Carson Tate:

You place your tongue on the roof of your mouth, then you inhale for three, and then you exhale for seven, but you exhale like you're blowing out the candles on a birthday cake. You do three, five, seven rounds of this breath and it's very calming.

Speaker 2:

NASN 2021 Virtual Conference is right around the corner. Come and learn about the latest topics and trends that are impacting school nurses around the world. Earn up to 20 plus contact hours of continuing nursing education, CNE credit, highlighting our theme, transforming student health: school nurses leading the way. Come and hear from our national and international speakers, including Dr. Mark Bracket, Carson Tate, Baldwin Cunningham, Dr. Byron McClure, and others to learn how you can continue to lead the way in transforming student health. Save your virtual seat today. Register via www.nasn.org.

Donna Mazyck:

Welcome to the NASN School Nurse Chat Podcast. This is Donna Mazyck, executive director for the National Association of School Nurses. The focus of today's podcast is work simply, live fully. This is actually a conversation our guests will have with us at our NASN 2021 Virtual Conference. That guest is our power hour speaker Carson Tate. Welcome Carson.

Carson Tate:

Hi Donna. Great to be with you.

Donna Mazyck:

It's great to have you here. I want to share with those who are listening a little bit about you, and then we'll dive into some questions and responses. A dynamic teacher and coach, Carson Tate is known for igniting personal transformation through her simple, powerful, and actionable strategies and tools. Carson serves as a consultant, coach, and trainer to executives at Fortune 500 companies. Some of those companies are AbbVie, Deloitte, FedEx, and Wells Fargo, among others. She is the author of Work Simply: Embracing the Power of Your Personal Productivity Style. Her views have been included in top tier business media online. You may have read an article or a blog from her.

Donna Mazyck:

Prior to starting Work Simply, she worked in human resources and sales functions with Fortune 200 firms. Carson holds a BA in psychology from Washington and Lee University, a master's in organization development and a coaching certificate from the McCall School of Business at Queens University.

Donna Mazyck:

We're so glad that we're able to have this conversation today Carson, so let's get started.

Carson Tate:

Thanks Donna. I'm looking forward to it.

Donna Mazyck:

I mentioned before the title of your upcoming session for the NASN 2021 conference simply titled Work Simply, Live Fully. You got to tell us the secret. It rolls off my tongue. [crosstalk 00:03:29]. It doesn't show up that way all the time. Tell us about Working Simply [crosstalk 00:03:33].

Carson Tate:

Well, no, Donna, it doesn't always happen that way, but I do think that's the intention and the goal. It is simplified streamline our work so that our work is the highest and fullest expression of who we are. We're leveraging our spurt strengths and we have the energy and the time to live our lives in a really full, rich way, the way we want to do it.

Carson Tate:

To do this, and we're going to dig into this in our sessions, I'm going to encourage everyone to stay tuned and come back and listen to that session as you get to personalize your productivity, we all think and process information differently. There's no one size fits all. Lean in and recognize that you're a choice and empower your choices. Invest your time wisely for the highest personal and professional return. Then we got to take care of that to-do list. We're going to taint it, which is a really important thing to do so you can focus your time and energy on those things that support you and support your organization and the children, your schools, and the health and welfare of the community.

Donna Mazyck:

Now, as a productivity expert, you speak of not focusing solely on output and reorienting for impact. What does that look like as you're coaching individuals and teams on this topic of productivity?

Carson Tate:

Donna, first we need to start with operational definitions around output and impact. I define, and my team at Working Simply, we all define output as busy work, face time, work to work, work disconnected to purpose, meaning results, serving customers, taking care of your children, taking care of your school, taking care of the health and welfare. That's output.

Carson Tate:

Impact we define is that results only work, that work that does have meaning, it does have purpose. It connects directly to the mission and the vision and the values of your organization. It serves your customers. It takes care of your children. It helps everyone live a healthy life.

Donna Mazyck:

I'm taking a minute to take that in. I'm swallowing that one. When we think about this disruptive year during this pandemic, for some folks who were not in the essential worker category, they've been living at work, the office in the house, the room, the closet, wherever, and find it challenging to reach their optimum productivity level. When you talk about impact results only, wow, how does an individual unlock and boost their productivity so they're working on what's meaningful, especially when they have competing responsibility?

Carson Tate:

Well, the first thing to do is to get really clear on your role. What did your organization hire you to do? Why did they hire you? What are your strengths, skills and contributions that you make? How do you generate revenue? How do you serve children? How do you serve customers? How do you support the work of the organization so it can live into its mission?

Carson Tate:

You can't unlock and boost your productivity until you're radically clear on the why of your work and what it is that you do that adds that impact, that is adding that impact in that value. Because once you're clear there, then you boost productivity by eliminating, reducing, automating those tasks and projects that don't do the things we just said. They don't drive mission purpose. They don't drive revenue. They don't serve customers. That's how you unlock it.

Carson Tate:

Now we are coming out of the pandemic, offices are reopening, essential workers have been on the front lines for us the entire time. One of the challenges that will continue, some places will be a hybrid workplace. In a hybrid workplace, the responsibility of me as a team member is districts intentionally recreate some boundaries around work and home.

Donna Mazyck:

If you're creating boundaries, you're talking about again, you start with the individual, right, knowing yourself, understanding yourself. To even create boundaries, a person would have to understand what they're about and what the choices are that are before them. You talk about empowering individuals to understand their choices. There's a choice to do something or not to do something. How do you help empower a person to find their voice and choice when they feel powerless?

Carson Tate:

We talk about this, Donna, in three different ways. First, we want to help our clients. We want to help the community. We want to help everyone move from what we call a victim. It happens to me, I have no agency, I have no choice, I have no control, to a victor in your life, where you're leaning into that self-efficacy and agency and choice. That's the kind of overarching shift.

Carson Tate:

We do it in a couple of ways. The first thing that I frequently do with clients is let's look at where you do have choice and control. I have them go through an exercise in their work day and write down, talk into a recorder if we're doing this live together, tell me every place you've made a choice today, or you did yesterday, or you can, because that starts to flip the switch. Oh, when we dial up the awareness, "Oh, I do have places of more choice and control in my work and my workday. I just hadn't maybe opened that blind or that perspective. I hadn't looked through that set of glasses."

Carson Tate:

Then the third thing that we do is we walk our clients through a framework. We call it empower your choices to help them to start to get really clear on what they're saying yes and no to and where their sense of choice, that agency, that personal agency, is being hijacked by guilt or guilt's cousin, the shoulds.

Donna Mazyck:

Those three aspects really put this in perspective when you're going, when you're moving from that victim to victor, that there is the ability to choose not everything, but where do you have that choice and control, as you said.

Donna Mazyck:

We do know that during this pandemic school nurses have found themselves overworked and exhausted as they help students at school communities with health and safety. What advice would you give school nurses to improve their performance without sacrificing their personal need for calm and rejuvenation?

Carson Tate:

Well, first, I would say thank you. Thank you for what you've done. Thank you for what you continue to do and for all of your tireless work and commitment to our schools and our communities. First, I think that's what I would want to say is just thank you, thank you, thank you.

Carson Tate:

The second thing would be you need to rest and recover. You have been literally on the front line. That term I believe is an intentional term that has some military connotations. They've been leading the way for us out front, the hardest work. Rest and recovery now is absolutely essential. As we transition into the summer months and schools go into summer break, this is an optimal time for self-care, rest, rejuvenation, whatever it is you need for your own emotional, mental, physical wellbeing.

Speaker 2:

Do you want to know how to personalize your productivity? Do you want to become better at time management and productivity by using a unique assessment tool that helps you discover your individual productivity style? Carson Tate's book, Work Simply: Embracing the Power of Your Personal Productivity Style, will help you with that.

Speaker 2:

Maybe you already know how to maximize your productivity and you want to know how to make your current job your dream job. Carson Tate's book, Own It, Love It, Make It Work: How to Make Any Job Your Dream Job, is packed with actionable steps and inspiring results-driven stories from Carson's consulting work. Own It, Love It, Make It Work equips you with a complete tool kit for making a living and enjoying your life. You can order any of these books wherever books are sold.

Donna Mazyck:

Simply put, if you've been leading the way, you also have to lead in your own rest and recovery.

Carson Tate:

And prioritize that. All of us are human beings. We are not robots that can go for hours and hours and days and months without a pause. Even we know with our technology, we need to turn it off and on. Nothing can go non-stop and maintain peak performance. That is just a universal law or phenomenon. Look at nature. What happens in winter?

Donna Mazyck:

Things shut down. They run dormant. They take a break.

Carson Tate:

Yes, [crosstalk 00:13:48] so that we have these glorious springs where things bloom and blossom, there's rejuvenation and rebirth, but it always follows the dark of winter, the rest and the recovery.

Carson Tate:

My hope is that the incredible nurses who have led from the front taking care of all of us in our schools will really lean on to summer as much as they can and prioritize their health.

Donna Mazyck:

Sounds like a prescription even.

Carson Tate:

[crosstalk 00:14:23] cannot write prescriptions, but that would be one I would love to write if I could.

Donna Mazyck:

Just on a level that's more in the moment, do you have any tips for individuals when they have moments of stress or anxiety in the midst of their workday? What can they do?

Carson Tate:

Laugh, move and breathe. I'm a huge fan of humor and laughter. It is a great emotional reset tool, so whatever makes you giggle, whatever makes you laugh. I mean, some people love those silly cat videos on YouTube. Other people love silly greeting cards. What is it that makes you laugh? That is a really powerful tool. It doesn't need to take long. Then any kind of movement. Physical movement will move emotion through the body in the most efficient way, so little dance party, walking around up and down the school halls, doing a lap around the playground, any and all movement.

Carson Tate:

Again, the power in all three of these is I'm not asking for 30 minutes. I mean, this is two to five minutes max.

Carson Tate:

Then the third one, which we've heard is the power of breath. One of my favorite reading techniques that we teach our clients, I call it the birthday candle breath. You place your tongue on the roof of your mouth, then you inhale for three and then you exhale for seven, but you exhale like you're blowing out the candles on a birthday cake. You do three, five, seven rounds of this breath and it's very calming.

Donna Mazyck:

I like that. I used to keep a bottle of bubbles in my office [crosstalk 00:16:17]. In order to blow the bubbles, you have to do that birthday candle breath. It was a fun thing to do, especially if someone walked by my office and wonder what is happening there.

Carson Tate:

Exactly. Then you can invite them to participate and all of your children I'm sure loved it. If you were in the school, I'm sure they loved all of the bubbles that they could blow.

Donna Mazyck:

Yes. That breathing is so essential, along with the laughing and moving.

Donna Mazyck:

Shifting gears a little bit, let's speak a few moments about employee engagement. We have a school nurse administrators and other school administrators who may be listening and how can that leader re-engage school nurses to increase their sense of connectedness on the job?

Carson Tate:

They can't do it alone. Employee engagement is based on a spin on social exchange theory. The relationship a school nurse has to her school administrator is very similar to the relationships we have with friends, partners, spouses. It's a social contract. Social exchange theory is based on give and take. Mutually beneficial healthy relationships, each person has an equal voice and commitment to the health and vitality of that relationship.

Carson Tate:

One of the challenges with the current employee engagement approach is that it's one sided. We're asking our school nurse administrators to be all knowing. This is what our nurses need. No, what is needed is a conversation between both. What is needed on the part of our school nurses as what do they need to be fulfilled, engaged and connected at work. Then have a conversation with the school nurse administrator to look for alignments. Where can their fulfillment engagement needs be met that in a way that aligns and serves the overall mission of the school? It cannot be done in a vacuum. It requires both parties to be intentional and thoughtful and engage in a conversation to create a personalized approach because engaging employees is not a one size fits all. It's engaging one heart and one mind at a time.

Donna Mazyck:

I get that picture of that two-way, that social exchange.

Carson Tate:

Exactly. Yes.

Donna Mazyck:

I did read on your website, you mentioned the platinum rule and work on employee engagement. Talk about what that platinum rule is. How does it show up in the workplace?

Carson Tate:

Many of the folks listening, might recall maybe learned at some point from a caregiver or in school, the golden rule. The golden rule is do unto others as you would have them do to you. Great way to foster empathy, build collaboration and community.

Carson Tate:

However, the platinum rule takes it one step further. The platinum rule is do unto others as they want done to them. Let's say for example, you're a school nurse administrator and you've got six nurses and you always start your virtual meetings with an icebreaker and lots of chatting and get to know you time. There's one nurse that never really engages or participates. Well, the story you tell yourself is, "Oh, maybe she's not a team player. She doesn't want to do this." Well, maybe the truth of it is she's a very analytical linear person and really is focused on the goal of the meeting and sees the chit chat as an impediment to the goal and just wants to get in.

Carson Tate:

How do you interact with her in a way and treat her the way that she wants to be treated and then treat another nurse the way he wants to be treated? That builds authentic connection. That builds trust. It builds collaboration and communication, is enhanced and elevated when you treat people the way they want to be treated.

Donna Mazyck:

That's right along with that two-way street, that social exchange.

Carson Tate:

Right. You're seeing a theme here, right Donna, that's emerging in my work.

Donna Mazyck:

[crosstalk 00:20:49]. Yes it is. It's really taking us on a journey where I am so happy that you'll be sharing at our conference, but it's difficult to bring this to a close, but I do have one last question. What one or two nuggets would you want to leave school nurses with after they attend your power hour session?

Carson Tate:

After they attend the power hour. I would just restate the three core objectives of that time, which should be to empower your choices, to use the empower framework, to make sure that you were saying yes and no to the things in your life, for your values, your goals, your priorities and intentions, and not getting hijacked by guilt and the shoulds, that you're investing your time wisely for highest professional return, and that you've taken a really critical look at your task list and tamed it so that it really does align with your strengths and your contributions and you've looked at where you were doing busy work or focused on output versus impact.

Donna Mazyck:

That's a great place to leave a teaser because now we need to listen to the whole power hour session. This has been a wonderful conversation. Carson Tate, thank you for being our guest for this NASN School Nurse Chat podcast.

Carson Tate:

Thank you, Donna. I appreciate it. I look forward to seeing virtually and getting to chat and interact with everyone at the conference in a few weeks.

Speaker 2:

Join us for the NASN 2021 Virtual Conference starting on Monday, June 21st through Friday, June 25th, 2021. This year, NASN is having an exclusive talk with productivity expert Carson Tate on Tuesday, June 22nd, from 2:50 p.m. to 3:50 p.m. Eastern standard time. Carson will help school nurses learn how to optimize their productivity without sacrificing their own wellbeing. Learn how to work simply, live fully at the NASN 2021 Virtual Conference. Sign up today for the NASN in 2021 Virtual Conference via www.nasn.org.