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5 Reasons Care Crowd VT is a Must-Have: Our Clients Make the Case!



The ways in which care is being administered, delivered, and covered is all changing at a fairly rapid pace. So, it's no surprise that the ways

in which we train and engage care professionals is also changing. Facilities that want to acquire or maintain a competitive advantage must continually seek ways and means for their employees to remain best-in-class while also keeping an eye on the bottom line. This is where **Care Crowd VT** comes in.

No doubt about it, there are several online training programs that care professionals can leverage. But perhaps none come even close to fulfilling *all* of the needs of your facility (or facilities). **Care Crowd VT** is a revolutionary, interactive, video-based online training platform that is custom designed to give you and your staff mastery of the skills, techniques and attitudes needed to ensure your success as a care provider.

This innovative training series has already been implemented at care facilities (both large and small) across the U.S. and the results and feedback have been nothing less than phenomenal. The program has clearly demonstrated an increase in employee and customer retention, empowerment, and morale. Simply put, the program is a must-have—and that's existing Care Crowd members' words, not ours!

In fact, when we asked current Care Crowders to tell us what they liked about the program, they consistently came back with six repeating themes.

Why Our Clients Say They Need Care Crowd VT

1. It's ever-evolving.

The *Care Crowd* is a growing community of care professionals dedicated to improving care from within. As the number of dedicated care professionals who join the Care Crowd begins to grow, so too does the information sharing, success stories, and networking—just to name a few. The **Care Crowd** is indeed ever-evolving and adding new features and functionalities, many of which arise directly from our clients' feedback. Blogs, virtual tradeshow,

and job postings are just a few recently added or planned features.

What our clients are saying:

“To be honest, I started Care Crowd thinking it would be just another typical training program, but I have found it to be so much more. Not only have I found a wealth of meaningful and relevant information, but I’ve also tapped into a community of peers.”

2. **It’s for everyone in your facility—everyone.**

Care Crowd VT offers something for everyone in the care continuum, from housekeeping to CNAs to administrators. The interactive training is tailored to those who might find it difficult to attend or afford professional training, and also offers insight and information to the most seasoned and senior care staff.

With **Care Crowd VT**, you have an interactive training platform that allows you to quickly and effectively upskill your entire facility. Those who traditionally don’t have the extra time or means (food service, cleaning staff, etc) will appreciate and be particularly eager to leverage training that can improve their on-the-job skills and professional outlook.

3. **It’s more than competitively priced and tailors for the exact needs of your facility.**

We all know that online training is cost-effective because it eliminates the expenses of travel and consulting fees that are inherent with onsite training. In fact, according to a recent study of training techniques by Osterman Research, Inc. almost 80 percent of executives who employ online training and conferencing cite the elimination of travel costs as an important reason for doing so.

Online training can undoubtedly prove cost-effective, however, some online providers have found ways to hinder cost-savings via *nickel and diming* their customers. For example, a provider may offer an initial package that looks attractively priced. But, some facilities learn quickly that they are charged a fee or an additional license every time they hire a new employee who needs to take the training. This can add up quickly if your facility experiences high turnover.

Fortunately, **Care Crowd VT** training is different. It offers *unlimited* users at the licensed facilities to easily accommodate changes in staff and turnover over the course of the license period. Site licenses cover a period of three years and an unlimited use of the **Care Crowd VT** training platform—no fine print or hidden fees.

What our clients are saying:

“One of the best things about Care Crowd VT is its price. Not only is it affordable, but we have the option to pay in installments, which really helps when it comes to budgeting and forecasting.”

4. **It’s convenient.**

According to a study conducted by Wainhouse Research, online training’s flexibility ranks among the highest reasons employees participate and find online training beneficial. That study said online training and conferencing accomplishes two key things: It allows trainers to reach and include learners

who could not attend before and it supplements in-person courses. The study said the leading reason individuals choose to attend online training sessions as a replacement for in-person events is the ease of fitting them into their schedules. Fully 82 percent of respondents cited convenience as a motivating factor.

Care is obviously not a 9-to-5 gig, and there's no doubt that care professionals work busy and hectic schedules. Finding a training time that may be suitable for one group of employees is bound to cause a scheduling conflict for another group. With **Care Crowd VT**, you don't have to worry about accommodating for everyone's schedule. Participants can simply log in when they have time, or an agreed-upon designated time set by their supervisor.

Employees on the second and third shift often miss out on keynote speakers or trainers. However, with **Care Crowd VT**, evening and overnight personnel can participate in, and leverage, the same training their day shift counterparts do. They won't feel *left out*.

5. **It's a modern approach to learning.**

Care Crowd VT is helping to spawn a phenomenon: the collaborative workplace. **Care Crowd VT** can create an environment at your facility where information travels freely, employees are engaged and communicating, and most importantly—solving challenges together.

At the heart of **Care Crowd VT** are 4 pillars that *define what it means to be a Care Crowd member*. These simple principles establish a framework that forms a strong foundation you can build your care career on for a lifetime of success.

- **Care is Cool!**
- **Customers are Great!**
- **Teaming Makes it Easier**
- **I (personally) Make a Difference**

By joining the Care Crowd and mastering these fundamental, yet critical courses, you make tremendous strides in *improving care, building self-esteem, fostering partnerships* and *driving accountability* at all levels. ***Become a part of the solution today!***

What our clients are saying:

“Care Crowd VT's course content is outstanding, and the way in which it's delivered is even better. It covers the primary components that care professionals face and struggle with every day.”

Please take just a few moments for Clint to tell you more about **Care Crowd VT**.

This opportunity for your employees only costs literally pennies per employee per month. Please view the video below and let us know your thoughts.

Thanks for your time, and if you have any questions, call 800.356.2233



Communication Corner

Are You a Chronic Complainer? Three Signs to Keep in Mind

You may roll your eyes or grimace when you hear someone gripe and moan, but is it possible that you're actually the one guilty of chronic complaining?! To be sure, most chronic complainers are unaware of their nasty habit. So, how can you tell if you fall into the chronic complainer category? Fortunately, there are some telltale signs, and moreover simple steps you can take to put an end to your urge to complain.

Signs you may be a chronic complainer:

1. **Your first reaction to requests and/or statements is often full negativity and disagreement.** Chronic complainers rarely take a colleague's statement at face value, but rather they try to find a way to focus on areas of negativity or disagreement. For example, a co-worker may say "I really like the new staff rotation we're implementing." A chronic complainer's reaction may be something along the lines of, "Yeah, but we didn't have a say in the rotation. No one asks for my opinion."

Avoid the complaining: Try to focus on processing what someone has told you for purely what it is. Avoid making the statement or question about you.

2. **You feel powerless, as if you have no control over what happens in your life.** If you feel like everything happens to you, as opposed to being in control and in charge or your like, your natural reaction may be to complain. To be sure, chronic complainers usually have an image of the way things should be and they get quickly and constantly irritated when things don't go their way.

Avoid the complaining: Identify what you have control over and start making decisions and choices that will make you happy. You can't control things like the weather or stock market, but you can voice your opinions to your boss or co-workers in a constructive way if you're not happy with something.

3. **You often use words like *always* and *never*.** It's usually not accurate to describe as always or never, but if you're a chronic complainer you may often use these descriptors. For example, "I can never rely on my co-workers to help me out," or "I always get difficult patients."

Avoid the complaining: Chronic complainers often like to shift blame to anyone and everyone but themselves. So, make a conscious effort to take responsibility for your own actions. When you take responsibility, you put yourself in a position to view situations realistically.

Complaining does not work as a strategy. We all have finite time and energy.

Any time we spend whining is unlikely to help us achieve our goals.

And it won't make us happier."

•Randy Pausch



Employees Matter

7 Simple Ways to Get Happy & Grateful for What You Have!

As healthcare professionals, we probably know more than anyone that until one's health is actually gone or failing, they never realize how much they took it for granted. Indeed, not until something is taken away from us do we realize how much we have to be grateful for. Gratitude can also help you maintain a positive, healthy outlook. By making a conscious effort to be grateful for your blessings, you can more fully enjoy your life, as opposed to dwelling on what you want or don't have. Here are some simple steps that will help you get there:

1. **Get into the habit of reframing what you perceive are negative situations.** Kids getting on your nerves? Dreading going to work? When you start to feel frustrated or irritable, reframe those situations. You have a job! You have healthy children.
2. **Replace "I have to" with "I get to".** You don't actually have to go to the gym. You get to go to the gym because you're healthy and have functioning legs. This simple change of thought can bring a wealth of gratitude into your life.
3. **Catch up on the news.** Unfortunately, there's no shortage of tragedy from your local community to across the globe. Opening your eyes to current events helps keep your life and blessings in perspective.
4. **Listen to your favorite songs, or indulge any of your other senses.** Get a massage, enjoy your favorite food, simply taking time to acknowledge your senses can help you enjoy life.

5. **Be grateful of the negative things in your life.** When you take time to acknowledge the hurdles and obstacles in your life, and how far you have come, you create a mindset for gratefulness.
6. **Learn and use positive words every day.** Words like blessed, blessings, gifts, talents, fortunate, fortune and health are a few words that if used regularly, can help you realize the positive aspects in your life and help you be more appreciative.
7. **Replace complaints with compliments.** When you find yourself focusing on what you believe you're lacking "I wish my car were nicer, my house were bigger, I had more money" replace it with thoughts of what you are grateful and thankful for.

"Gratitude turns what we have into enough."
—Author Unknown



News You Can Use

Recent Budget Proposal Aims for \$400 billion in Medicare Reductions

Nursing homes will be asked to deliver care much more efficiently, and for significantly less, over the next 10 years based on proposals in the 2016 federal budget recently released.

The budget would extract close to \$400 billion over the next 10 years from Medicare, Medicaid and other programs. Of that amount, about \$100 billion would come from reduced inflation updates for providers that care for hospital-discharged Medicare beneficiaries.

Additional Implications

The budget would also impose a single bundled payment for many post-acute care services provided by long-term care facilities, and continue to incentivize nursing homes and home health agencies to deliver care more efficiently through the accountable care organization model.

Many Medicare beneficiaries would be forced to pay more for their care, including a controversial co-payment for home care services. The plan would also exact a surcharge on beneficiaries who purchase private Medicare supplement coverage, and charge higher physician care and prescription drugs premiums to high-income beneficiaries.

The American Hospital Association responded to the proposals, calling the Medicare proposed cuts "short sighted". The National Association for Home Care & Hospice released a statement strongly opposing home health co-payments or cuts, noting previous changes have already cut home health by around \$100 billion over 10 years.

"The reason I talk to myself is because I'm the only one whose answers I accept."



Just For Fun

Special Pet Names?

An elderly man was invited to his old friendâ€™s home for dinner one evening.

He was impressed by the way his old buddy preceded every request to his wife with endearing terms-calling her Honey, My Love, Darling, Sweetheart, Pumpkin, etc. The couple had been married almost 70 years and they were still very clearly in love.

While the wife was off in the kitchen, the man leaned over and said to his buddy, â€œI think itâ€™s wonderful that, after all the years youâ€™ve been married, you still call your wife those loving pet names.â€

The old man hung his head. â€œI have to tell you the truth,â€ he said. â€œI forgot her name about 10 years ago.â€



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