

Reading the Room and Yourself

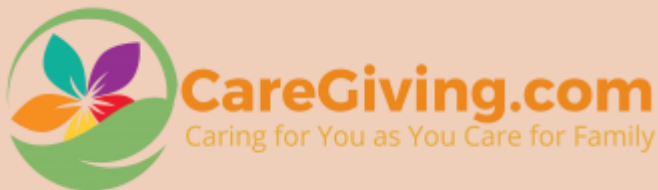
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Health Hats

National Caregiving Conference

Lessons from the Clowns



The Office Visit

- Read the Room
- Be Memorable
- Accomplish Something
- Laugh at Failure



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Reading the Room

Exercise #1: Read the room?

- One person goes out of the room. Group picks an emotion out of a hat, emotes, brings the person back in. What emotion? (distracted, angry, hungry, in pain, crabby, bored)

Exercise #2:



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Be Memorable

- Bring something for office staff
 - Food: Cookies, Fruit, Coffee
 - Flowers
- Wear something distinctive
 - Hat, lipstick, scarves, bowtie
- Here's my list of things I want to talk about – pull out a roll of toilet paper
- Recording this call for quality purposes
- Here's the best way to get hold of us, what's the best way to get hold of you?
 - I respond best to phone, text, emails
- I'm a Googler, what sites do you recommend that I check before I bother you?



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Failing: Permission to Share Humor

With a core group of cronies

- Total miscommunication
- Poop, incontinence
- I thought I had it bad



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Check Out These Resources

Improv

- www.improvtoimprovehealthcare.com
- [Improv for Care - Cleveland Clinic, Second City, and Caring Across Generations](#)
- https://www.youtube.com/results?search_query=health+care+comedy

Comedy

- [If Air Travel Worked Like Health Care](#)
- [What if Your Hotel Bill Was Like a Hospital Bill?](#)
- [Quincy Jones - Stand-up Comedy on Health Care at Unsafe Space](#)
- [Tim Conway's "The Dentist" \(FULL\)](#)
- [David Glickman - A Dose of Healthcare Humor](#)
- [Funny Prayer about Getting Old at the Caregiver of the Year Dinner](#)
- [Hernia Repair Surgery - Health Care Comedy](#)
- [FUNNY ER DOCTOR](#)
- [Damaged Care: A Musical Comedy About Health Care in America](#)



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THANK YOU



MORE RESOURCES:



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https://www.health-hats.com/ncc_2018/