

Using Emotional Intelligence to Become Passionately Productive



PRECISION

HEALTHCARE CONSULTANTS
RECEIVABLE SERVICES, LLC

Vanessa Best, CEO

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About Award Winning CEO
Vanessa Best, CPC, CPC-I, CCS-P, CHIT-IM, AHIMA ICD-10 Trainer

Vanessa Best is an experienced healthcare executive with over 25 years of healthcare delivery with Payer and Provider Markets. She works alongside Precisions' Leadership Team and her own tenured Team of healthcare professionals to create innovative solutions to the most critical areas of revenue cycle. Her accomplishments include:

2020 US Department of Commerce- HealthCare Innovator of Year- MBDA NY
 2017 US SBA Women Champion of Year NY District
 2016 NYC SBS WE NYC Mentor
 2016 SBA Emerging Leaders Instructor
 2015 TD Bank 5 Boro Chamber MWBE Award
 2015 NYS MWBE Forum Panelist
 2014 Goldman Sachs 10,000 Small Business Alumni
 2014 Top 50 Most Influential Business Women
 2014 Health Care Community Business Award
 2013 Citation from Nassau County Executive
 2010 Top 25 Most Influential Black Business Women
 2010 McKesson ICARE

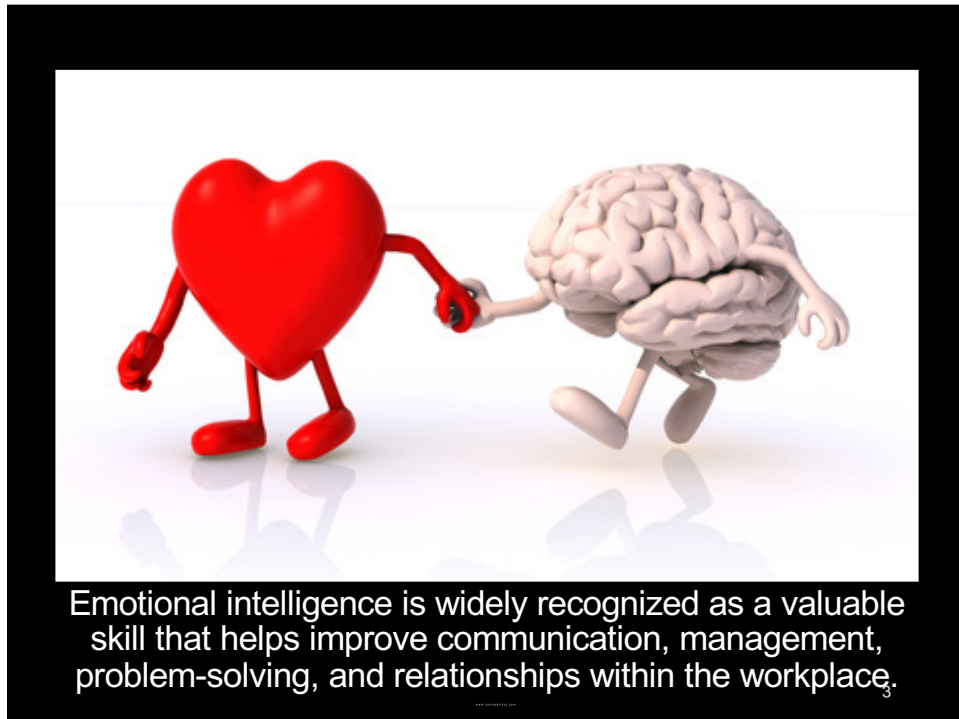
Professional Certifications
 CCS-P (Certified Coding Specialist- Physicians)
 AHIMA ICD-10CM PCS Certified Trainer
 CPC (Certified Procedural Coder)
 CPC-I (Certified Procedural Coder-Instructor)
 CHIT-IM (Certified Health Information Technologist – Implementation Management)






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The New Normal



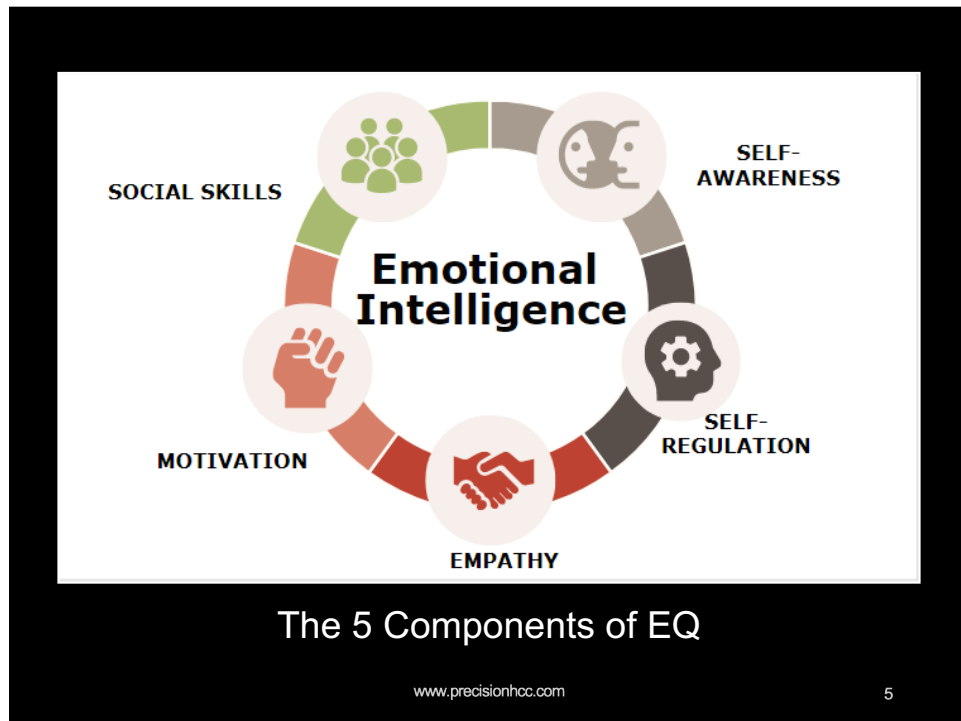
How Are You Impacted?



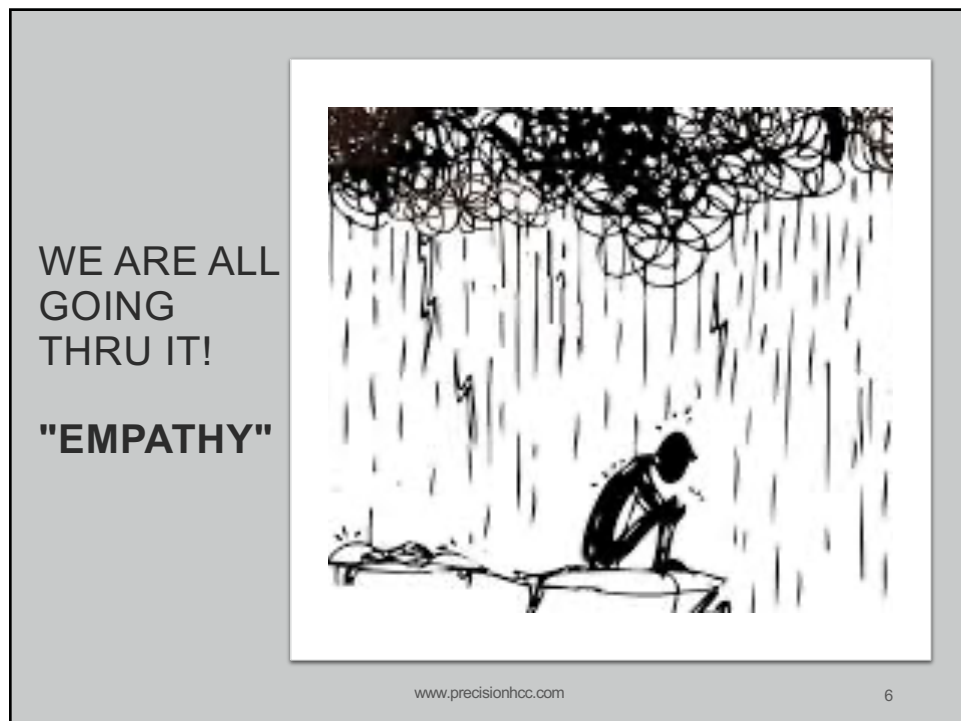
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How Many Unemployed in NY?



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just keep
SWIMMING

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Do You
Know What
This IS?

Click to add text



Motivation



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Sara Blakely

SPANX –
Net Worth \$1Billion



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Value of EQ -
Motivation
Quote During
Covid-19

- **Don't be intimidated by what you don't know. That can be your greatest strength and ensure that you do things differently from everyone else. – Sara Blakely**

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THE
PIVOT

Pivot....Reimagine,
Reinvent, Refocus

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Tell Your Story – Speak to Betty!



**Create a
positive
Digital
Footprint**

- Research
- Website
- Testimonials
- Old Fashioned Emails
- Linked In, FB, IG, Twitter-B
- Video's
 - YouTube
 - Live Stream

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18 Reputable Freelance Sites
“Get a Gig In the Interim”

1. Toptal
2. Fiverr
3. PeoplePerHour
4. Upwork
5. Freelancer
6. SimplyHired
7. 99designs
8. Aquent
9. The Creative Group
10. Envato Studio
11. Remote.co
12. DesignCrowd
13. FlexJobs
14. Krop
15. Authentic jobs
16. LocalSolo
17. Working Nomads
18. LinkedIn ProFinder

Link to Article in Entrepreneur Magazine <http://entm.ag/09d1>

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Different Opportunities

Look Out-Side The Box!

- Attorney's
- Insurance Companies
- Veteran's Hospitals
- Adult Day Care Center's

Remote Workers Are On The Rise



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Person who views their job as their company

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What Can We Learn From McDonald's?



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Self Awareness & Self Regulation

They Don't Like You or Need You!

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Case Study:
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Strategize & Act in the Trenches

Current Contract – Personal Assistant Services
Customers – US Health & Human Services




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Case Study: Strategize, What will the other side Look Like? Who Else needs the Service? How Can we Expand the Service?



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Research

Email Campaign

Added Video

Researched Underutilized Agencies and Untapped Markets

Email Campaign

Created short 2 minute video

YouTube

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How Did Agencies Respond?

- 2 Agencies Called Us The Same Day The Email Was Sent
- 4 Agencies Requested Meetings



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Results from the Trenches— Comments from Potential Clients!

**15 People on The Call From Around
The Country – Social Skills**

- “No One Ever Reached Out to Us”
- “We didn’t know your firm Existed!”
- “We need a company like yours that has policy & procedures in place.”
- “We look forward to working together internationally!”

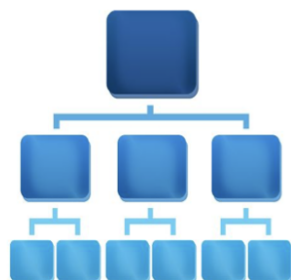


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Results from the Trenches— Comments from Potential Clients!



Head of Agency with 13 Bureau's

- "How Did You Find My Information"
- "You are the first company to reach out to us, This is something we need!"
- "We want to copy your model from HHS."
- Website Comments****

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SHAPE AMERICA'S FUTURE

Find your fit in the Federal Government

Create Profile

Create a USAJOBS Profile

Federal Application Process

Explore Opportunities

Create a USAJOBS Profile

Save your favorite jobs and searches

Receive email updates from jobs you're interested in.

Upload your resumes and documents

Save and manage resumes and documents for your application.

Make your resume searchable

Your resume will be visible to recruiters searching our database.

Apply for jobs in the Federal Government

You can only apply online with a complete USAJOBS profile.

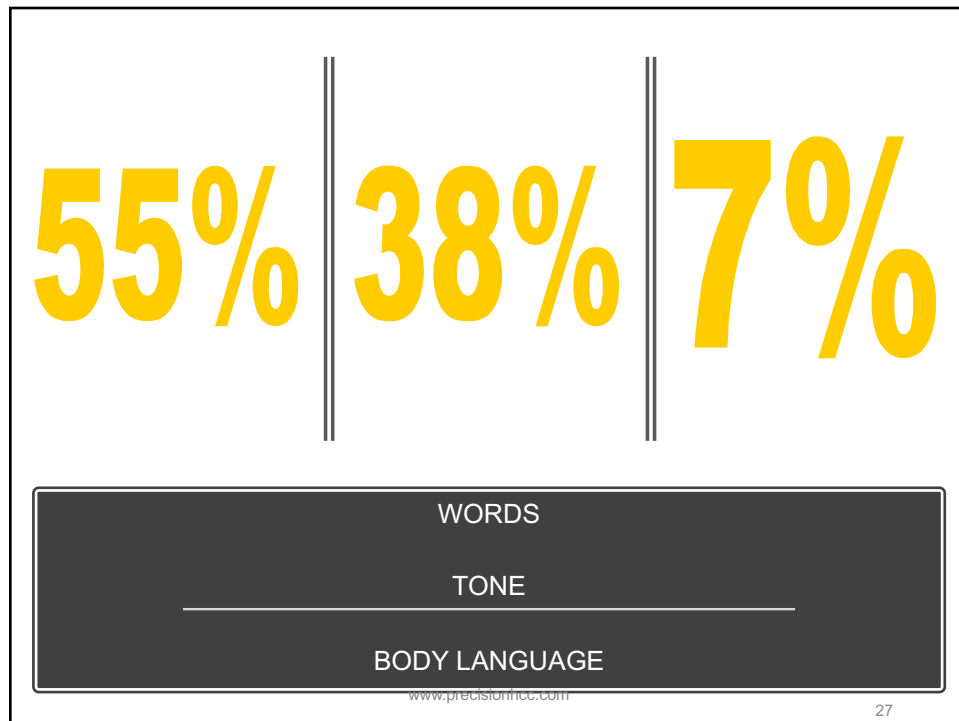
Create Profile or Sign In

USAJOBS.GOV

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**Now Lets Think of
Innovative Strategies to
Accelerate Transformation and
other ways to utilize Emotional
Intelligence to Become
Passionately Productive**

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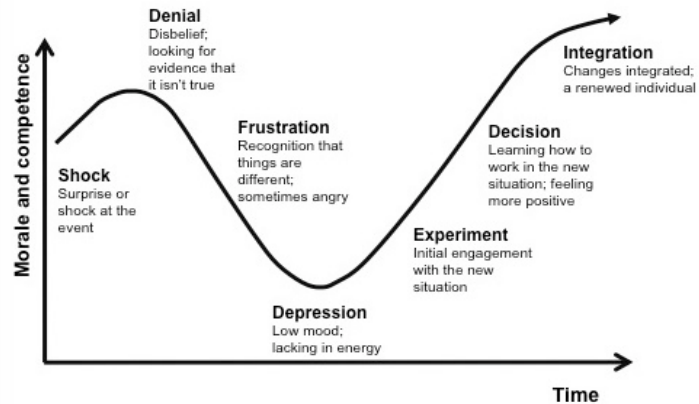
**Experimental Exercise:
Dealing with Change**

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Understanding the Psychology of Change



*Adapted from the work of Kubler-Ross

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Energy Assessment

- What's your overall energy level?
 - What do you need to work on?
 - Physical energy
 - Emotional energy
 - Mental energy
 - Spiritual energy
- *Adapted from the work of Tony Schwartz published in *Harvard Business Review*

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Energy Exercise



Reflect on how you can renew your energy



Pair up and help your colleague set a motivating goal and plan to boost her/his energy

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Fixed Mindset vs Growth Mindset

Fixed vs Growth

<u>ability is static</u>		<u>ability is developed</u>
avoids challenges		embraces challenges
gives up easily		persists in obstacles
sees effort as fruitless		sees effort as necessary
ignores useful criticism		learns from criticism
threatened by others		inspired by others' success

*Adapted from the work of Carol Dweck, 20+ years of research at Columbia and Stanford Universities www.precisionhcc.com

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Reflection Exercise



List 3 things that you do or think about at work that put you in a **fixed** mindset.



List 3 things that you do or think about at work that put you in a **growth** mindset.

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Discussion



What does this explain what you already do?



What does this suggest you might do differently?

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Strategies for Fostering a Growth Mindset in Workplace

- Control your Attention
- Perspective Taking
- Innovating
- Appreciation
- Assessment - Challenge - Support

- * Adapted from *The Center for Creative Leadership Handbook of Coaching*

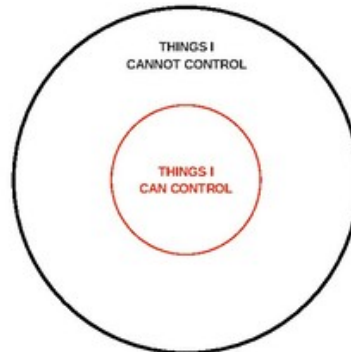
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Control Your Attention Exercise

- Practice Focus Consciously.
- Write down what in your circle of control and what you have no influence or control over.



* Adapted from *The Center for Creative Leadership Handbook of Leadership Development*

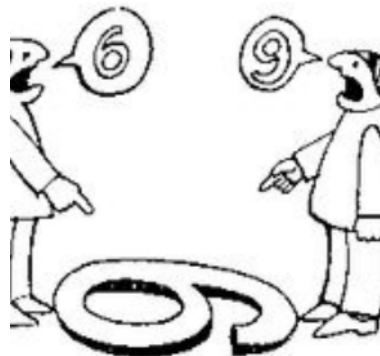
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Perspective Taking Exercise

- Get some space to maintain perspective.
 - What am I not seeing?
 - What else is true?
- Play with time and scale.
 - What is the challenge that is happening now?
 - How much will this matter in 12 months?



* Adapted from *The Center for Creative Leadership Handbook of Coaching*

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Innovating Exercise

- Think about one change you'd like to make at work or in life.
- Write down 5 ideas that can help you bring about the change.
- Focus on quantity over quality in ideation.



* Adapted from *Design Your Life* by Bill Burnett and Dave Evans at Stanford

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Appreciation Exercise

- Write down the names of 5 people to whom you want to show appreciation this week



* Adapted from the work of the Harvard Law School Program on Negotiation

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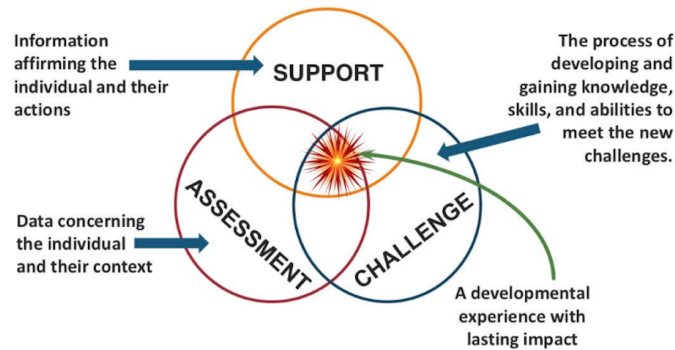
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ACS Exercise

* Adapted from *The Center for Creative Leadership Handbook of Coaching*

Assessment ~ Challenge ~ Support



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Moving Forward

- Be Empathic
- Self-Awareness
- Self-Regulation
- Motivation
- Social Skills
- Become an EmployeePrenuer

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I Have Only Just a Minute

Dr. Benjamin E Mays

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AAPC Educational Provider & Consultant

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