PURPOSE AND STEPS
“SHADOW OF INFLUENCE”

purpose

To understand how the shadow of influence affects and influences others.

suggested steps

1. Schedule your monthly follow-up conversation with your team to share the observations/learning about Filters and to have a conversation about the Shadow of Influence.

2. Read the CONCEPT OVERVIEW section and share this and/or the video with your direct reports.

3. Prepare for the Shadow of Influence conversation by preparing your story and review the CONVERSATION GUIDE.

4. Before you engage your team check your own Mood Elevator - if your Mood Elevator isn’t above the center line - utilize the express button on Mood Elevator the by thinking of some areas of your life (people, processes, experiences) you are grateful for.
CONCEPT OVERVIEW

“SHADOW OF INFLUENCE”

James Baldwin, a famous author noted for his works on personal identity and civil rights, states; “Children have never been very good at listening to their elders, but they have never failed to imitate them.”

If you ask people what the first important influence in their lives was or where it came from, the majority will point to their parents. As a rule, home is where we first experience the shadow concept. Most parents learn quickly that encouraging their children to “Do as I say, not as I do,” just doesn’t work! The Shadow concept illustrates how we emulate people in our lives from whom we seek approval — our parents, leaders and peers. The shadow we cast greatly influences people at home and influences our culture at work. Awareness of our shadow is critical; once we are aware of our shadow, we have a choice over the one we cast.

It’s one thing to consciously influence others, but it’s another to realize that we influence others by how we behave toward patients, family members and fellow employees, in every moment, whether consciously or not. Our Core Value of Integrity invites us to be the best person we can be in each moment. One example of portraying a shadow is using our error prevention techniques such as Check & Coach.
PREPARATION

“SHADOW OF INFLUENCE”

Look at your shadow:

1. Think for a moment of characteristics you possess, beliefs you hold or habits you have that are also true of one or both of your parents or other people who influenced you and note them below.

__________________________________________________________________________

__________________________________________________________________________

2. Besides your parents, whose shadow influenced you as you were growing up?

__________________________________________________________________________

__________________________________________________________________________

3. Whose shadow influenced you early in your career?

__________________________________________________________________________

4. Whose shadow influences you now?

__________________________________________________________________________

5. How have those shadows affected you?

__________________________________________________________________________

6. Whom does your shadow influence?

__________________________________________________________________________

7. How does your shadow affect them?

__________________________________________________________________________

8. How does the shadow of influence affect our employees in using error prevention techniques?

9. Think of examples to share of how shadows affect others behaviors i.e. using your AIDET, picking up litter, answering the phone with a script, following through on action items and communicating.
CONVERSATION GUIDE

SHARING – FILTERS

1. **Say:** Share with a fellow employee what you have observed/learned about being aware of your Filters and its impact on your work environment since the last meeting.

2. **Ask:** Who would like to share an example with the larger team?

3. **Ask:** How can being aware of Filters help you positively impact what you do every day with patients, their families/loved ones, physicians, visitors, and each other?

4. **Appreciation:** Who have you seen “Being Aware of Filters” since our last discussion?

__________________________________________________________________________

__________________________________________________________________________
CONVERSATION GUIDE

“SHADOW OF INFLUENCE”


2. Read: The CONCEPT OVERVIEW - Shadow of Influence.

3. Say: Turn to a fellow employee and share an example of a behavior you see in the people you work-with/friends/family and how part of their shadow is a reflection of you.

   Say: Now I’d like you to share your example of how your shadow of influence affects the people around you.

4. Ask: Who would like to share an example of what your shadow is and how it can affect other people?

5. Ask: What can we do to be even more aware of our shadow?
   Examples: using your AIDET, picking up litter, answering the phone with a script, following through on action items and communicating.

6. Ask: How does our shadow affect our utilization of error prevention techniques?

7. Present the application assignment: Until our next meeting, notice how your shadow of influence impacts the people around you such as patients, their families/loved ones, physicians, visitors, and each other. Come prepared to our next meeting to share some examples that you’ve observed.

9. Thank the team for participating.
TO DO

1. Send a recognition to those noted above.

2. Share a success story that others would benefit from with your Master Champion.