



**March 2010** “Staffing for the medical industry in Denver and the Front Range” **303-980-1000**

### **Listen Carefully to Prevent Conflicts**

With people interactions, there will always be opportunities to clarify communication with others. Elizabeth Suarez, MS, associate professor at DU, arbitrator and mediator, uses **active listening** to prevent misunderstanding which could lead to conflicts. The easiest way to begin is to:

1. **Pay attention** to the conversation flow and emotion attached to the words, the surrounding events, and where the speaker’s eyes are focused. Example: “You dirty dog” could have many interpretations.
2. **Clarify** before stating your opinion. If your opinion is even needed, “Who’s a dirty dog?”
3. **Re-state** what you heard. “It sounded like you called *me* a dirty dog?”
4. **Hesitation** gives you time to re-evaluate and stay calm. The old advice of “count to 10 first” is wise.
5. **Check again** before concluding. “When he looked my way, I didn’t see the dog beside me.”
6. **Always assume misunderstanding before thinking negatively.** “Oops, my mistake.”

### **Simplicity and Freedom**

What do recycling clothes, running a meeting efficiently and designing a fung shue garden have in common? They simplify an aspect of your life. **One organizes space, another organizes time, the third organizes things.** Would you believe that organization and simplification is the job of the VP of Search Products and User Experience of the Google website? Marissa Mayer inaugurated and has supervised the clean look of the Google front page for 10 years. The company mantra: “Design for the expert user, but don’t intimidate the novice.” There’s something to learn from Google .

**Why?** Simplifying leaves you with the best, the essence of the idea or thing and frees up the path to the next activity or idea. You become efficient and have more space as you **prioritize what you really need.**

**How?** It is a process of **stripping away all unnecessary layers and keeping the purposeful core.**

Practically, look at a stack of old magazines. Usually there is one article or thing of value in each. Here’s a scary action for stuff-gatherers. Cut out the important item, file or scan it, and recycle the paper.

So whether designing a website, setting up an office, writing a report, or taking self-help classes, remove the fluff, find and energize the valuable cores....and free yourself to move ahead.

### **Funny Bumper Stickers**

Friends help you move; real friends help you move bodies. *\*Anger is merely depression with enthusiasm.*

*\*Do not meddle in the affairs of dragons, for you are crunchy and good with ketchup. \*He is not dead – he is electroencephalographically-challenged. \*House guarded by gun 4 days/week. Guess which days?*

*\*One more repossession and I’ll be debt-free. \*Save your breath, you’ll need it to blow up your date.*

*\*Do vegetarians eat animal crackers? \* She’s always late. Her ancestors arrived on the June Flower.*

## **Medical Match Makes Finding Staff Easy**

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