

Increasing Human Effectiveness

Enriching the lives of CHRISTUS

CHRISTUS Health is now offering an education program designed to help Associates recognize their potential and discover keys to increased effectiveness. Increasing Human Effectiveness (IHE) offers Associates knowledge and tools to help them become better people. Rich Williams, chief operating officer, explains, "The program is focused not on making people better employees but on helping our Associates become better people."

The two-day seminar helps hone positive attitudes and results in better communication, improved personal productivity, enhanced sense of trust, greater willingness to collaborate and greater acceptance of new ideas. Health care organizations in particular are experiencing rapid changes that require these skills in order to remain effective. IHE lays the groundwork for Associates to navigate the sea of change by encouraging attitudes and habits that lead to greater confidence and improved performance.

Mary Lynch, senior vice president of Human Resources and Corporate Integrity, is one of the CHRISTUS IHE facilitators. "IHE shows people how to empower themselves and reach new heights of effectiveness and satisfaction in every area of their lives," she says. "The program is based on the belief that you are CHRISTUS' most important asset. Your attitudes, beliefs and behaviors will impact performance more than any other group of variables. CHRISTUS Health can only benefit from preparing our Associates to be more accepting of new ideas and to take personal responsibility for their decisions. From a purely personal standpoint, participating in this educational process has been a truly uplifting experience."

CHRISTUS now has 91 certified IHE facilitators, and more than 500 Associates have participated in the program. Jack Salvadore, director of organizational development, has facilitated a number of IHE classes across the system. "The response to the IHE process has

been uniformly positive. People really respond to the program's message. Participants seem to come together and get genuine satisfaction out of a truly memorable, shared experience. It's definitely something that will continue to grow across our system," Salvadore says.

"Increasing Human Effectiveness (IHE) has been invaluable to me as a leader. IHE emphasizes that we are truly in charge of our destiny and that we have the power within us to make the positive changes we want to see in our lives. The training inspires us to be extraordinary."

—Lisa Reynolds,

Guest Services director

CHRISTUS St. Elizabeth Hospital

How it works

The seminar is presented in a dynamic, highly interactive format. A workshop facilitator guides Associates through the process assisted by a workbook and video sessions. The program includes key activities that offer a hands-on approach to learning. The activities focus on self-image, self-esteem, accountability, responsibility and making healthy choices. Seventeen individual tapes and learning units are integrated throughout the program to facilitate discussions. Graphics and illustrated handouts are used throughout the

program to reinforce key concepts. Participants are then asked to evaluate the course and the facilitator.

What Associates are saying

Anonymous evaluation comments show a marked enthusiasm for the class among CHRISTUS Associates:

- "Excellent in all respects...instructor was great."
- "Presented with knowledge of content."
- "I learned that I can make a difference."
- "I learned that I can change at any age."
- "The class makes us think about our self-worth and how we treat others."
- "Excellent, excellent, excellent."
- "The course and instructor were very motivating—materials will be very good for all Associates."
- "Excellent instructor and course."
- "It is so real—dealing with real life. Very uplifting. It's fun."
- "It is simple but also profound."
- "Very uplifting! Made me rethink my attitude and outlook! I appreciate CHRISTUS' offering this course."

The underlying message is that the program's emphasis on self-awareness, self-management, attitude and the value of high self-esteem is beneficial not only for the individual but also for CHRISTUS.

"IHE is a way of helping Associates become better people by helping them build self-esteem," says Williams. "Many people have low self-esteem, and it's hard for many people to love themselves unconditionally. But I don't think you can be effective with large groups of people unless you have self-confidence—not arrogance but confidence—so you can share yourself with others. Instead of separating yourself from others, you consider everyone to be equal. That's the true strength of an organization."

