMPT TO INFLUENCE?

1. Skills of asking questions/listening ✔

2. Knowing the exchange ✔

3. Being aware and comfortable with your power in the situation ✔

4. Articulating that you have what others need ✔

5. Who is the best person to influence? ✔
Too many of us “die” with our music still inside of us.
SHARE YOUR MUSIC IN THE MIDST OF THE CHANGES IN HEALTHCARE