

# The Carousel of Hope & Healing Proudly Presents:



## BRAIN-BASED INTENSIVE PRACTICES FOR MAPPING

(Maximizing Authorization Practices and Potential)

*NLP (Neuro-linguistic) Mastery Skills for Crucial Donation Conversations*

### Building Blocks and Strategic OPO-Based Exercises That Construct a Bridge to Hope Via Organ Donation

The Carousel of Hope and Healing is a unique brain-based training that inspires organ donation by building a pathway to hope. We understand in order for a family to see something positive in their worst moment we have to guide them down a path in the most sensitive, respectful, and compassionate manner possible. We know that if you treat a traumatized family like you would your own, families will truly feel the care and compassion being conveyed.

We understand some of the top priorities of the OPO community, to best serve donor families, other medical professionals, and ultimately obtain authorization to save lives. We also know that in order to provide these life-saving services you need to retain and keep the staff you have engaged, healthy, and happy while they are doing a very complex, stressful, and emotionally taxing work.

We bring a refreshing training that focuses on the top priorities in the OPO community. We are real people that have real experience and have helped 1,000's of others by putting the rubber to the road. We offer proven methods and techniques to MAPP (Maximize Authorization Practices and Potential) crucial conversations.

## Unlike Typical Authorization Trainings:

- We Ground and Teach from Proven Brain-Based Approaches and Transformational Grammar.
- We focus on establishing rapport and building solid relationships. We realize that a relationship that took years to build by an OPO can be damaged in only a few seconds by the smallest words or actions. We want to prevent and solve any of these potential issues or conflicts before they become real.

### *We also focus on the most challenging aspects for organizations:*

- We want to make sure staff know how to expressively speak to a family's fears and concerns.
- We will train how to speak to that "Hard No" and how to handle that "Rapid Approach" to mention a few concepts
- We also train on the topic of how to have a successful and meaningful transition into an unfamiliar topic with the family by using utilization techniques.
- We ingrain in your staff that we must get to the root of the true issue: we teach methods of recognizing and inserting deeper questions with families to uncover the deeper concern.
- We believe in and teach simple brain-based ways your staff can increase and promote self-care as well as methods that ground positive states.
- We understand the importance of keeping well-trained staff, especially high performers, as well as maintaining a positive attitude.

## What Will My Staff Learn?

### *A Carousel of Intensive Practices and Potential (MAPPING) Through:*

- Hardwiring a Donation Framework that can be utilized on every approach.
- Utilizing Must Mentions that will foster success when talking with donor families.
- Building a Donation Transition that will prevent misconceptions before they become real.
- Knowing how to work through Common and Complex Objections.
- Creating pathways to move the donation conversation forward after the "Hard No".
- Handling Rapid Approaches.

### *Create the Bond and Build Subconscious Rapport Through:*

- Creating a Subconscious Bond of Trust using the Tragedy to grow the relationship (with donor families, hospital staff, medical examiners and pastoral support).
- Understanding and Using the Brain-based Wiring/Decision Strategies of the Key Family Members to Create Instant Connection and Target Concerns.
- Discovering what the Family Positively Wants, Instead of What They Don't Want - Beginning to Bridge from Despair to the Possible Good.

## *Understanding the Families Concerns and Unspoken Fears Through:*

- Deep Questions that Cut from the Surface Issue to the Core Concern.
- Knowing that Mind Reading is Mis-Reading; Guessing Destroys Delicate Rapport.
- Understanding that You Can Only Address the “Real” Issue; Cues that Say We’ve Arrived.
- Comprehending that “Why” Questions Produce Defense; Deleting “Why” and Learning to Ask Questions and Provide Crucial Information and Engage Deeper Thinking.

## *Developing a Life-Affirming Presence – ‘Being’ and Affirming Hope Through:*

- Building a Life-Affirming Presence Through Brain-Based Self Care – “Being The Change”.
- Learning to Create Grace States. (Staff Members Must ‘Be’ The Hope they are Offering). Operating in this Way, Families Will Be Naturally Comforted and Encouraged by Your Presence.
- Brain-Based Exercises that Significantly Relieve and Reset Your Stress and Traumatic Responses.
- Understanding the Neuro-physiology of Affirming Language; Demonstrations of How Negative Thinking Affects the Body/Mind.
- Exercises that Demonstrate the Dynamics of Negative and Positive Language . . . You Can Destroy or Build Hope . . . It’s a Choice.

## *Handling Objections – Moving Through the Fear Strongholds Using Critical Decision-Making Strategies Through:*

- Learning the 12 Core Decision-Making Strategies- Critical Attitudes and Needs – Managing the Approach Based on the Individuals Strategy.
- Understanding that Objections are Signals of Safety Issues: Restoring Safety...Moving Through the Strongholds.

### **Testimonial and Memoriam from the late James “Jake” Judkins – MSBS, CPTC. Former Program Director, Human Donation Science MSBS, University of Toledo College of Medicine.**

“Ms. Shipper and Mr. Lanphear have provided an invaluable service to the University of Toledo College of Medicine and Life Sciences Human Donation Science MSBS program.

The Carousel of Hope & Healing’s excellent program systematically explains how to form true rapport with families on many levels. It offers real-life examples and exercises that teach students how to analyze and discover individual’s learning styles, which are utilized to develop deep understanding quickly. Using the rapport and learning styles training, students better understand why a family may be saying no. Students then can develop a path that overcomes communication obstacles and empowers the profound gifts of life that can be made possible through donation. I highly recommend this training to any organ procurement organization.

This wonderful training has helped to prepare our students for real-world interactions with not only potential donor families, but with anyone whom they may encounter in their professional lives. The Carousel of Hope & Healing training served to impart an understanding of neuro-linguistic programming that helps to explain why individuals act and react in the ways we observe. The training allows students to better help those suffering through terrible loss and provide hope.”

## Your Trainers:

Two trainers with a combined 50 years expertise dealing with critical medically involved conversations using Brain-Based skill sets:



**Stephanie Shipper** is a Certified Trainer of Neuro-linguistic Programming (NLP) and a Consulting Kinesiologist (IAKP). For 33 years Stephanie has specialized in Brain-Based, pragmatic applications of neuroscience and transformational linguistics to foster resilience in the lives of Doctors/Medical Professionals, Researchers, & agencies serving the public good.

Her further background includes a core specialization as a Coach in the applications of Neuroscience, NLP, & Kinesiology to the treatment of traumatic responses, stress, and fears.

Among her clients are the North Carolina Physician's Help Program, (where she consulted with 'Disruptive' Physicians for 7 years), Live on NY (NY Organ Donors Association), American Women Emergency Physicians (AWEP), The People's Pharmacy (Authors of 5 NY Times Bestsellers & NPR Hosts), NIEHS, and NIH, and the US Army Peacekeeping Forces, PSYOP Division among others.



**Eric Lanphear** is a seasoned Organ Procurement Specialist with 17 years passion devoted to serving families and their medical support teams providing options and answers in the worst hour of a family's life. His real world, hands-on success working with hundreds of ethnically diverse family's throughout the country has provided a rich and varied vision in all the "right" ways to speak to grieving families. He personally has held the hands of many who are experiencing severe shock or trauma and assisted them to find a hopeful path through otherwise unspeakable tragedy, through organ and tissue donation.

Eric's distinguished service includes the Cleveland Clinic where he currently works on the Lung and Heart Transplant Team as an Organ Procurement Coordinator, Cleveland, Ohio. Further experiences span the NJ Sharing Network as the Asst. Director of Donation Resource Center, Buckeye Transplant as an Organ Coordinator, Tennessee Donor Services as a Family Services Coordinator, and Center for Organ Recovery & Education (CORE) as an Organ Procurement Coordinator, Pittsburgh.

## INVESTMENT:

**\$20,000** for twenty (20) participants. (This price includes a large group discount of **\$1,500** per person.) Additionally, we request reasonable travel expenses for both trainers, which should include airfare, transportation, meals, and hotels.

## Training Logistics

This Training is suitable for a group of up to twenty (20) and is comprised of three (3) four-hour (4) sessions, or twelve (12) hours total training.

Read more about us at:

[www.polishingleadersintodiamonds.com](http://www.polishingleadersintodiamonds.com)  
(on the Home Page scroll down to *Organ Donation*)

*We look forward to Serving!*  
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