



## CULTURE

grateful  
wise  
creative  
optimistic  
appreciative  
understanding  
curious  
frustrated  
irritated  
anxious  
defensive  
judgmental  
depressed

### MOOD ELEVATOR

When we are at our best, we get better results with less effort and less stress. We are resourceful, creative, articulate, energized, focused, more present, more patient and more grateful for life. A significant part of being at your best is being aware of your mood. Our moods can play a key role in our actions, conversations, encounters with others and even our perception of others. The Mood Elevator is a tool that can help you be more effective at work and at home, and even have a higher quality of life. The Mood Elevator helps us check in with our feelings and discern if the quality of our thinking is higher or lower.

### APPRECIATION

Appreciation is the glue that holds teams together. Our core values of reverence and compassion lead to an atmosphere where people are recognized for the things they do well. What is the value in recognizing others for what they are doing well? Showing appreciation gives everyone a foundation for putting forth their best effort. Not only do people perform better in an environment of appreciation, they also feel more fulfilled.



### BE HERE NOW

*Be Here Now* means freeing our minds, being fully present with people and activities and staying focused in the moment. We are constantly faced with distractions, but by making a decision to *Be Here Now* and to be at our best—we can treat our patients, our families and our colleagues with reverence, integrity, compassion and excellence.

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## ACCOUNTABILITY

We have the power each day to make a positive difference through our words and actions. With a mindset of Accountability we can have more control over our lives, learn from our mistakes, follow through on our promises, improve our outcomes and avoid getting stuck in the past.

A tool called the Accountability Ladder helps us determine our personal level of responsibility. Lower levels on the ladder are often marked by feelings of helplessness and a lack of power. Higher levels are characterized by a willingness to learn, a desire to make a difference and an honest search for personal improvement.

## CURIOUS

Having a Curious mindset, rather than being close minded, is key to thriving in our rapidly changing health care environment. When we are Curious we are more aware that our mindset affects our behavior. Think about the higher levels of the Mood Elevator. Feeling curious, optimistic and creative improves our mindset, affects our perspective and gives our actions more impact. Being self-aware also helps us make decisions with more Integrity, supporting one of our Core Values.



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## ASSUME POSITIVE INTENT

When we don't know why someone is behaving a certain way, we often make assumptions that aren't always positive or are way off the mark. Instead we should try to assume positive intent—the belief that everyone is doing the best they can, given their current thinking. At our best, we tend to give others the benefit of the doubt and listen with curiosity rather than judgment. More information leads to better results and shows respect for those we serve.



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## LISTENING

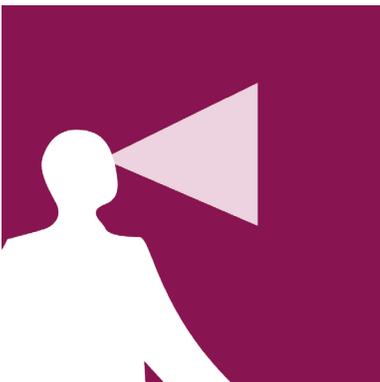
When we are fully present as we listen to one another, we demonstrate our value of compassion. When we have a clear mind and listen with compassion, we will automatically be open to hearing a deeper message the other person is trying to convey. The deeper our listening, the faster we get to the heart of the message and the more effective the conversation.

Listening, which appears to be passive, is actually an active catalyst for deeper understanding and communication. Listening builds relationships, creates an environment for growth and creativity, and contributes to faster, more effective results.

## ENERGY

While human energy is subjective, it also is very powerful. Sometimes we feel we have plenty of energy to do what we need to do; other times, we don't have enough. Certain people around us seem to increase our energy, while others seem to drain it.

To manage our energy, we each need to find ways to better create positive energy in ourselves and share it with those we influence and care for. As you use the Mood Elevator as a tool to be aware of your mood, also be more aware of the energy you experience related to your moods.



## FILTERS

We each see the world differently because of our personal set of filters (e.g. geography, family, religion, ethnicity, age). Our filters impact the way we see the world, listen, respond and interact with others. When we are aware of our own filters, we can be curious and strive to see things through others' eyes and act with greater integrity.

By adjusting our filters we can listen to hear the other side of the story, be less self-righteous about our opinions, and be more open to others. This will help us make better decisions and provide safe, high-quality service and improve the experience of our patients.