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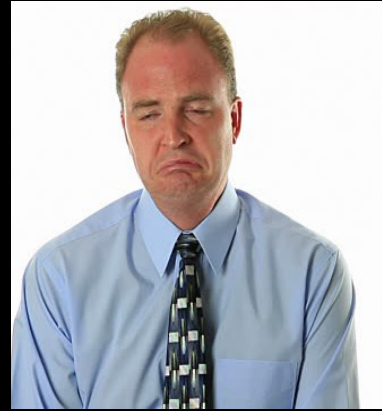
HOW MUCH DO WE LAUGH?



4 months



300



17

3

BENEFITS OF LAUGHTER

10 minutes of laughs each day can burn the same number of calories as a half-hour workout.



4

Laughter Facts

Laughter
can make
you more
attractive
to others.



5

Laughter Facts

Laughter
signifies you
have made a human
connection.



6

HEALTH BENEFITS OF LAUGHTER

- better patient cure rate
- less anesthesia time
- less operating time
- shorter hospital stays
- and faster healing

-- Catherine Rippenger Fenwick

7

WHY CONNECT WITH HUMOR?



Laughter is a powerful emotional medicine that can lower stress, dissolve anger, and unite people in

STRESSFUL SITUATIONS.

8

Address the Stress


65% of workers admit to workplace stress

19% quit their job due to job stress

62% end the day with work-related neck pain

2021 Integra Survey

9



TOP CAUSE OF STRESS AT WORK

Feeling powerless, uninvolved, and “unheard”

10

TOP SIGNS
OF STRESS

Sleep Difficulties
Loss Of Appetite
Poor Concentration
Errors Or Missed Deadlines
Emotional Outbursts

11

coincidentally

12

TOP SIGNS Of being
a PARENT

Sleep Difficulties
Loss Of Appetite
Poor Concentration
Errors Or Missed Deadlines
Emotional Outbursts

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MOST STRESSED WORKERS COMPLAIN:



NO ONE LISTENS
TO THEIR
SUGGESTIONS

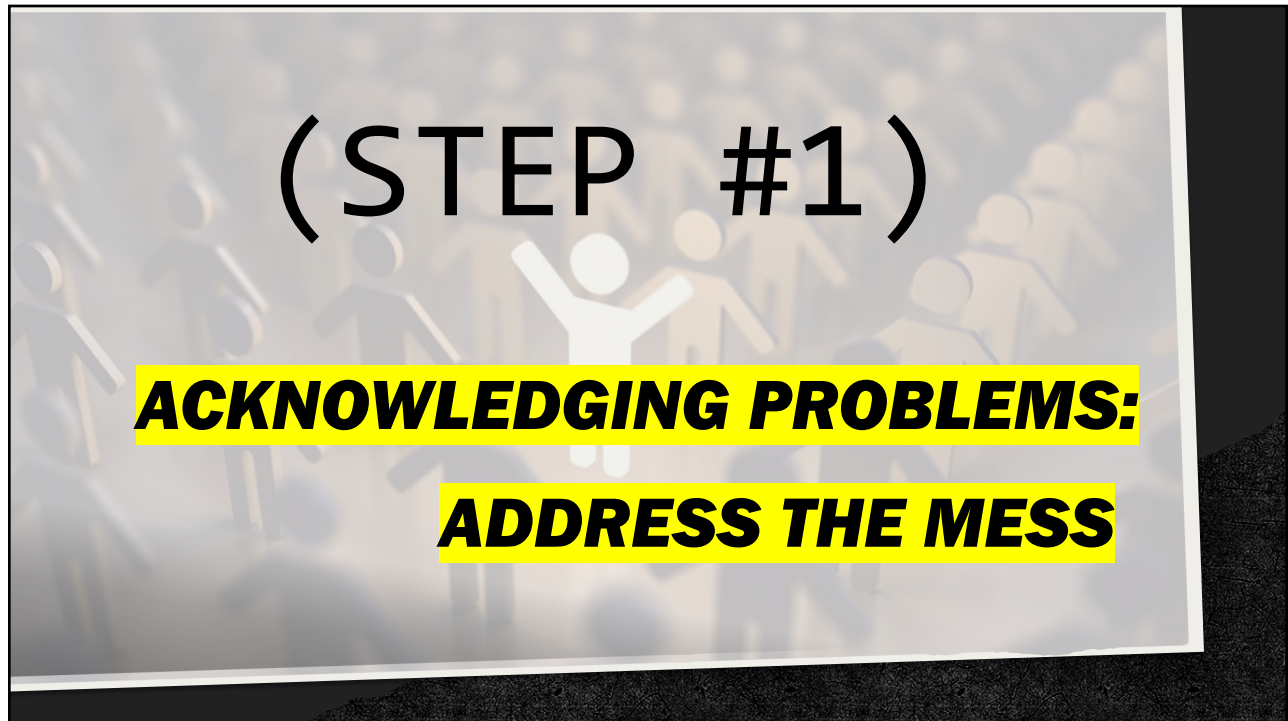
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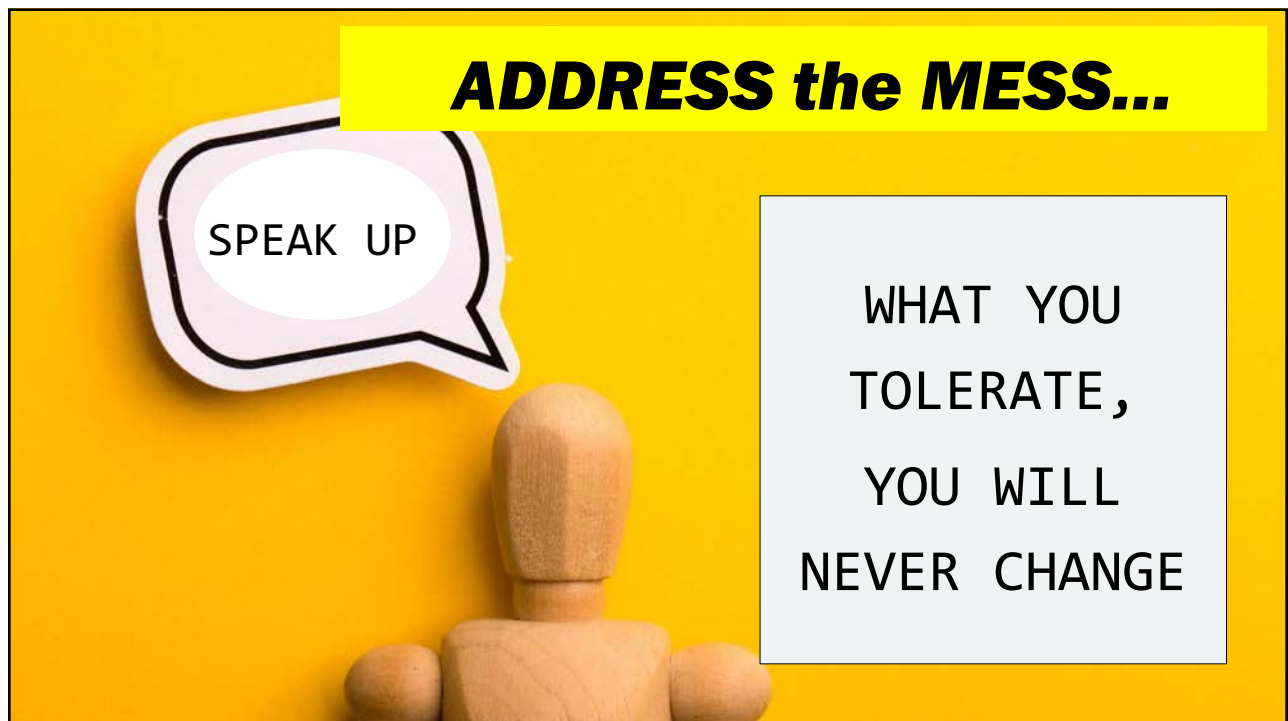
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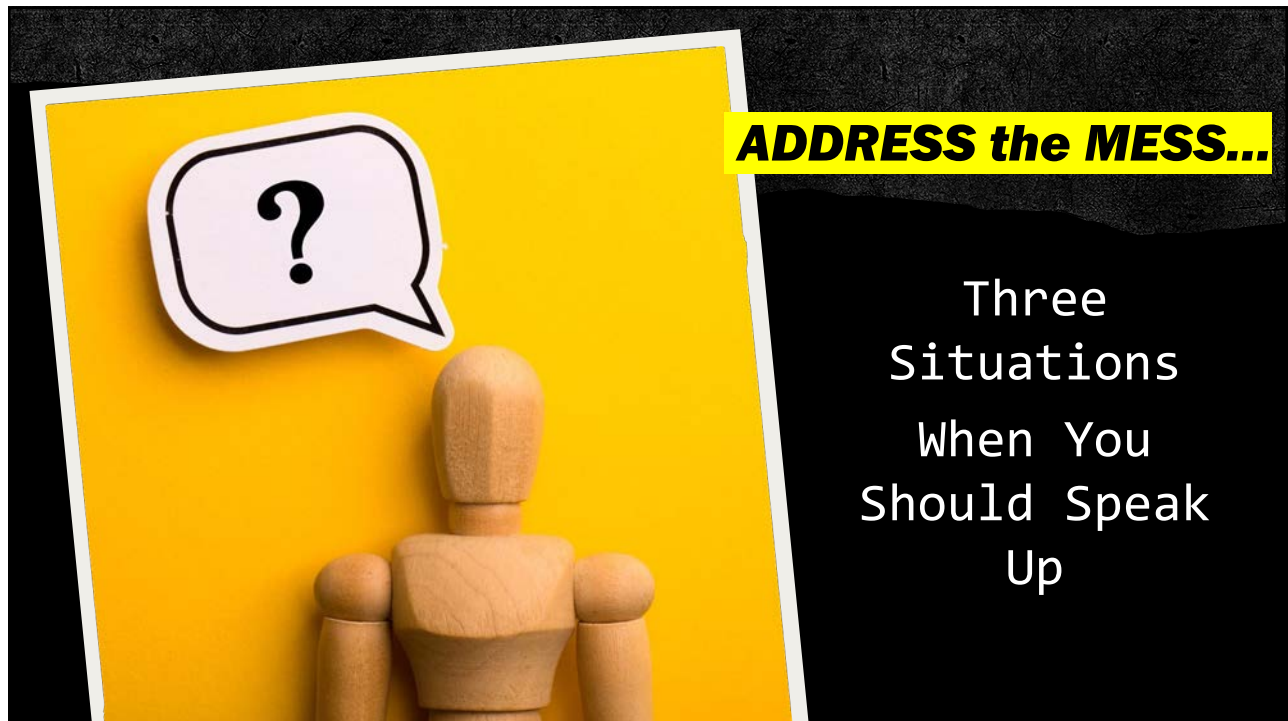
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1) Safety Issues:

Affecting the health or well-being of you, your colleagues, or the ones you SERVE.

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PEANUT COMPANY OF AMERICA/CONAGRA

'07 salmonella outbreak sickened at least 625 people in 47 states

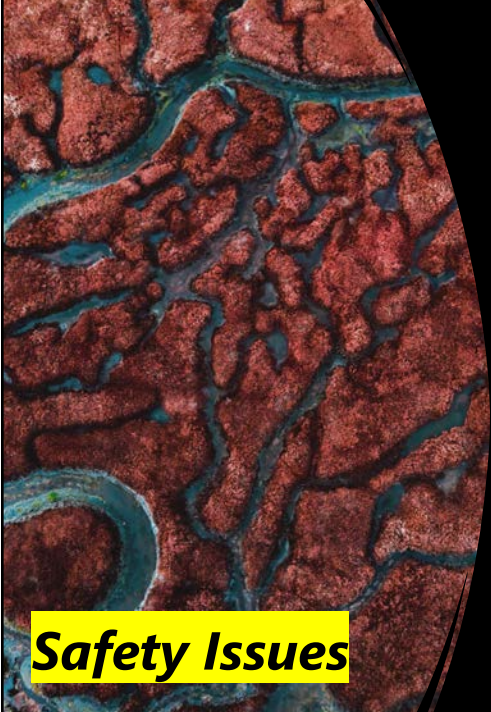
Recalled all peanut butter that had been made since 2004.

Fined 11.2 MILLION



Safety Issues

22



BP DEEPWATER HORIZON

210 MILLION GALLONS SPILLED

Eleven workers were never found

Some made safety claims prior to explosion. Others were concerned about safety practices and feared reprisals if they reported mistakes or other problems.


Safety Issues

23

BP DEEPWATER HORIZON

I CAN'T WAIT FOR THIS TO BE OVER. I JUST WANT MY LIFE BACK.”

TONY HAYWARD
CEO, BP



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Tweetable Takeaways

BLAME CAN ONLY EXIST IN THE ABSENCE OF ACCOUNTABILITY

Rik Roberts

25



YOU HAVE TO TAKE RESPONSIBIITY

26

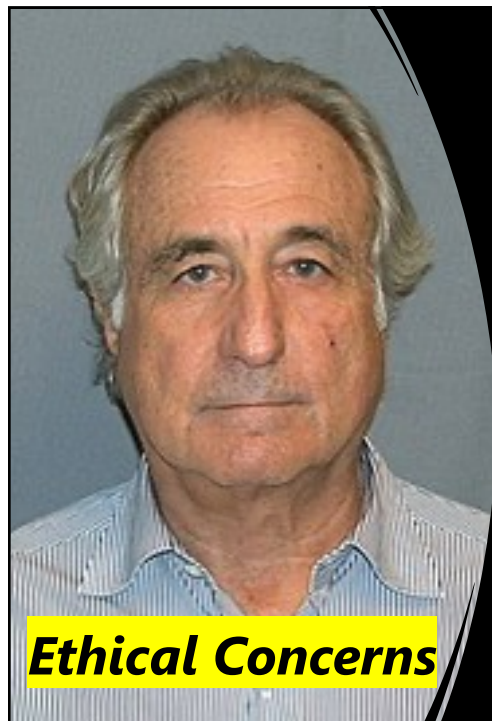
2) Ethical Concerns:

Behavior such as:

- Fraud
- Discrimination
- Harassment



27



Ethical Concerns

BERNIE MADOFF

- By the time his son's found out and reported him over 65 Billion dollars in fraudulent (non-existent) gains had occurred

Overlooked by employees, Securities & Exchange Commission

- Harry Markopolos a financial analysts **spotted the scheme in 1999** and it wasn't until 2008 FBI got involved

28

WELLS FARGO

2022 had to pay \$2 billion to customers, and a record \$1.7 billion fine for "widespread mismanagement" over multiple years that harmed over 16 million consumer accounts.

2016 - Wells Fargo's busted for creating over a million fake-accounts to meet sales targets. In 2020, it settled with the SEC for \$3 billion over the fake accounts.



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TRUIST 


30



3) Legal Compliance:

Violations of laws or regulations within the organization

31



- 5,600 employees lost their jobs
- Arthur Anderson (ENRON's AUDITOR) severely punished and then dissolved
- Created market panic. Loss of confidence in multiple financial markets across the world

32

**WHAT DO ALL OF THESE EXAMPLES
HAVE IN COMMON?**

CEO's put profits before safety

People spoke up and were ignored

The organizations failed to cultivate
a culture of accountability

33

Speaking Up:
Gray Areas

**Harder to
Determine**

Matters of
Preference
or Taste
that Differ

34



35



36



37

BEYOND = NOT REALLY

Beyond Handsome

Beyond Smart

Beyond Rich

38

Organizations that listen to their members can reap huge benefits

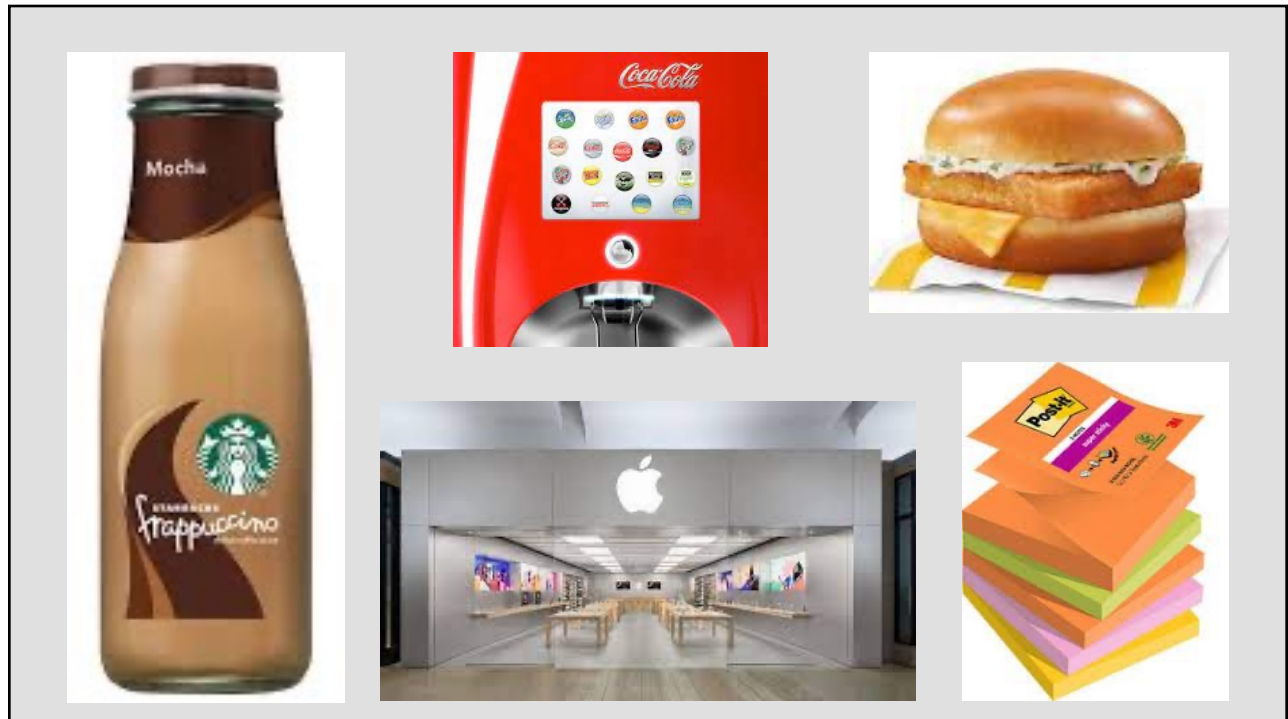
When we don't feel comfortable speaking up for changing what doesn't work, we more than likely don't speak up when we have a better idea in general.

39


1) Encourage Constructive Feedback

Ideas to improve technique, strategies or approaches to make things better, faster, or more effective

40



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Ava the Elephant

Helps children be less afraid to take medicine. Shark Tank product.

The image shows the packaging for 'Ava the Elephant', a talking medicine dispenser. The packaging is yellow and red, featuring a cartoon elephant character. Text on the packaging includes 'TRY ME I TALK!', 'AVA the Elephant', 'talking MEDICINE DISPENSER', 'BPA & Phthalate FREE', 'AVA makes taking medicine EASY!!', 'SHARKTANK', '1,2,3... Open Wide! Good Job!!', and 'Battery & Dropper Included'.

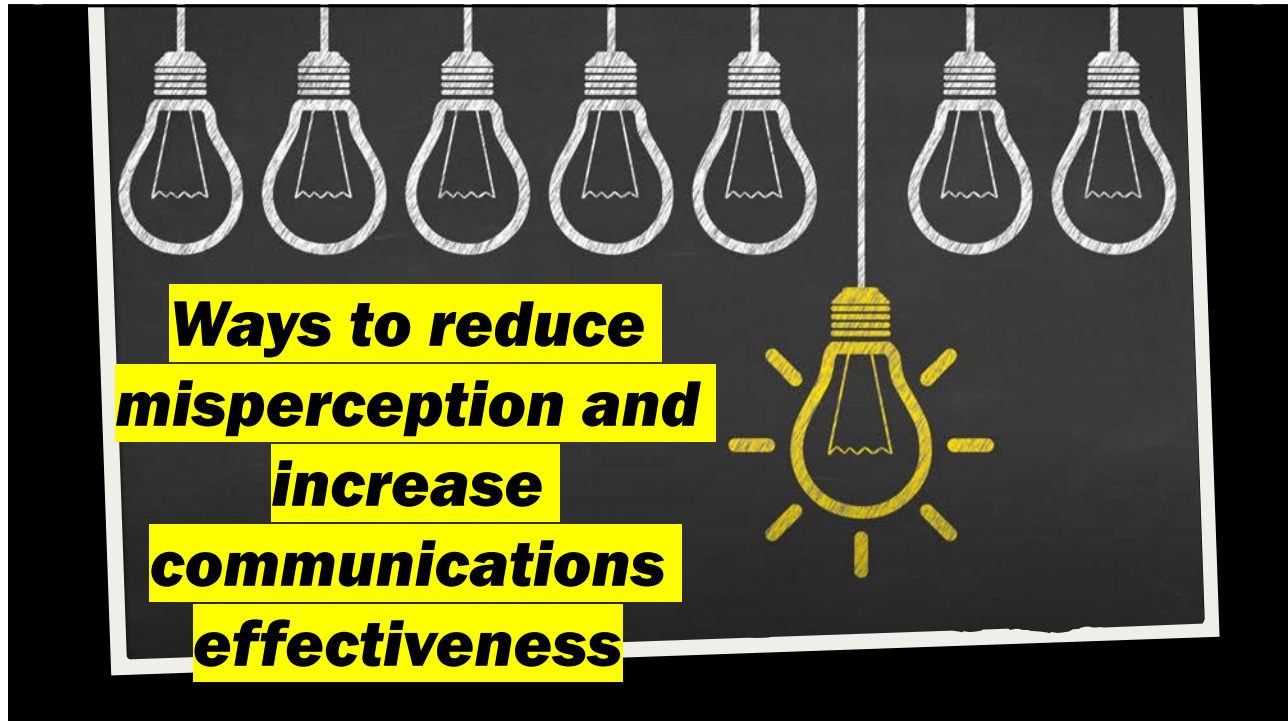
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WHEN THEY ARE:

NOT UNDER STRESS
IN PRE-PLANNING PROCESS
OPEN TO A ONE-ON-ONE MEETING
APPEAR TO BE OPEN TO CONVERSATION



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Tip #2

USE THE RIGHT PHRASING AND TONE



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WHEN TO KEEP IT TO YOURSELF

Tip #3

PERSONAL DISAGREEMENT

TRIVIAL MATTER

CONFIDENTIAL

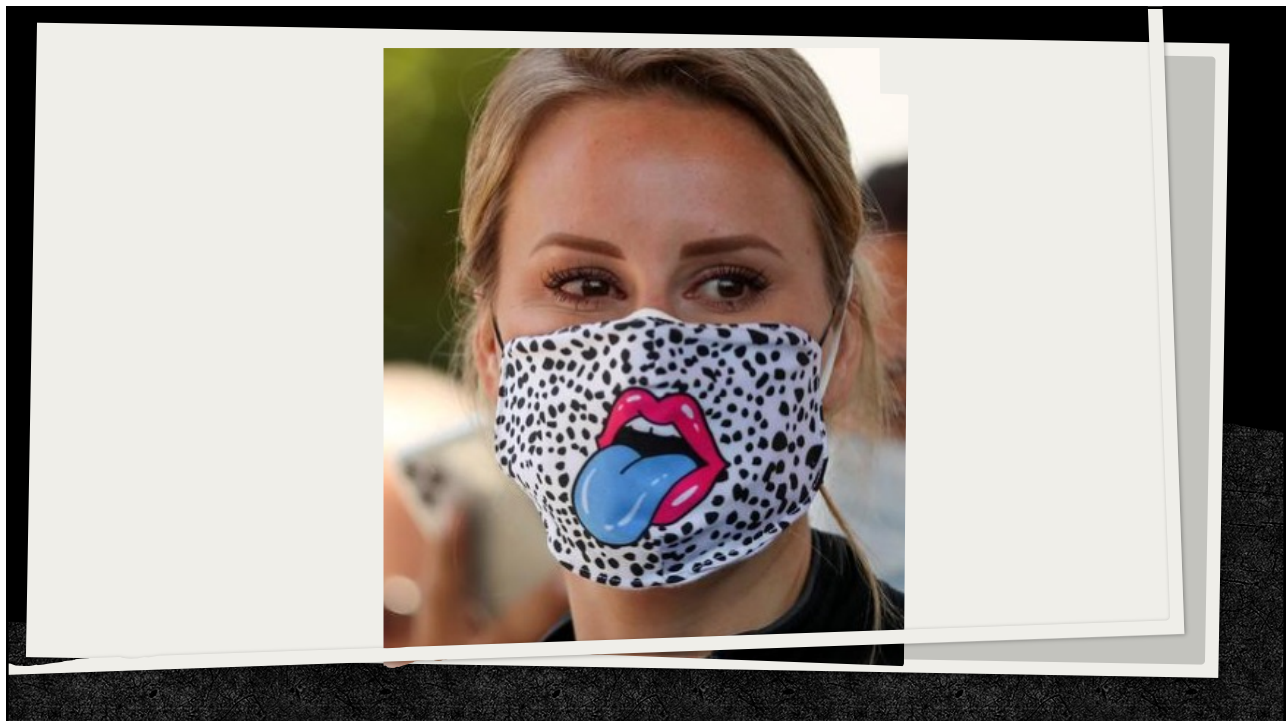
BAD TIMING

ZIP IT!

50



51



52

WHY DON'T PEOPLE SPEAK UP?

Fear of Retaliation

Lack of Psychological Safety

Lack of Awareness or Training

Bystander Effect

Fear of Being Called out in front of Peers

53

Call people out in private when they do something wrong. But give them a second chance. Everyone messes up. If you mess up, I expect you to learn from this mistake and go back to doing what you do best.”



SIR RICHARD BRANSON

54



3 KEYS TO SPEAKING UP

USE POSITIVE LANGUAGE

KNOW WHEN TIMING IS RIGHT

DOES IT BENEFIT THE ORGANIZATION?

55



Stronger Together

(STEP #2)

IDENTIFYING OPPORTUNITIES

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58

DIFFERENT DOESN'T EQUAL BETTER



59

A magnifying glass with a black handle is positioned over a yellow background. The text "IDENTIFYING OPPORTUNITIES" is written in bold black letters on a yellow background below the magnifying glass.

**IDENTIFYING
OPPORTUNITIES**

START WITH
YOUR CURRENT
POOL OF CO-
WORKERS,
PATIENTS,
CUSTOMERS, ETC.,

60

“ If there is any one secret of success, it lies in the ability to get the other person’s point of view and see things from that person’s angle as well as from your own. ”

- Henry Ford



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Follow-Up:
Ensures
Satisfaction
and
Maintains
(or Gains)
Loyalty



DDS James Pace
Belle Meade family
Dentistry

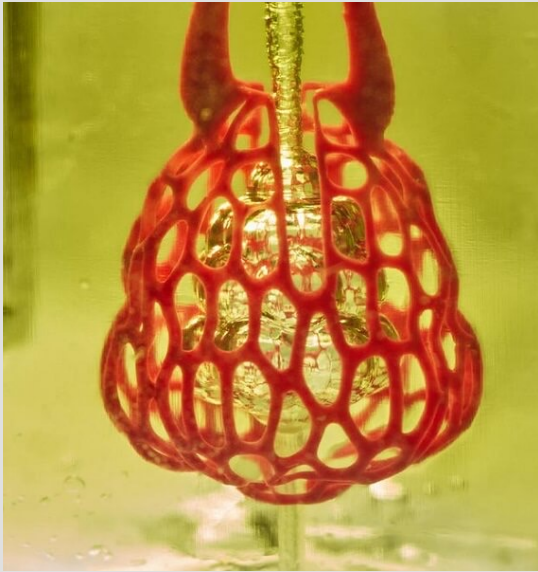
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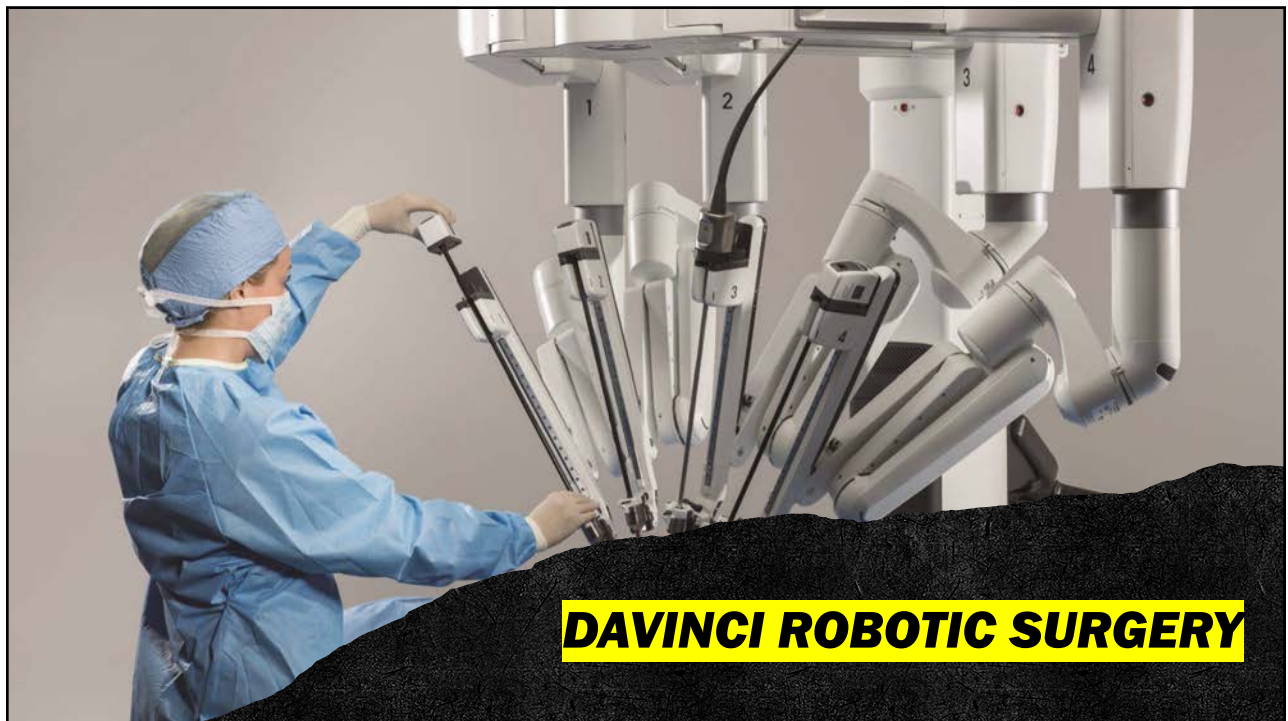
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3-D Bio-Printing

New technology can be used in education, studies, and now in patients

65



66

CREATIVE SOLUTIONS

Nashville
CBD
Solutions



67



68



69



70



71

A young man in a dark suit, blue shirt, and patterned tie stands on the left side of the slide, giving a thumbs up with both hands. The background is a blue geometric pattern with a large red circle. Text is overlaid on the right side of the slide.

Handling Complaints ...
Don't Take Anything Personally

Sometimes a statement is so honest it seems like a complaint

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73



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COMPLAINTS ARE AN INVITATION TO INNOVATE



75

**COMPLAINTS ARE
AN INVITATION TO
INNOVATE**



76

**COMPLAINTS ARE
AN INVITATION TO
INNOVATE**



77

**3 KEYS TO IDENTIFY
OPPORTUNITIES**



LOOK FOR BETTER IDEAS

FOLLOW UP WITH CURRENT GROUP

COMPLAINTS CAN SPARK INNOVATION

78



Tweetable Takeaways

YOUR COMPETITION
LOVES
PROCRASTINATION.

79

SET A DEADLINE



Parkinson's Law

80

Set The Plan in Motion

“SOME DAY” ISN’T
ON THE CALENDAR.
BUT TODAY IS 😊



81



641 locations

3.27 billion in '22

Listen To Customers

Test

Learn and Refine

82



83



84



In 1987, Paul O'Neil took over faltering ALCOA.

Over O'Neill's tenure, Alcoa dropped from 1.86 lost work days to injury per 100 workers to 0.2. By 2012, the rate had fallen to 0.125.

One year after initial safety speech profits reached a record high.

When he left after 13 years the net profit had quadrupled.

85

"I knew I had to transform Alcoa. But you can't order people to change. So I decided I was going to start by focusing on one thing. If I could start disrupting the habits around one thing, it would spread throughout the entire company."



Paul O'Neil

86

STAY IN TOUCH

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