



T H E H A P P Y M D . C O M

# TRAINING CATALOG

## 2018-19

[ Since 2014, over 30,000 Physicians trained for 163 organizations to date ]

# BURNOUT PROOF LIVE WORKSHOP

*Lower stress, build life balance  
and a more Ideal Practice*

**Time Frame:**  
60-90 minutes

**Audience:**  
Physicians and APP's  
Physician and Administrative  
Leaders including C-Suite & BOD  
All Staff  
And Mixed Audiences

This training is appropriate for all employees of a healthcare organization. We deliver a 90-minute version to physicians and other frontline providers, and a 60-minute version to mixed employee groups — nurses, medical assistants, reception, administrators — teaching them the things we have learned from doctors that can help them prevent their own burnout.

The content is incredibly important for all healthcare leaders both physicians and non-physicians.

When training providers, we also highly recommend spouses and significant others be invited. The significant other is your early warning system for burnout. They learn a lot and enjoy this training immensely.

This interactive, high energy live workshop teaches how to recognize and prevent burnout, lower stress and build a more balanced life using insights from Dr. Drummond's 2100+ hours of one- on-one physician coaching and training over 25,000 doctors for over 130 organizations to date

## Learning Objectives:

Upon completion of this training, all attendees will:

- Understand the difference between stress and burnout.
- Understand the three main symptoms of burnout and how they differ in men and women.
- Be able to recognize burnout in themselves and others.
- Understand first steps to reverse burnout in themselves and colleagues.
- Understand burnout's pathophysiology, effects, complications and five main causes.
- Learn and practice the six most impactful burnout prevention tools from our executive coaching practice. Includes Ideal Job Description, Schedule HACK and Boundary Ritual.
- All attendees will begin planning their own personal burnout prevention strategy and identify their first action step.

# ONE MINUTE MINDFULNESS TRAINING

*Become the Eye of the Storm in  
your practice day*

**Time Frame:**  
60 minutes

**Audience:**  
Physicians and APPs  
Physician and Administrative Leaders  
All Staff  
And Mixed Audiences

This interactive, high energy workshop teaches an instantly deployable, single breath mindfulness technique — the “Squeegee Breath”. The SqueeGee Breath technique was proven effective in a research project with 24 volunteer physicians. 13 of 16 measurements of mindfulness, stress and burnout showed statistically significant positive changes.

[\*Download a PDF of the Research Report\*](#)

## **Learning Objectives:**

Upon completion of this training, all attendees will:

- Develop a personal working definition of Mindfulness.
- Understand the benefits of mindfulness, both personally and as a healthcare provider.
- Practice sitting meditation — perhaps for the first time.
- Learn and practice the four-part SqueeGee breath.
- Understand modern Trigger Theory of habit formation.
- Develop a personal plan to deploy the SqueeGee Breath with a “SuperHabit Trigger” the next day on the job.

*Dr. Drummond did 6 presentation sessions in one day and had over a thousand attendees total. We were amazed to find him more alive, more animated and even more connected with his physician audience at the end of the day. There was so much interest that we had standing room only.*

*The training was phenomenal. We learned a lot from Dr. Drummond. This was our first burnout prevention event. And any future event will be hard to top what Dr. Drummond delivered. The standard is now set so high. Ouch for me.*

**~ Joanna Tan MD**  
**Chair, Physician Wellness Committee**  
**St. Jude Heritage Medical Group, Fullerton, California**

# TRANSFORMING PHYSICIAN RESISTANCE TO CHANGE

*Key leadership skills to create  
physician engagement*

## CONNECTING WITH AND INFLUENCING PHYSICIANS

**Time Frame:**  
60 minutes

**Audience:**  
Physician and Administrative Leaders  
including C-Suite and BOD  
This training is for anyone who must  
influence the behavior of physicians to do  
their job

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to start customizing a training event for your people

This interactive, high energy, live workshop teaches the unique comfort zone of the practicing physician. Attendees learn why common patterns of physician resistance to change are to be expected as result of the conditioning of their medical education process. Multiple methods to connect with and influence a physician's behavior are shared.

### Learning Objectives:

Upon completion of this training, all attendees will:

- Understand why physician resistance to change is normal.
- Learn the unique "hub and spoke" comfort zone of physicians.
- Learn the two missing pieces to physician engagement in most organizations.
- Learn specific steps to enroll physicians in any change effort.
- Construct a personal action plan — with specific steps — to build physician engagement.

*We were impressed with his enthusiasm, his talent as a trainer and the power and simplicity of his teachings. Dike's burnout avoidance techniques can easily be applied to clinicians and administrative employees alike - without major efforts at training or life-style disruption.*

*Every attendee I have spoken to has indicated enthusiastic engagement with the session. All were excited to try the tools for burn-out avoidance on both themselves and their physician teams.*

*Dike's presentations made me look 'smart.' More importantly, I am confident his message will have an impact.*

**~ Miles Snowden MD**  
**CMO, TEAM Health**

# NIMBLE LEADERSHIP

*How to lead when your crystal ball has gone dark*

## Time Frame:

60 minutes

## Audience:

Senior Healthcare Leaders including C-Suite and BOD

This interactive, high energy live training focuses on leadership skills for a VUCA environment. VUCA = Volatility – Uncertainty – Complexity – Ambiguity. Attendees learn specific skills developed by the Army War College, to maintain a proactive leadership focus despite little ability to predict short or long-term industry changes.

## Learning Objectives:

Upon completion of this training, all attendees will:

- Learn three principles for effective leadership in a VUCA environment:
  - *Clarity* – what you can be clear on when all around you is complex, uncertain and ambiguous.
  - *Readiness* – how to engage your teams in innovation and readiness activities.
  - *Resilience* – how to maintain your teams in the optimum band of the stress vs. performance curve.
- Develop a personal action plan to immediately deploy these new skills with their work teams.

*We retained Dr. Drummond to provide three full days of burnout and leadership training at all five of our system hospital locations. Dr. Drummond is a gifted speaker that cares deeply about physician wellness. Unlike some other burnout trainings I have attended, Dr. Drummond provided practical strategies to increase health and well-being in a very entertaining and positive way. His energy, enthusiasm and sense of humor never faded despite eight hours each day with our people.*

*I was surprised how applicable his message was to the administrators and other types of providers in the room. I will be personally applying several of the tools I learned. I absolutely recommend Dike's training. He provides a very positive message that we will use to unify our teams and organization.*

**~ Doug Boysen**

**President & CEO Samaritan Health Services  
Corvallis, Oregon**

# THE QUADRUPLE AIM BLUEPRINT

*A four-part, proactive, organization-wide burnout prevention strategy*

## Time Frame:

45 - 60 minutes

## Audience:

Senior Healthcare Leaders including C-Suite and BOD  
Physician Wellness Champions  
Members of your Physician Wellness Committee

This interactive, high energy live workshop teaches how a single physician leadership committee controlling a four-part strategy can build an organization-wide burnout prevention program and hard wire the Quadruple Aim into the systems and culture of your organization.

## Learning Objectives:

Upon completion of this training, all attendees will:

- Understand the connection between burnout, engagement and the Quadruple Aim.
- Understand the gap in the medical education process when it comes to stress, life balance, self-care and burnout prevention.
- Learn a four-part strategy to lower stress and prevent burnout across the organization:
  - Education — Live training, self-study, web based training.
  - Rapid, survey-targeted quality improvement projects.
  - Crisis management — both formal and informal systems.
  - An active and engaging social/cultural calendar for your people.

*"I continue to get emails and texts and calls thanking me for bringing in Dike and how refreshed they have felt.*

*Dike's presentation let our staff know that they were not alone and what they experience daily is not unusual. The medical staff for the first time has a valuable resource and learned some things that were for them only. I personally learned to recognize burnout and it's complications. I use the 4 part super breath and the hack he taught for the stressful events in my practice and it does make a real difference."*

**~ Kurt Shuler MD**  
**Chief of Staff**  
**Sutter Davis Hospital, Davis, California**



# PHYSICIAN LEADERSHIP POWER TOOLS

*Simple tools to lead your team  
and stop working so hard*

## Time Frame:

45 - 60 minutes

## Audience:

All Physicians and APP's

All Physician Leaders

All Healthcare Leaders including C-Suite

This interactive, high-energy workshop teaches new physician leaders the importance of creating a culture of trust on their teams and the skills to make that happen.

## Learning Objectives:

Upon completion of this training, all attendees will:

- Identify the default physician leadership paradigm and its problems.
- Learn a leadership paradigm of Trust, Teamwork and Performance that is matched to the needs of a straddle leader.
- Learn and practice five skills to create a culture of trust and high performance on their teams:
  - Treat yourself like a dog.
  - Lead by asking questions.
  - Measure it or forget it.
  - Awareness of stress/burnout.
  - Recognize and deal with dilemmas.

*Dike has a very dynamic but sensitive delivery. He is not afraid to ask challenging questions like... “So why doesn’t your mission statement say anything about caring for your caregivers?”*

*Our Wellness steering committee could not have been more pleased with content and feedback. I continue to get email requests for regional site visits for Dike’s presentations.*

*Dike also spoke very frankly with our Wellness steering committee to narrow the focus of our proposed work on the primary issue.... Burnout. His presentation and consultation strengthened our resolve to press forward with our work.*

**~ Tad Jacobs DO  
Chief Medical Officer  
Avera Health System, Sioux Falls S.D.**

# PHYSICIAN'S GUIDE TO NAVIGATING A BUREAUCRACY

*How to get what you need for your Ideal Practice when you are not the "Boss"*

## Time Frame:

45 - 60 minutes

## Audience:

Physicians and APP's  
All Physician Leaders

This interactive workshop fills another hole in physician's medical education – how to manage your boss and get what you need inside a bureaucracy. The tools are applicable to any large organizational setting – employer group, hospital, health plan, ACO.

## Learning Objectives:

Upon completion of this training, all attendees will:

- Get the support you need to create a more Ideal Practice.
- Learn the keys to influence inside a bureaucracy.
- How to manage your boss.
- When to ask for forgiveness and when to ask permission.
- Why you must take your "doctor hat" off in these situations.
- Four Power tips, including:
  - No whining – always bring a WIN:WIN solution.
  - Always rehearse your conversation.
  - The continuation rule for conversations with your boss.
  - If you meet resistance, volunteer to be a pilot project.

*We asked Dr. Drummond to train all 6,000 of our physicians on the topic of burnout, giving our people new prevention tools and starting an open discussion on this difficult subject. His energy and ability to communicate the training principles with impact and humor never flagged despite 13 full training days with our people.*

*We were heartened to hear many of our doctors express that they felt less alone and more empowered following this training. We look forward to the impact these learnings will have throughout our organization.*

**~ Edward Ellison, MD  
Executive Medical Director - Chairman of the Board  
Southern California Permanente Medical Group (SCPMG)**



# CONTACT & MORE INFORMATION LINKS

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Full Speaking/Media Page is [here](#)  
Examples of Common Training Day Structures [here](#)  
Speaking Testimonials are [here](#)  
Dr. Drummond's Bio is [here](#)

## You can also contact us

By phone at 206-430-1905  
By email at [thehappynd@gmail.com](mailto:thehappynd@gmail.com)  
Or using this [contact form](#) at the website.



*I hope to teach you and your people some practical burnout prevention tools very soon.*

*Until then, keep breathing and have a great rest of your day,*

***Dike***