



The Carousel of Hope & Healing

In the worst hour of a family's life...hope & healing

NEWSLETTER – FEBRUARY 2022

Handling Objections: Getting to the Misunderstandings that Prevent Donation

It is a known fact that most Objections have misunderstandings about donation.

Examples:

- My family member's body will be treated in a disrespectful manner
- We will not be able to have an open casket
- Because my son was a drug addict . . . his body is useless

Misunderstandings, usually based on myths and fears about organ donation, will fuel the desire to say 'no.'

Given that Objections are often based on fears / incorrect understanding it is essential to understand the 'story' about the Objection. Success in getting past the 'no' depends on:

Your ability to . . .

- Realize that you do not know their story and most stories have misunderstandings
- Understand that Mind-Reading the Objection often destroys the rapport necessary to get to the underlying problem
- Be prepared to ask Deeper Questions. The real objection is in the story

Take the Next Step

The Carousel of Hope & Healing offers Brain-Based single and full courses on the many competencies necessary to 'Get to Yes' in the authorization process.

I invite you in particular to consider Part II, Discovering/Addressing Core Objections of our 'Getting to Yes' Series.

Find out more at: <https://carouselofhopeandhealing.com/getting-to-yes-part-2>

The strategies taught in this 2 hour seminar skillfully transfer how to create an emotional bond

with the traumatized family, while asking deeper questions.

- Deep questions that cut from the surface to the core concern
- Discovering/utilizing the story behind the concern to grow consent
- Language secrets that create comfort while compassionately addressing delicate emotions

Special Deal for March and April 2022: Save \$200 per course

Investment:

For your group of up to 4 Team Members: ~~\$1,295~~ **\$1,095** during March and April 2022.

We make this available at a time convenient for your team.

Read more and view our other courses at: <https://carouselofhopeandhealing.com/courses>

What are People Saying About the Training?

"I would like to recommend this course to new and more experienced Family Support Counselors. I learned a lot about the different types of learning styles. Recognizing these styles will allow better communication and teaching when working with families in the field.

Going over the must-mentions are very important to address concerns prior to being presented with it.

The role-play was excellent to mirror our approach styles and to work on a better and effective approach.

The stress relief techniques are fantastic to use in the field on active cases.

Self-care workshop is so valuable for our lives as care-givers to replenish our energy and be more efficient in our personal lives as better Counselors.

I highly recommend this course. It's immensely valuable on so many levels.

Thank you for your teachings and your efforts in working with us."

Lilliana Amador - Family Support Counselor III, GCCA-C, SharingHopeSC

YOUR TRAINERS

Eric Lanphear

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 families 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 time spent with the Cleveland Clinic, Ohio, where he worked on the Lung and Heart Transplant Team as an Organ Procurement Coordinator. 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. Eric is currently a Hospital Services Manager at Lifebanc of Cleveland, OH.

Mr. Lanphear's educational background offers a graduate certificate in human donation science from the University of Toledo, a B.S. in biology from Baldwin Wallace College. He also attended and completed medical school at Ross University School of Medicine on Dominica. In addition, he holds dual certifications as a Certified Procurement Transplant Coordinator (CPTC) and Certified Tissue Banking Specialist (CTBS).



Stephanie Shipper

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.



Find Out More:

Sign up through our website at <https://carouselofhopeandhealing.com>
or contact Eric Lanphear at:

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