

EMPOWERING VS. ENABLING

The art of asking the right questions, at the right time, using Humble Inquiry and Motivational Interviewing

Instructor: Erin Smital, Nursing Professional Development Educator, RWHC

Target Audience: Healthcare managers, leaders and supervisors, both experienced and new in their role

Program Description:

In a world that can value task performance over relationship building, it is vital to slow down and invest in the patients and staff that we work with on a daily basis. How you approach inquiry affects your relationships, your ability to get work completed, and ultimately your success as a leader and/or health care provider. By asking the right questions, at the right time, you can move an individual away from a state of ambiguity and uncertainty, towards finding motivation to make positive decisions and accomplish established goals.

Participants will learn to:

- Identify and explain the core principles of Humble Inquiry and Motivational Interviewing
- Recognize the value of vulnerability and why it is important in relationship building
- Establish trust with those they work with
- Identify ways to improve active listening
- Describe the difference between behaviors and judgments
- Explain the use of open ended questions and reflective listening

Consider taking this workshop if the following are mostly true for you:

- As a manager you feel that your employees “dump” their problems on you
- You don’t feel like your leadership is really making a difference
- You crave true connections with your patients or those you work with and/or supervise
- You are burned out with patients that seem to not take accountability for their own healthcare
- Flat out tired of telling your staff or patients exactly what to do, and when

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