INTRODUCING **MEDICAL IMPROV**: AN EXPERIENTIAL LEARNING STRATEGY TO IMPROVE COMMUNICATION & COLLABORATION

With Beth Boynton, RN, MS, CP

*Celebrate the Past, Clarify the Future: Advancing Authentic Professional Case Management*

**CMSNE 30th Annual Conference October - 2019**
Agenda*

Powerpoint**

- Disclosure slide & introduction
- What is Medical Improv?
- Why do we need it?
- How can it help us?

Activities

- Radical Acceptance
- “Yes and…” vs ‘Yes but…”
- Physical Phone

Closure

- Q & A
- Personal Action Plan

* Activities may vary with group dynamics and needs.
** Digital copy of powerpoint available upon request to beth@bethboynton.com

Principles of Medical Improv

“Yes and…”
Support your partner
You have everything you need
Celebrate “mistakes”
Avoid questions
Feel free to make things up
Observers play an important role

Learning Opportunities involving Communication and Collaboration

Trust - Courage - Confidence - Presence - Motivation - Public speaking
Self-awareness - Self-reflection - Self-control - Positive relationships - Listening
Assertiveness - Empathy - Nonverbal communication - Honor others’ perspectives
Collaboration/teamwork - Ability to lead - Ability to follow - Flexibility - Adaptability
Shift between leading & following - Adaptability - Identify emotions in others - Curiosity
Validation - Nonverbal communication - Other______________ - Other______________
Personal Action Plan

1. Name one strength you have that involves communication and/or collaboration. How can you use this more in your work as a Professional Case Manager?

2. What steps you can take this week to make sure the above happens?

3. What is one learning opportunity from today’s workshop on Medical Improv that you can use to improve your communication and/or collaboration as a Professional Case Manager?

4. What steps you can take this week to make sure the above happens?

THANK YOU for trying something new to improve communication and collaboration and all the important work you do!

Beth