

# The Carousel of Hope & Healing Proudly Presents:



## MAPPING

(Maximizing Authorization Practices and Potential)

*A Brain Based Remote Training in Maximizing Crucial Conversations*

A twelve and a half hour (12.5) small group and individually tailored training delivering the Knowledge and Skills for a new (or struggling) employee or coordinators who may just need a refresher to *Engage & Create* maximal impact in each conversation they have with a family.

**Our Intensive, Small Group, and One on One, Individually Tailored Remote Sessions Provide:**

- The tools and knowledge to have a successful transition into donation
- The knowledge to create a meaningful conversation with the family dealing with normal and unusual concerns
- Self & situational confidence in speaking with a family regarding the opportunity to donate
- Hands on 'real life' contact with two experts with a combined 50 year's experience in hospitals

**Who Will Find this Useful?**

This program is beneficial to everyone from new hires, coordinators that need a refresher, to coordinators that have performance problems and may need a new focus In their skill set

## Program Outline:

**1. Overview on approaching families.** Review of basic framework (Introduction, Condolences, Bond/Building Trust, Huddle Questions, Family Understanding, BD/Patients Condition (DCD) and guidelines for a family approach (This will differ based on the type of coordinator we are training. For example, Transplant coordinator, Family Services Coordinator, Donation Resource Coordinator (Call Center Staff)

- Can accommodate up to 2-3 people if they have same position.
- We provide Carousel of Hope and Healing Quick Reference Guide for memory retention
- Session Conducted in a 2 hour block

**2. Provide skills to transition and appropriate language for an Authorization or Notification (First Person/Donor designation).** Review examples of the different types of approach and trainees listen to how this sounds. Review and Practice full Authorization and Notification approaches.

- Can accommodate 2-3 people if they have the same position
- We provide approach guidelines for Authorizations and Notifications
- Session conducted in a 2 hour block

**3. Provide skills and knowledge to handle the must mentions which include: Building the transition utilizing contextual rapport (discussing age, medical history, and drug use). Dispelling the most common myths and misconceptions. Bringing up important concepts such as direct donation, Medical Examiner. Using open ended questions. Discussing tissue donation in the most effective and sensitive manner possible with the family.**

- Can accommodate 2-3 people.
- Will provide list of must mentions
- Session conducted in a 2 hour block

**4. How to establish Subconscious rapport and Learning styles of Decision-makers**

- Session conducted in a 2 hour block

**5. Mind Reading is Mis Reading – asking deeper questions. Questioning strategies to understand the difference between what the family is saying. Cutting from the surface to the center in a few brief questions.**

- Session conducted in a 2 hour block

**6. Self Care for Those Who Care – this session delivers concrete, quickly applicable brain-based skills to reset states of focus, calm, and the ability to recover from the experience of trauma**

**7. One on one approaching with instructor and new hire.** Here the new hire will pull all the knowledge, skills, and practices together to formulate an approach with a family. They will be able to handle authorization and notifications (donor designations). They also will be able to meaningfully transition into donation, be able to respond to objections, and will be able to keep conversation moving forward in a positive direction.

- One on one
- Session conducted in a 2.5 hour block



## 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:

**\$1,680** per person

Quantity Discount: **\$1,500** per person for groups of 3.

Also, larger group, more in-depth training is offered in a 3 day, on-site format. Please see site below.

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!*

Sign Up or Inquire with Eric Lanphear at:  
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