

**We Get the Infection Control We  
Deserve**

**Gary Phillips**

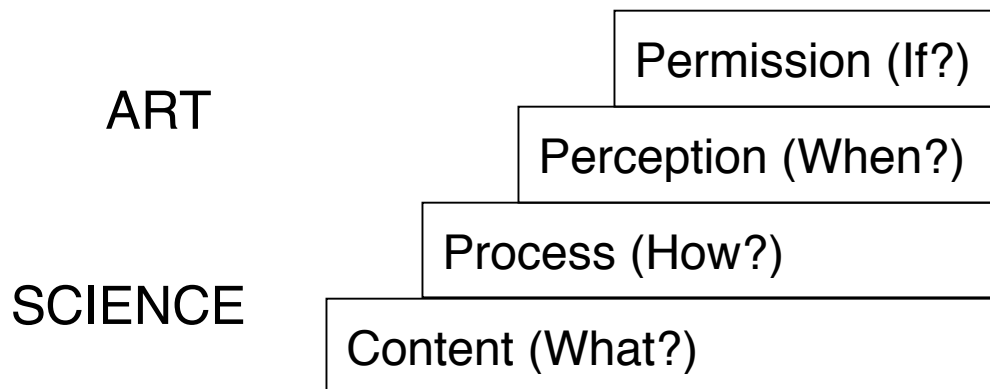
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Gary Phillips, MA, CRSP, CHRP

September 4, 2008

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# Levels of Professional Artistry



“You get the people and the programs you deserve.”\*

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## We get the People we Deserve

Transparency

Tonality

Everything you need to know about another person is available on  
the outside

Proactivity requires Predictability

Change

Attitudes

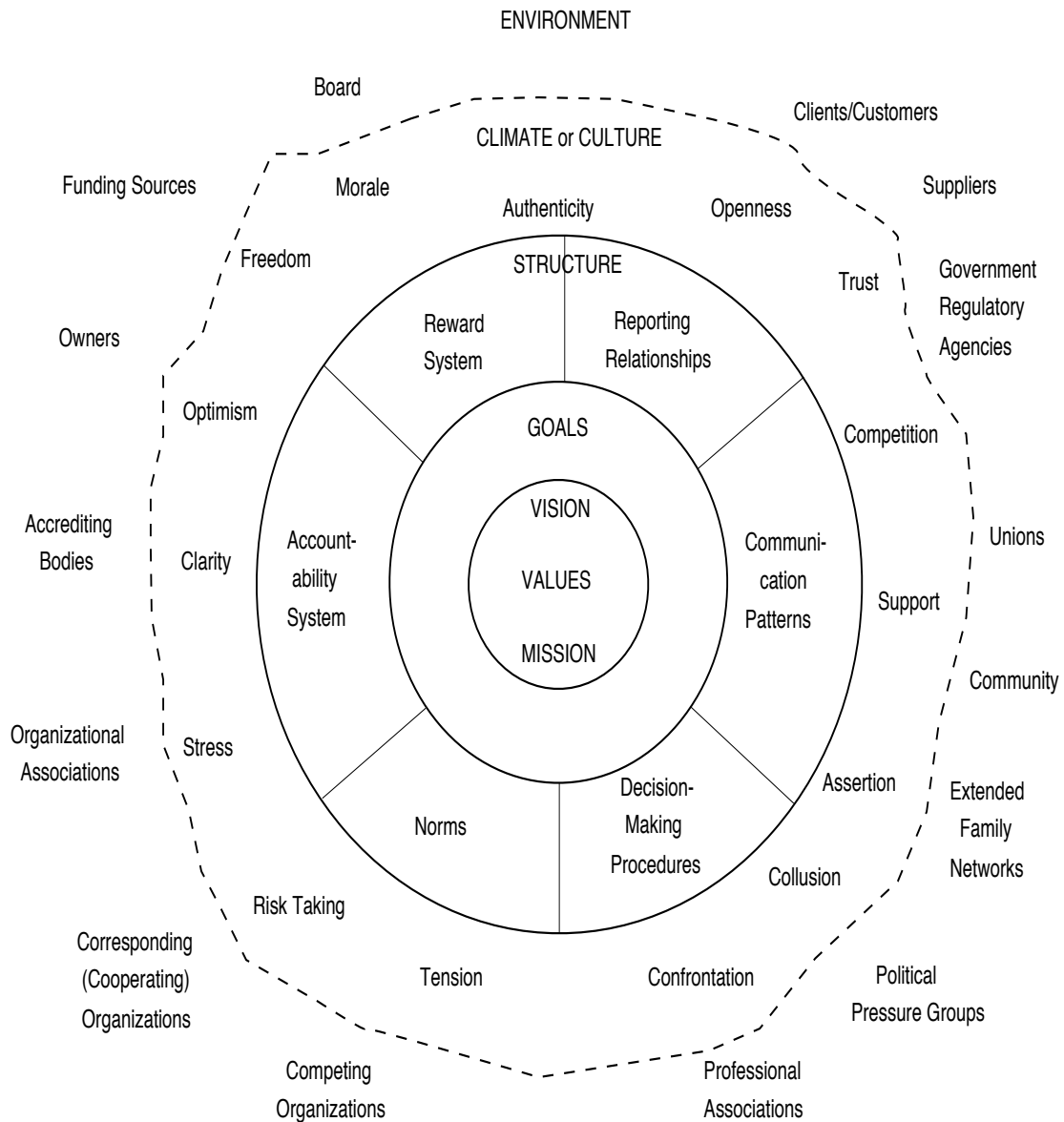
Attitudes are a “red herring”.

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## Organizational Universe

Jones & Bearley, Organizational Universe Systems, San Diego

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## What's the Issue?

1. What's the **standard**?
  - What's a good job, well done?  
In terms of Safety? Quantity? Quality? Timeliness? Completeness?
  - What's acceptable versus unacceptable behavior?
  
2. Is the standard **reasonable**? Is it clear?
  
3. Who's **responsible** to carry out the standard? Is that clear?
  
4. **Can they do it**?
  - Is it a **competence** issue?
  - Do they have the skills and knowledge?
  - Is it an abilities issue?
  
5. **Do they do it**?
  - Is it a **compliance** issue? What's the frequency of non-compliance?
  - Do you have reliable evidence?
  - Would knowing why they don't do it give you useful information?
  
6. Are the necessary **resources** available?
  - Time? Materials? Equipment? Authority? Budget?

### Culture

Culture is a set of behaviors, characteristic of a specific group that they have come to think of as normal

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# Communications

Communications - Message content (Verbal)

- Relationship content (Non-verbal)
  - Respect
  - Control
  - Affinity

“You cannot not communicate.”

“Meaning is not in the words, meaning is in the person.”

“With the enormous amount of information available to us, we tend to sample, like a security monitor scanning different views. As a result we need to figure out which channel to tune into.”

“Resistance is a comment on the flexibility of the communicator, not the receiver.”

“The communicator with the greatest flexibility will be the most influential.”

“Every behavior, no matter how bizarre, inappropriate or malicious it may appear, sound or feel to you,  
represents the best choice of that person in the context, as perceived by them.”

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## Mirroring & Matching

Brain is literal\*\*

Unconscious does not process negation

Tone matters

\*\* Art of Safety (2008) OH&S Press, pg 55

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## The Seven Deadly Presuppositions<sup>\*\*\*</sup>

1. Can I help you?
2. Safety is Job 1.
3. Is it safe?
4. Eliminate unsafe acts and you eliminate the risks.
5. Safety is a conscious choice.
6. Be more careful.
7. What's the cause?

\*\*\* Art of Safety (2008) OH&S Press, pg 56

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## Anchors a Way

An anchor is any external stimulus that is associated with a specific internal response.

## How Not to Get Shot\*\*\*\*

- Go Visual
- Get it Off to the Side
- Listeners Follow our Eyes
- Use the Third Person
- Separate the Problem from the Solution
- Use Appropriate Tonality
- Use Specific Descriptions
- Body at 90 Degrees

\*\*\*\* Art of Safety (2008) OH&S Press, pg 72

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