

TRACY SANSON  MD

# It should be about You!

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Tracy Sanson MD, FACEP



# My job is:

- Rewarding
- Satisfying



**SLOWLY  
CRUSHING  
MY SOUL**



If you think the grass  
is greener on the  
other side, it's  
because it's  
fertilized with  
bullshit.





Why yes, I'm a bit stressed.  
Why do you ask?

# Healthcare workers during the pandemic



100% 

2019



75% 

2020



50% 

2021



25% 

2022



0% 

2023

# Stress

75% state job is source of stress

> 50% state stress negatively affects productivity

50% are considering a new, less-stressful position

[American Psychological Association](#)

# WHAT'S THE BIGGEST DRAIN ON RESILIENCE AT WORK?

Survey responses from 835 British employees.







The squirrel in me recognizes the squirrel in you.



W  
4

H  
4

O  
1

A  
1

M  
3

I  
1

Our own  
personality

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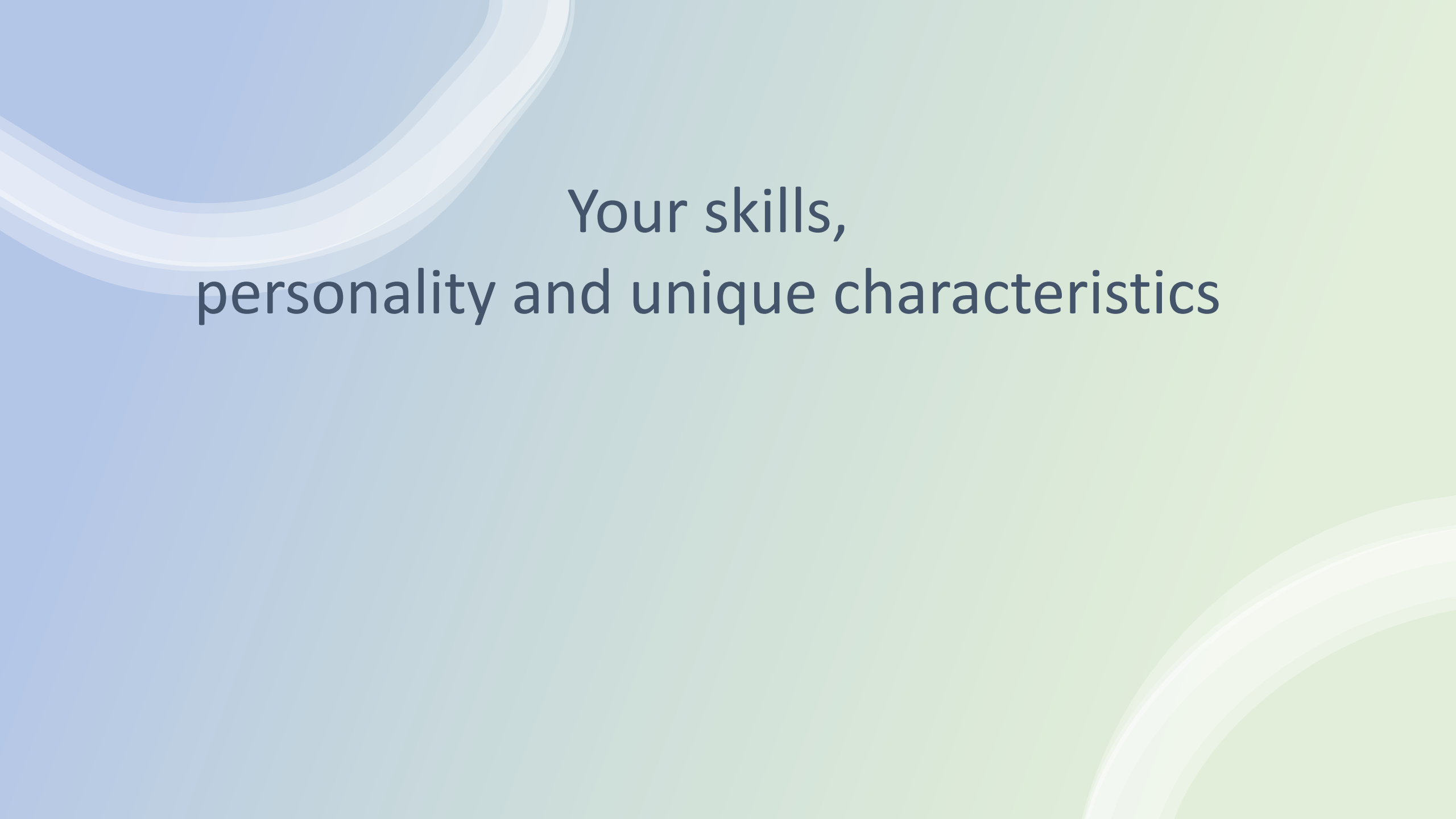
What is motivating

---

What is rewarding

---

Our level of tolerance  
for dissatisfaction



Your skills,  
personality and unique characteristics





**IMPORTANT**







Work harder on yourself  
than you do on your job.

Jim Rohn





Powerful, clear idea  
that comes to mind



Positive



Represent values, abilities  
and actions that others  
associate with you


As the door closes behind you, people  
look at each other and say

- “Wow, working with her is great. She’s so \_\_\_\_\_.”
- “She’s really something, isn’t she? She’s so \_\_\_\_\_.”

“She’s so \_\_\_\_.”

“He’s so \_\_\_\_.”

**One Statement**

- 
- Who you are
  - What you do
  - What makes you different
  - How you create value for your target market

A red ballpoint pen is shown writing the word "mitsakes" on a sheet of light blue lined paper. The pen is positioned at the top right, with its tip touching the letter 's'. The word is written in a simple, lowercase, sans-serif font. The paper has horizontal lines and a vertical margin line on the left side.

mitsakes

As the door closes  
behind you, people  
look at each other  
and say?

One Statement



Rigorous  
Quality Control







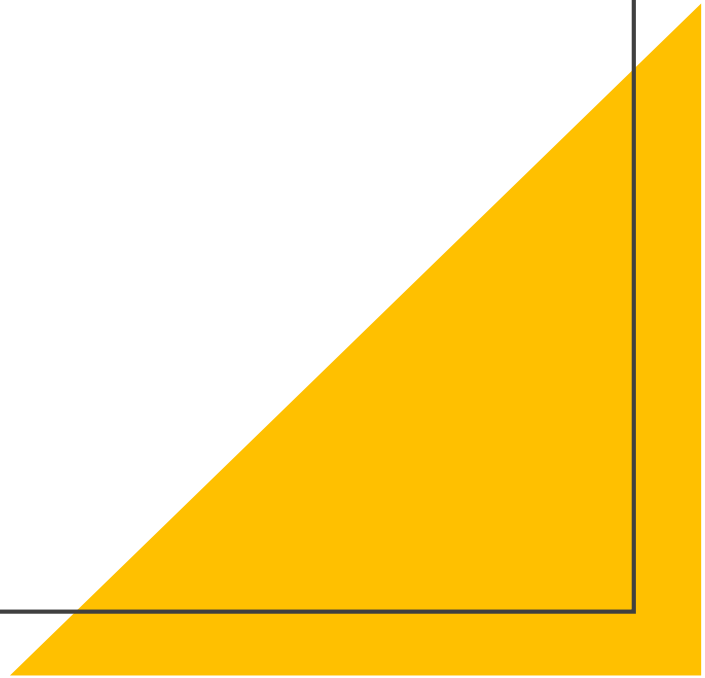
















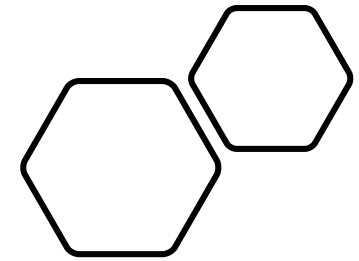
J B E R



**UNITED**



















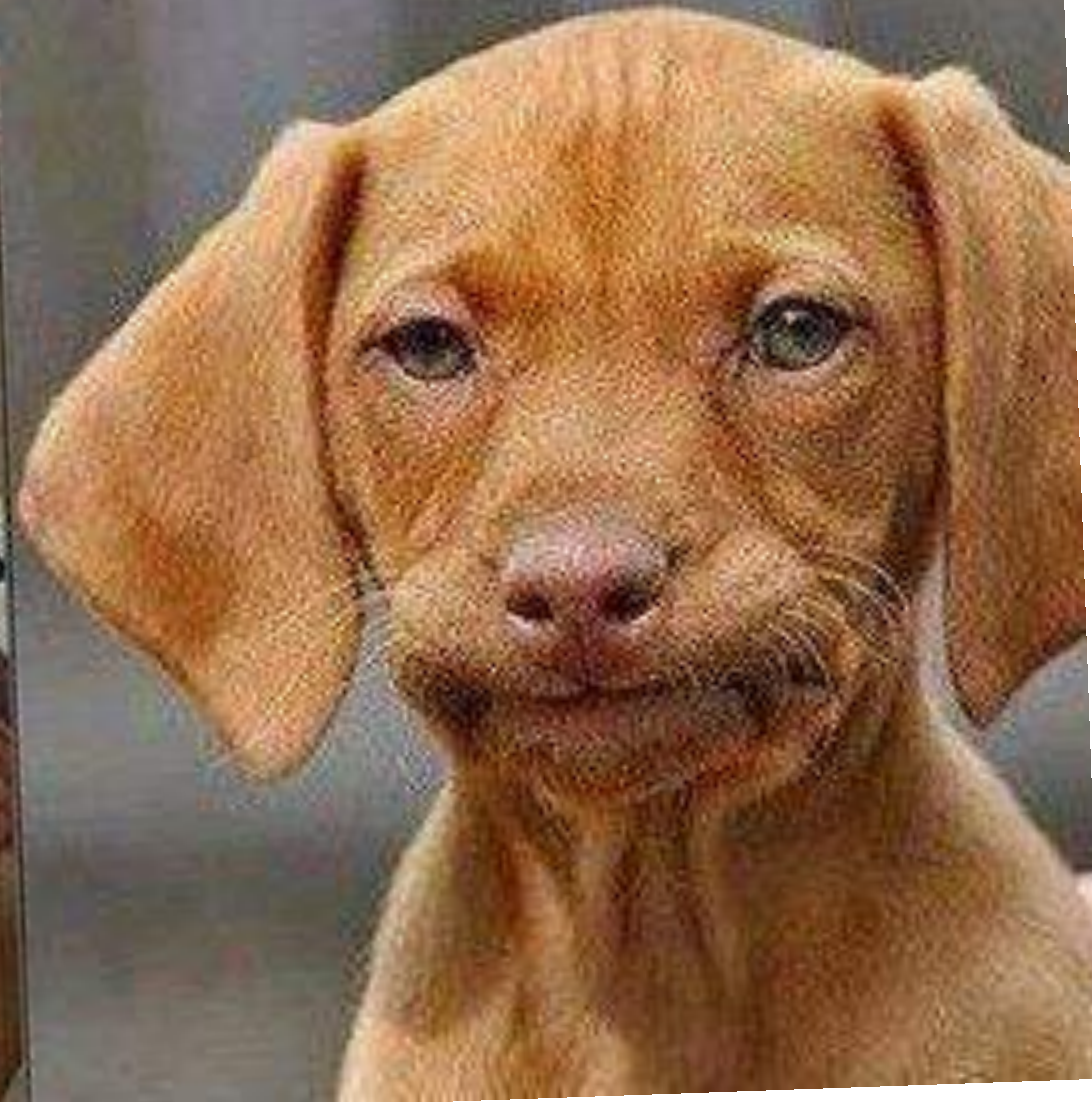
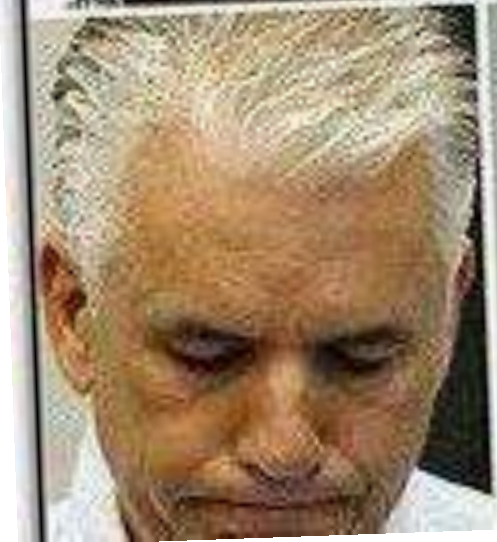








**ONE  
BAD  
TWEET.**





What is that one statement?

## Everything affects your Brand


- The way you talk, walk, dress
- Your customer service & presentation skills
- How you negotiate & meet obligations
- How you follow through on promises
- How you treat people





*A **Bad tired** is when you  
have spent all you  
have, but it meant  
nothing to anyone.*





*A **Good tired** is when  
you have spent  
everything you have  
and you accomplished  
something!*



Has anyone  
told you yet today  
just how absolutely,  
positively, incredibly  
amazing you are?

No matter  
where you are in  
life,  
We can all agree



I'm shaped  
to be part  
of  
something  
significant!



**TO CATCH THE SQUIRREL, YOU MUST  
BECOME THE SQUIRREL.**

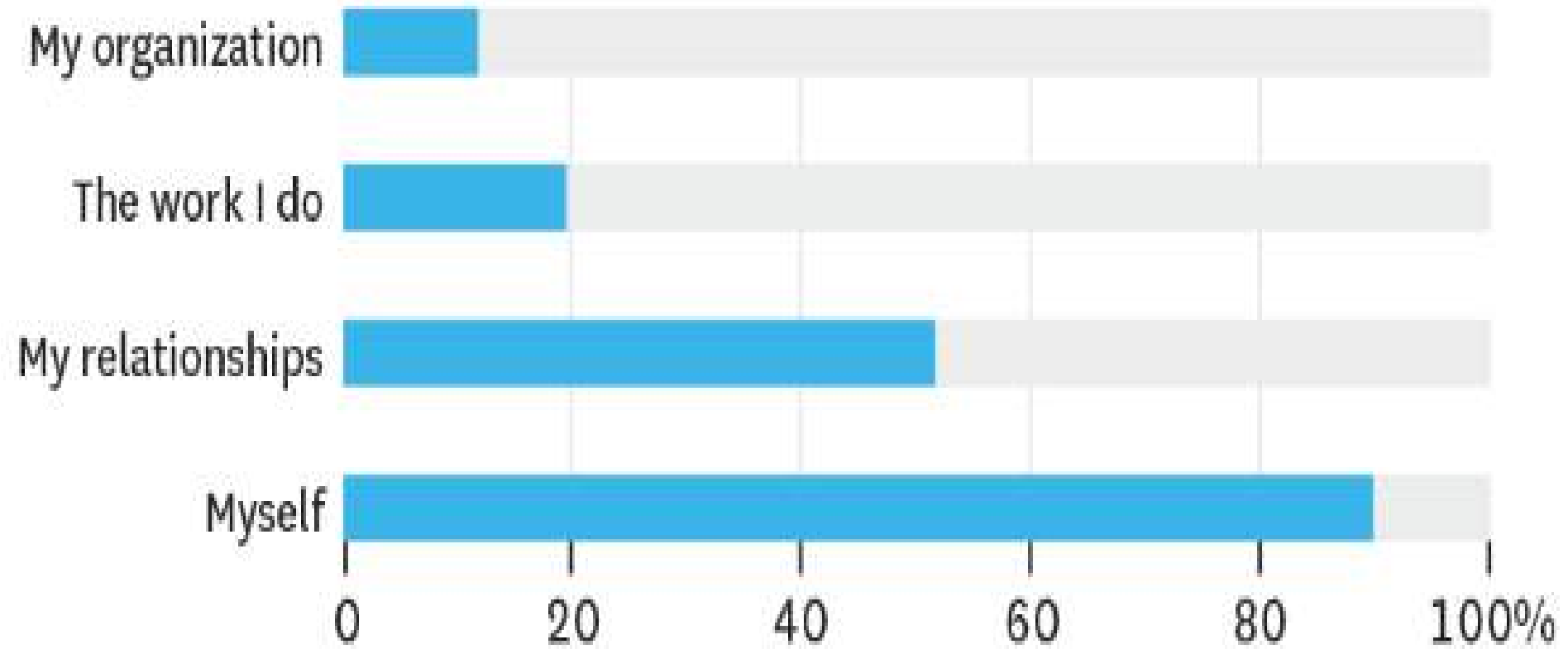
A person wearing a blue uniform with a badge on the chest is sitting on a stretcher in the center of a cluttered ambulance. The ambulance interior is filled with medical equipment, including a gurney on the right, a control panel on the left, and various supplies scattered on the floor. The person has their hands clasped in their lap and appears to be looking down. The text "I'M SORRY, I TRIED" is overlaid in large, bold, white letters with a red outline across the bottom of the image.

**I'M SORRY, I TRIED**



## WHERE DO YOU GET YOUR RESILIENCE FROM?

Survey responses from 835 British employees.

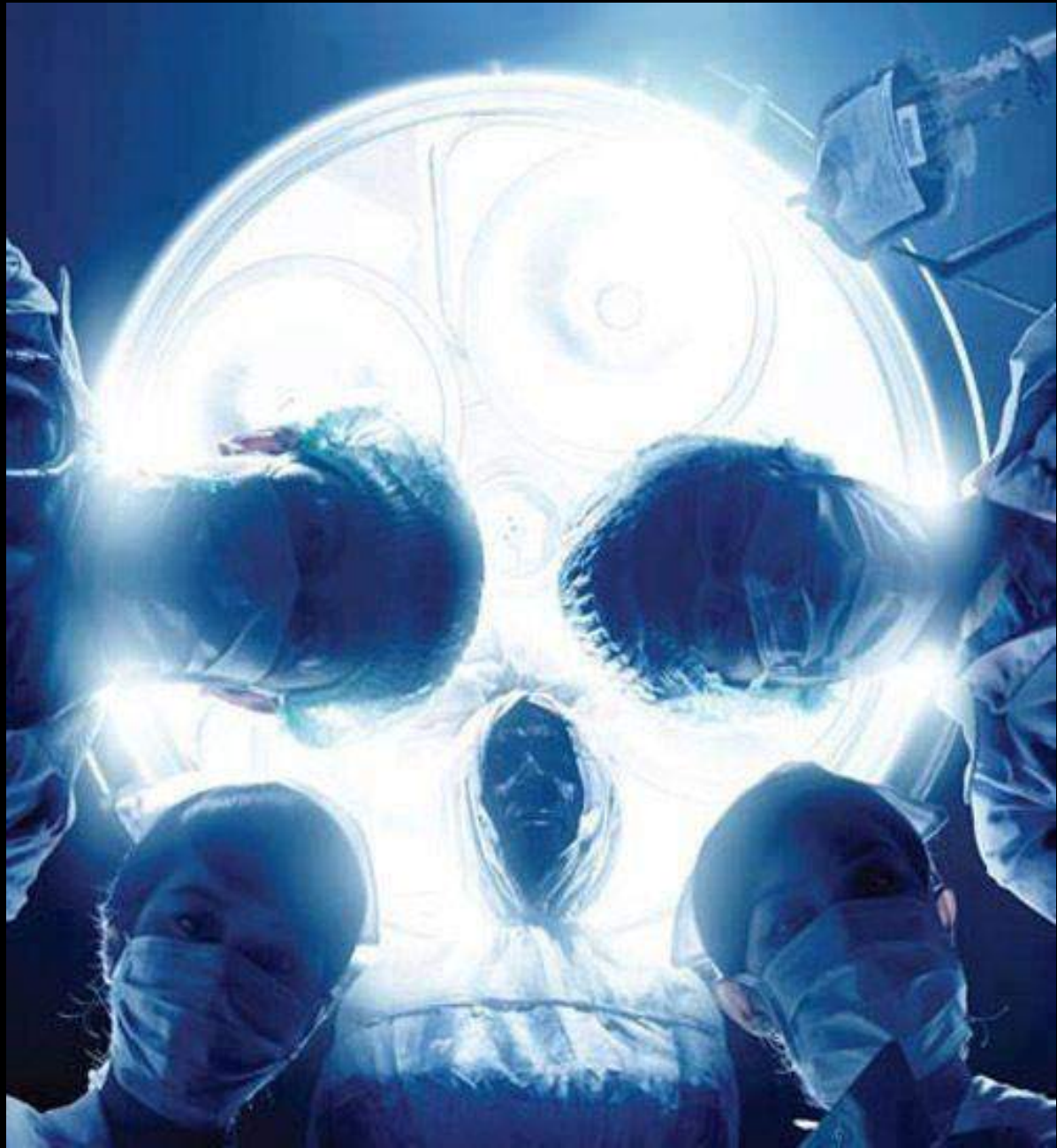


SOURCE "TOUGH AT THE TOP," BY SARAH BOND AND GILLIAN SHAPIRO

HBR.ORG

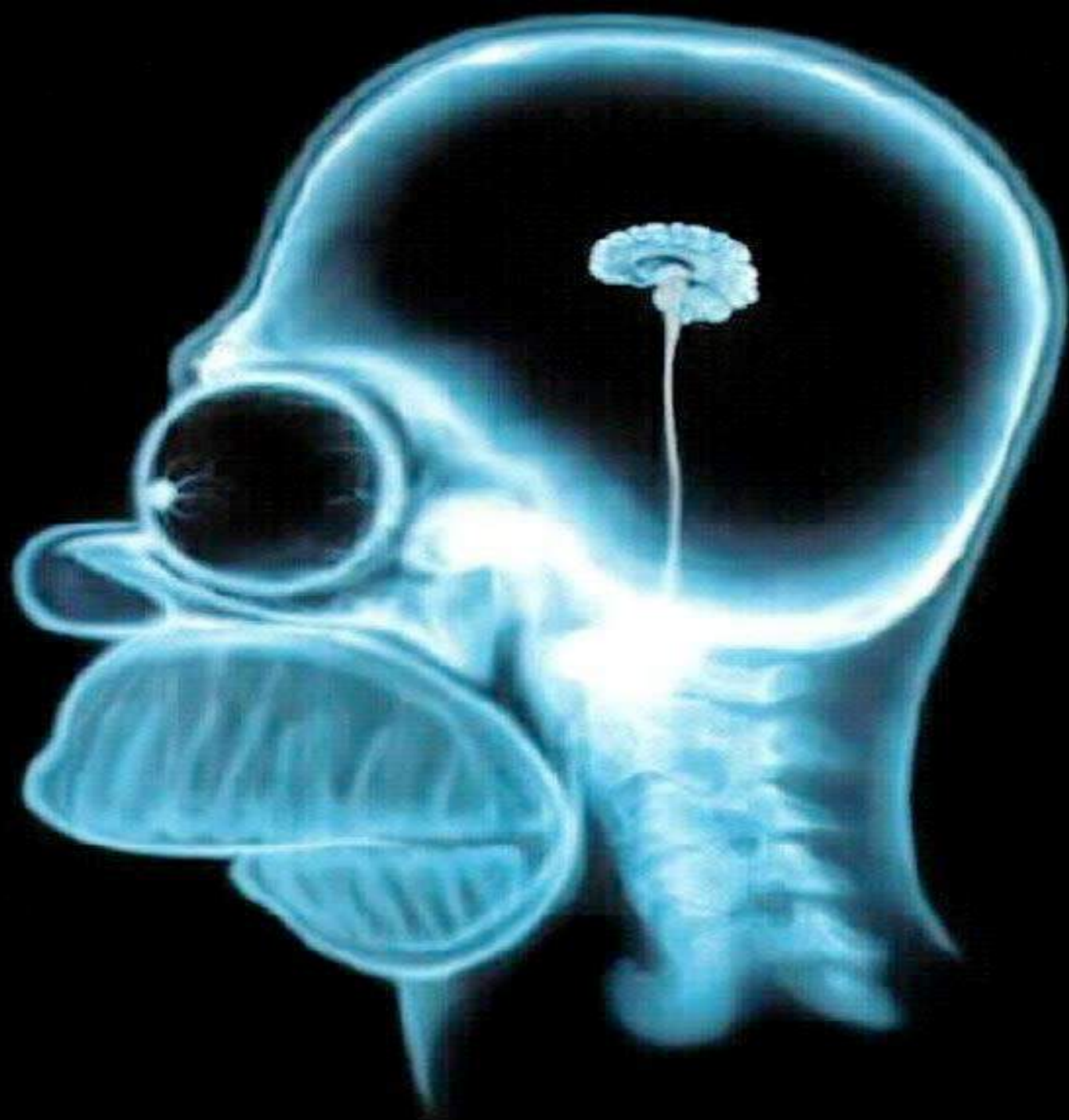


Look at me!



—  
Brain looks  
for threats,  
negatives











FIGHT







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# Automatic Negative Thoughts

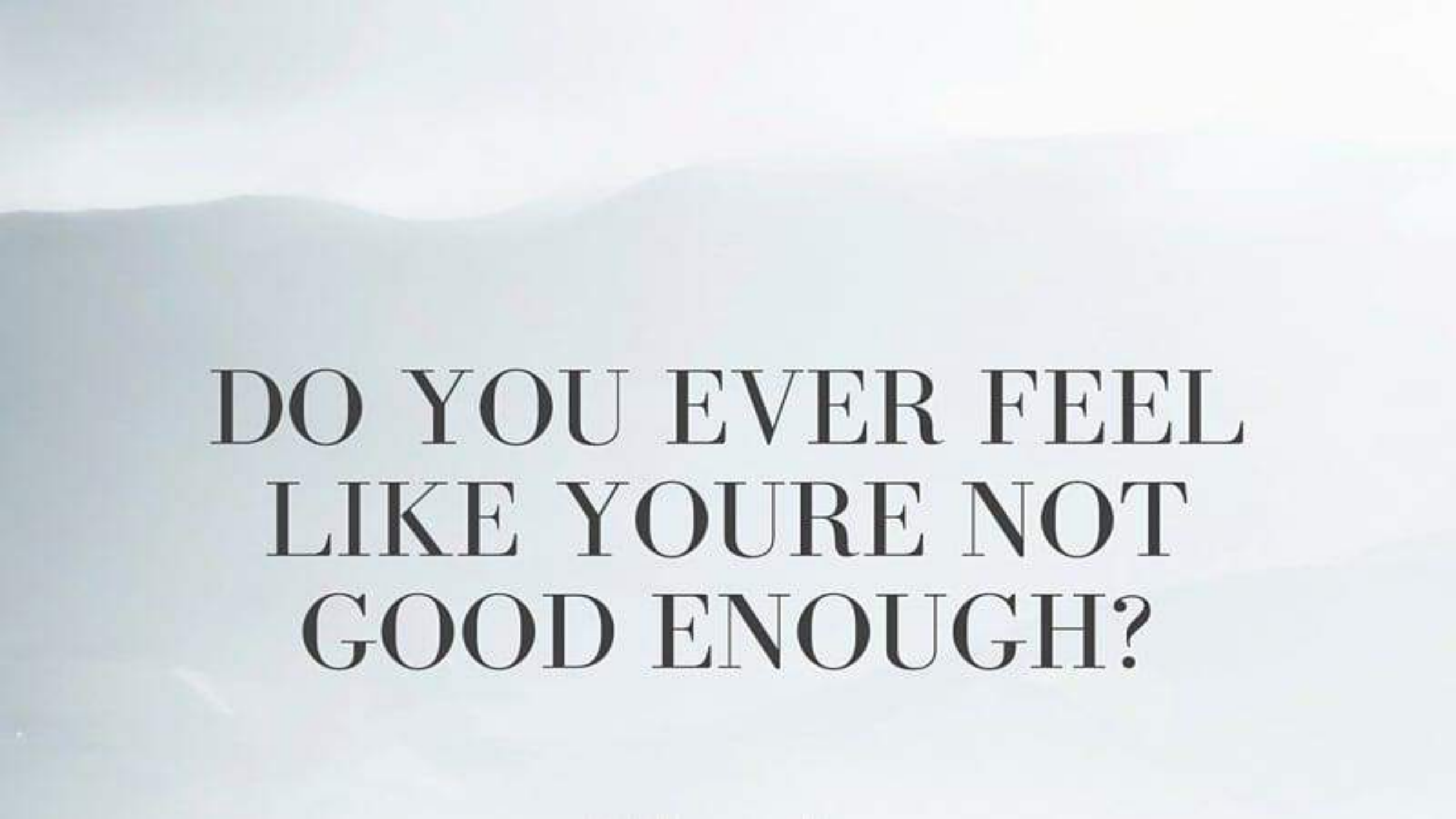


A dark stage with three spotlights illuminating the words 'Fears', 'Flaws', and 'Failures'.

Fears

Flaws

Failures



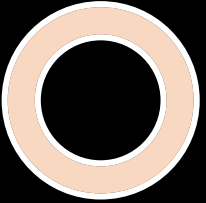
DO YOU EVER FEEL  
LIKE YOU'RE NOT  
GOOD ENOUGH?



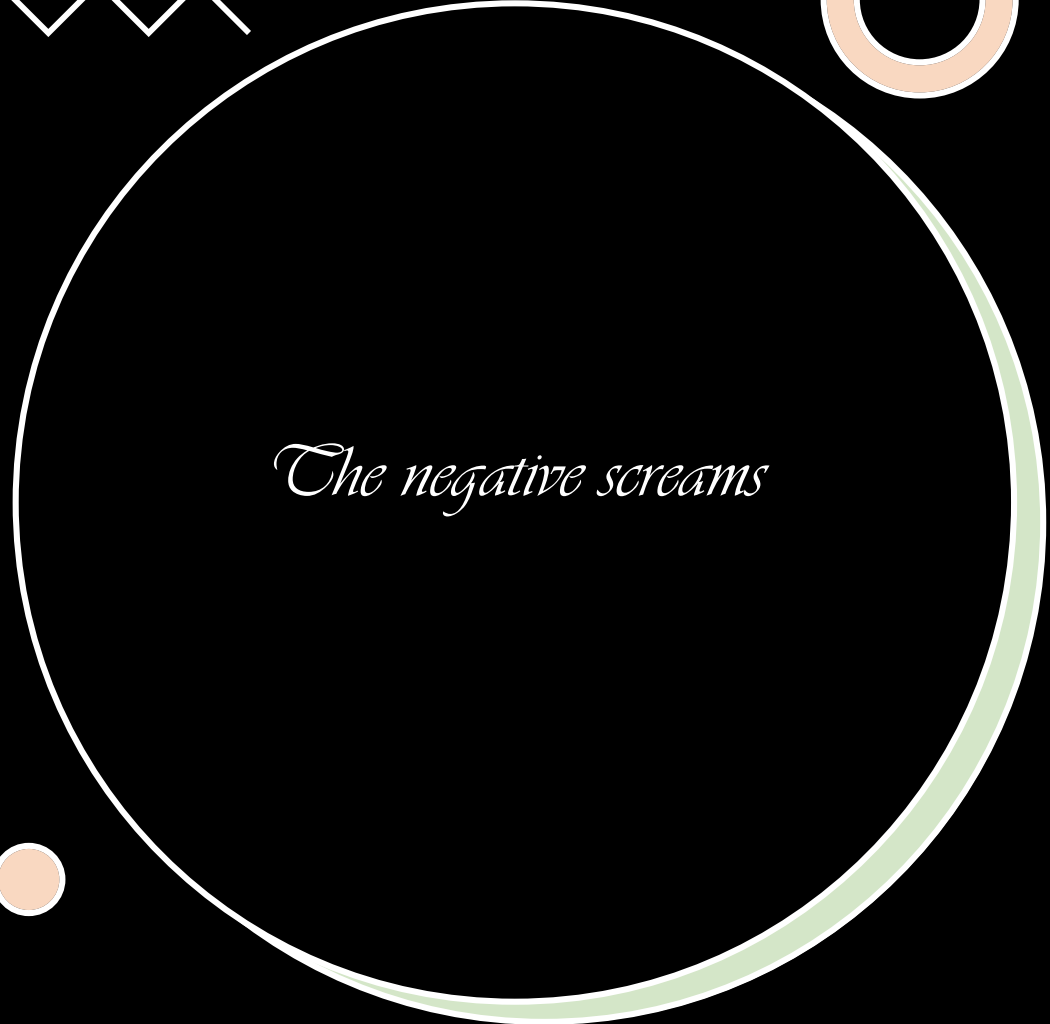
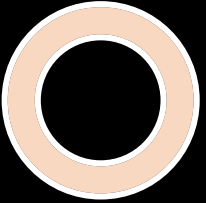
AM I  
GOOD  
ENOUGH?



No one cares







*The negative screams*



*The positive  
whispers*



**THE PERSON WHO  
DOESN'T MAKE MISTAKES  
IS UNLIKELY  
TO MAKE ANYTHING.**



HALT

**HUNGRY**







guilt

*insecure*

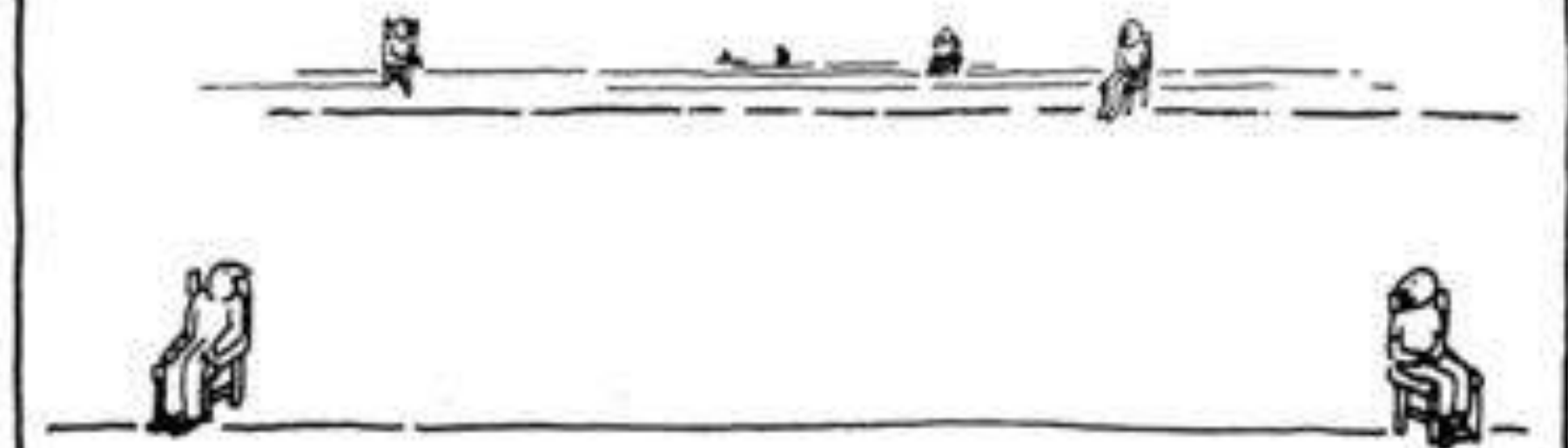




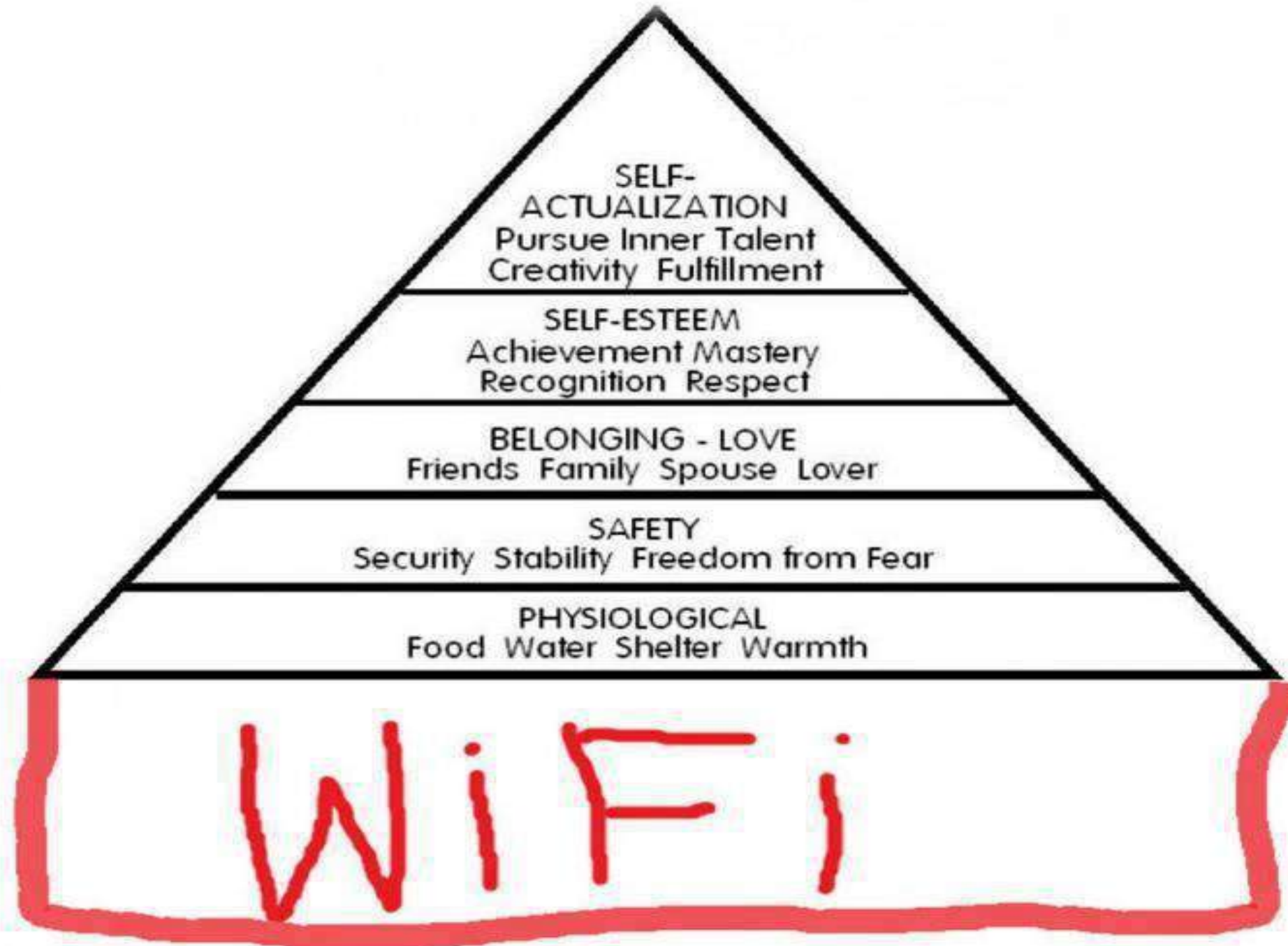




FEAR OF INTIMACY SUPPORT GROUPS



©1990 by [signature]





H·A·L·T

Am I

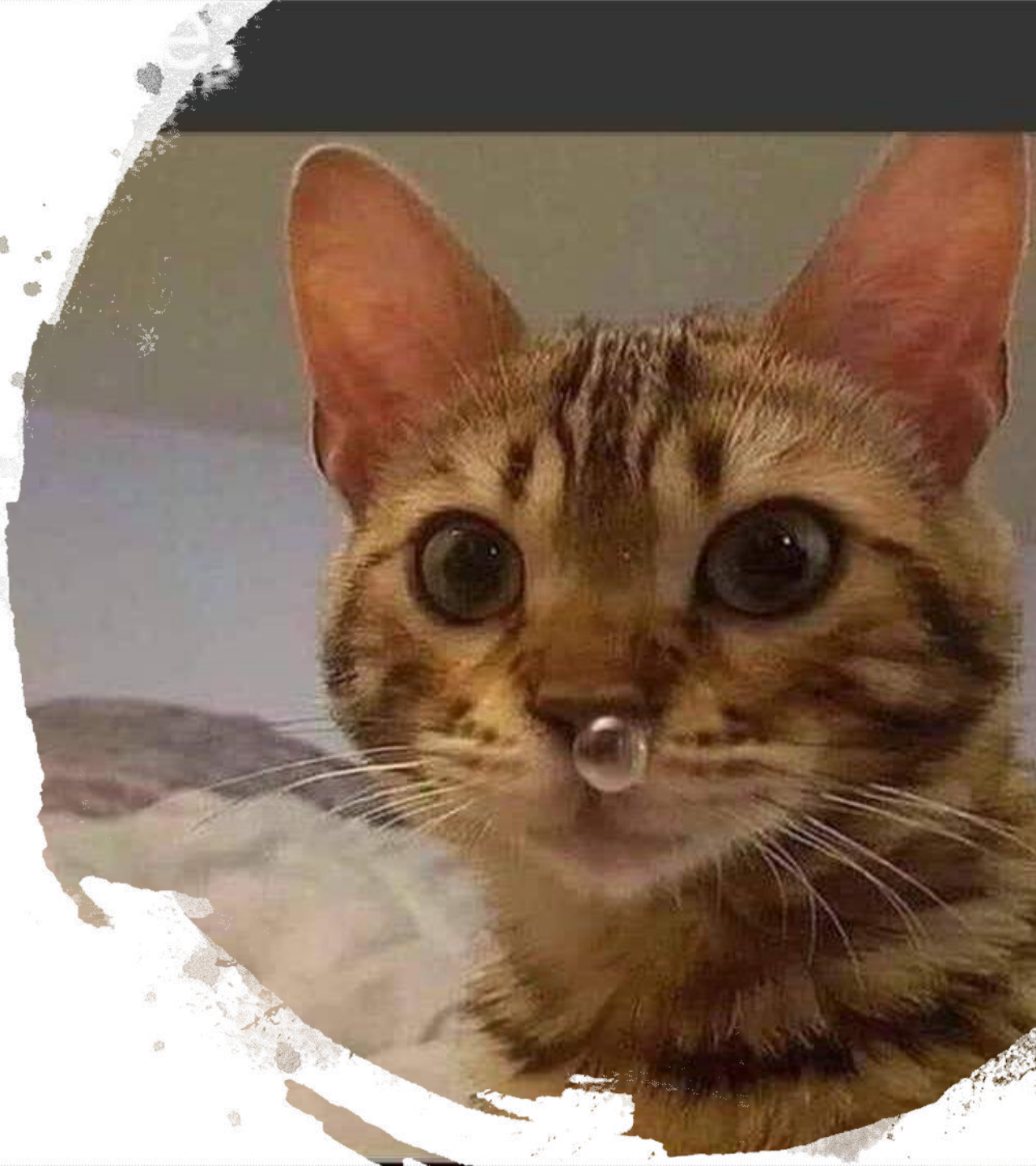
Hungry

Angry

Lonely

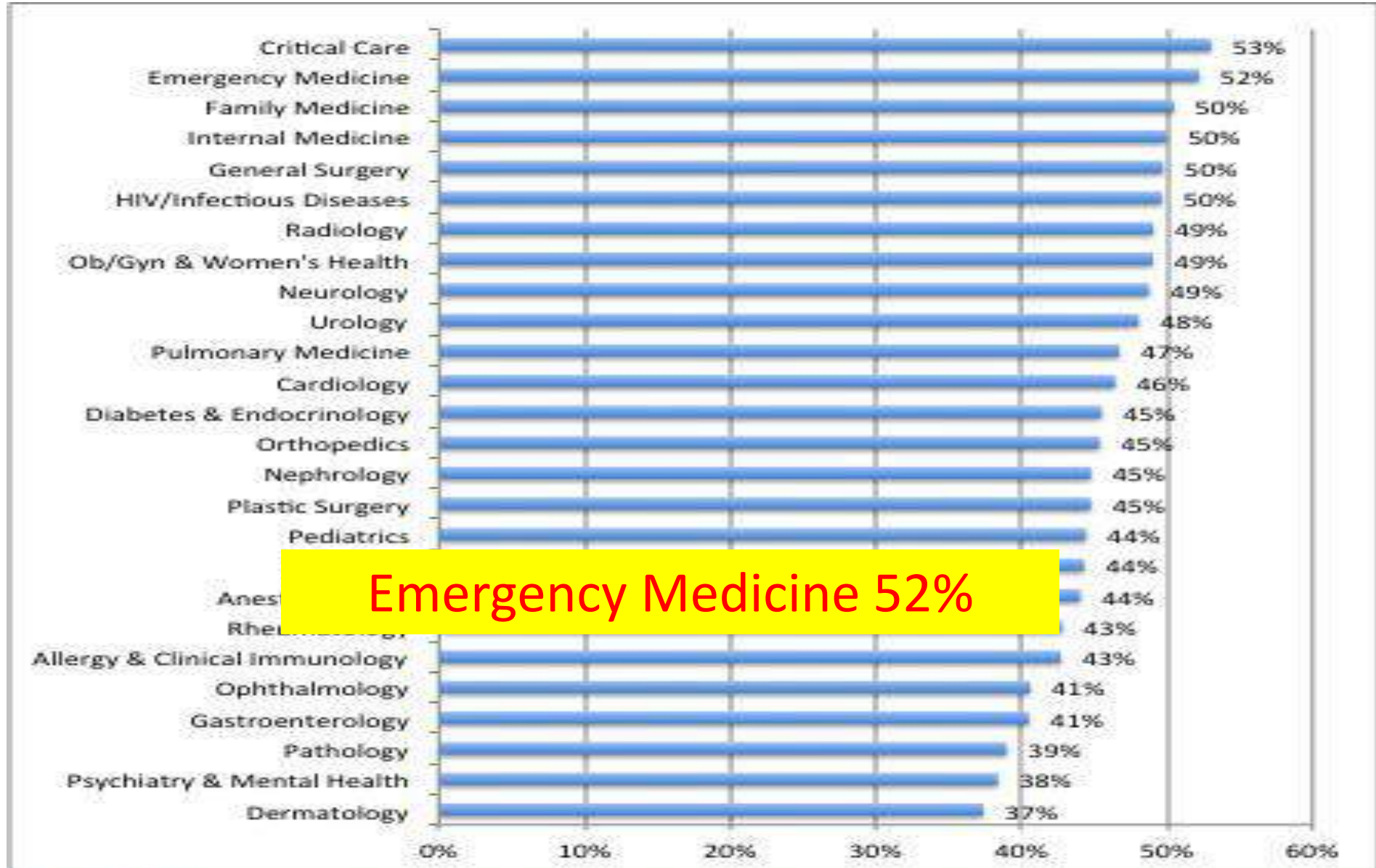
Tired?

Stress









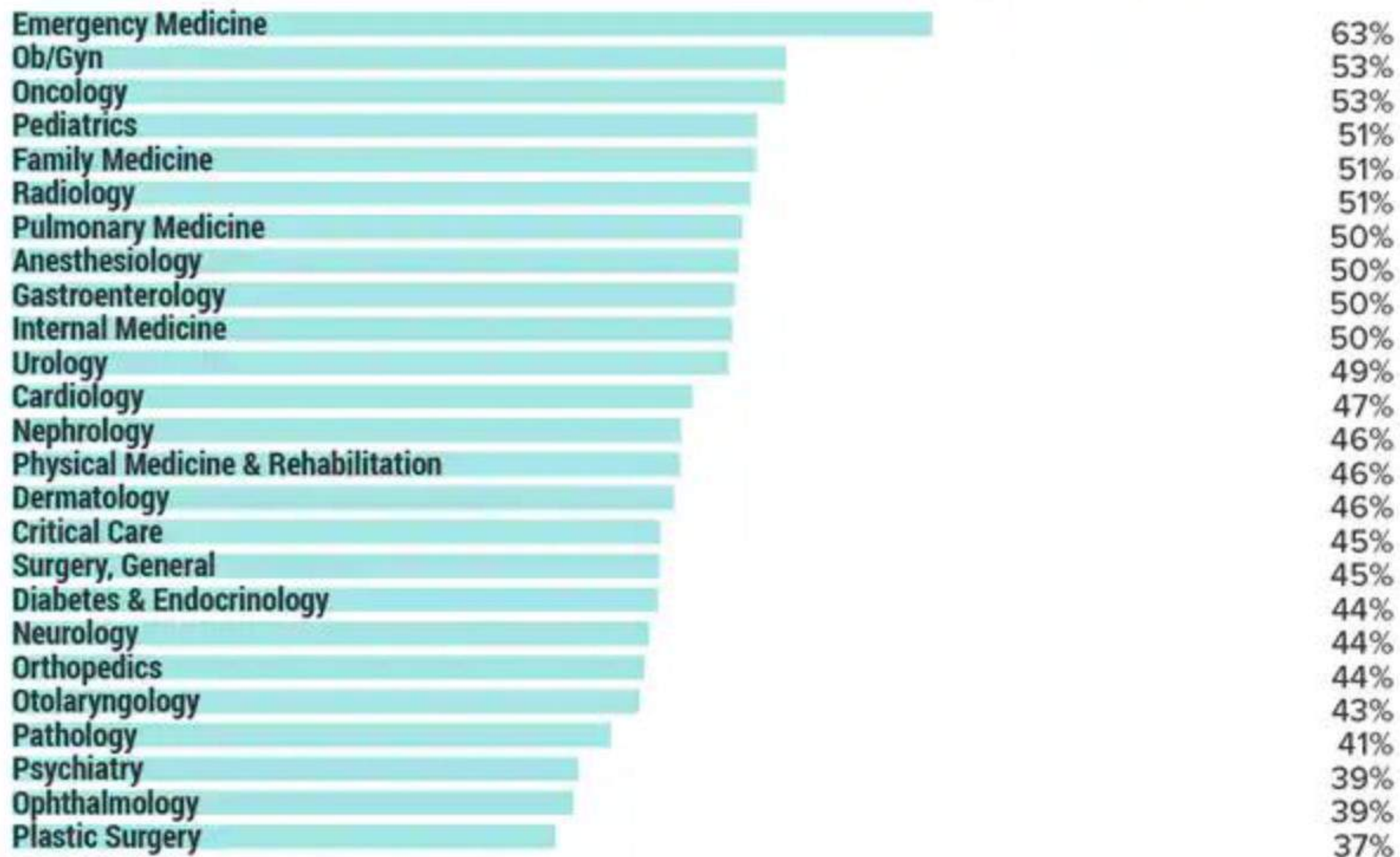
Emergency Medicine 52%

Burnout By Specialty

# Which Physicians Are Most Burned Out?



# Which Specialties Have the Greatest Burnout Rates?



*Not all specialties are shown.*



*Remember!*

***“Every system is perfectly designed to  
get precisely the results it gets.”***

**Dr. Paul Batalden**

**Social Isolation**

**Sleep Deprivation**



**Pressure to excel**

**Self Neglect**



**Exhaustion**

**Cynicism**





# Our Psyches

Perfectionists

High achievers

Responsibility takers

Approval seekers

Self-sacrificers

Seek Control

Absorb guilt

# Our Personalities

Compulsive personality characteristics

Self Doubt: We're aware of our own limitations

Tendency to self criticize

Vulnerable to guilt

Exaggerated sense of responsibility, high expectations

## Vulnerability Factors

---

Genetic vulnerability to mood disorders

---

Early childhood loss

---

Personality traits

---

Social support

---

Recent stressful life events

---

Perception of external locus of control

---

Recent excessive alcohol intake

---

**Know thyself**



Hang in there!  
It gets better!



Thank you.



THERE'S  
**NOTHING**  
MORE  
DANGEROUS  
THAN A  
CLOSED  
MIND



Anna Parini







145  
140  
135  
130  
125  
120

	Tues.	Chg.	Pct. Chg. Day
	142.78	1.64	1.2%
	141.12	1.98	1.4%
			0.21





**What to do**

**when it all**

**falls apart**

**HEALTHY SELF**

**HEAL THY SELF**

**DON'T START WITH ME, TRACY**

A beagle dog with brown and white fur is sitting at a table. In front of the dog are several cans of Blue Moon beer. The dog has a serious expression. The background is a wooden fence.

**IT WAS THUNDERING AND LIGHTNING,  
AND I THOUGHT I WAS GOING TO DIE**



*“Hope is not a strategy”*



**Never  
hope for  
it more  
than you  
work  
for it.**



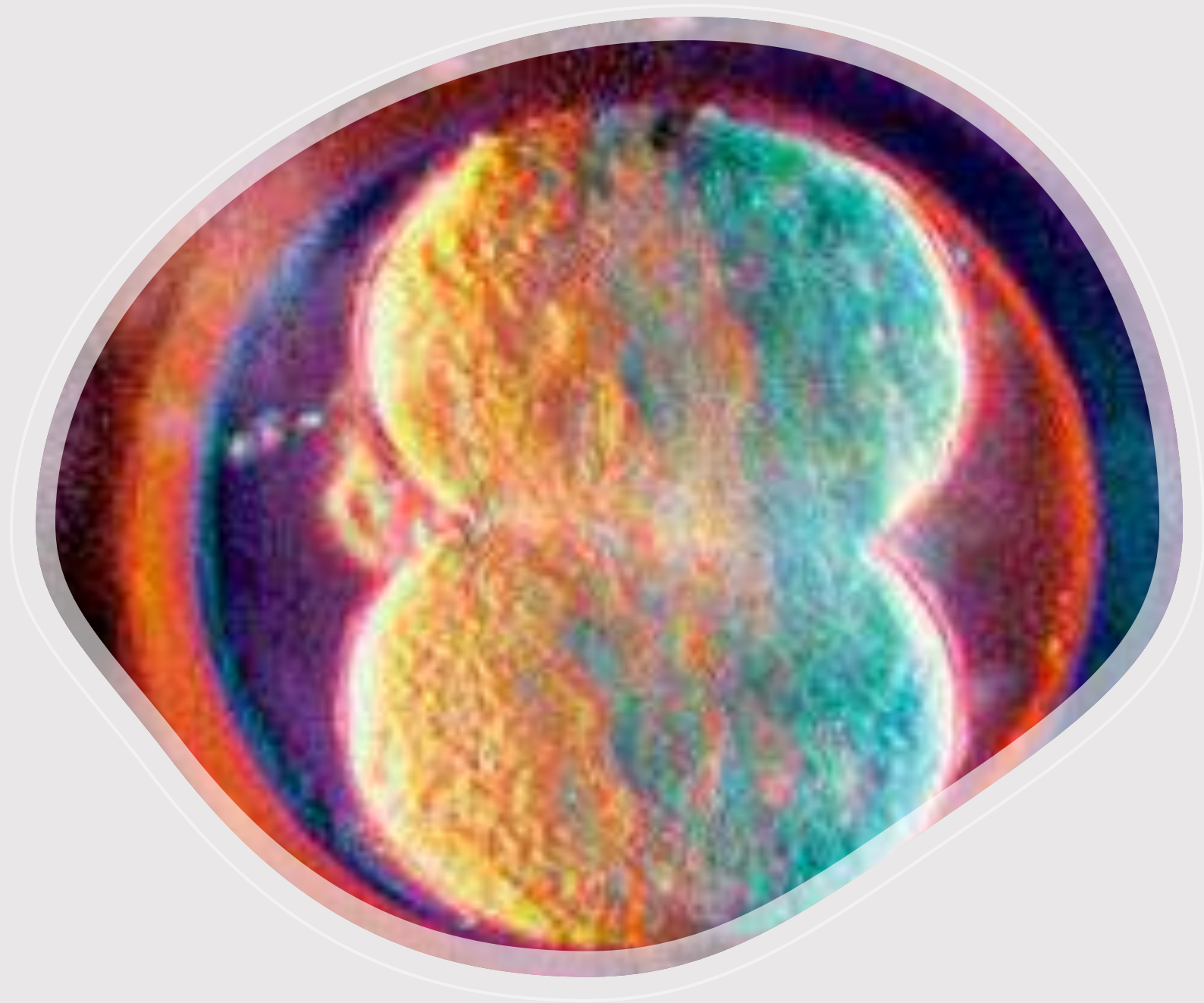
- |           |                        |  |            |
|-----------|------------------------|--|------------|
| <b>1.</b> | Sturdy Role Models     | Inner Moral Compass                          | <b>6.</b>  |
| <b>2.</b> | Cognitive Flexibility  | Religious/Spiritual Resources                | <b>7.</b>  |
| <b>3.</b> | Active Problem Solving | Physical, Mental, and Emotional Training     | <b>8.</b>  |
| <b>4.</b> | Realistic Optimism     | Meaning in Adversity                         | <b>9.</b>  |
| <b>5.</b> | Social Support         | Responsible for Personal Emotional Wellbeing | <b>10.</b> |

IT'S ALL ABOUT  
RELATIONSHIPS




12

WHAT GIVES  
YOU  
MEANING?





# trans·ac·tion·al

/tranˈzækʃən(ə)l, tran(t)ˈsækʃən(ə)l/ 

*adjective*

relating to the conducting of business, especially buying or selling.  
"access to transactional data such as records of purchases"

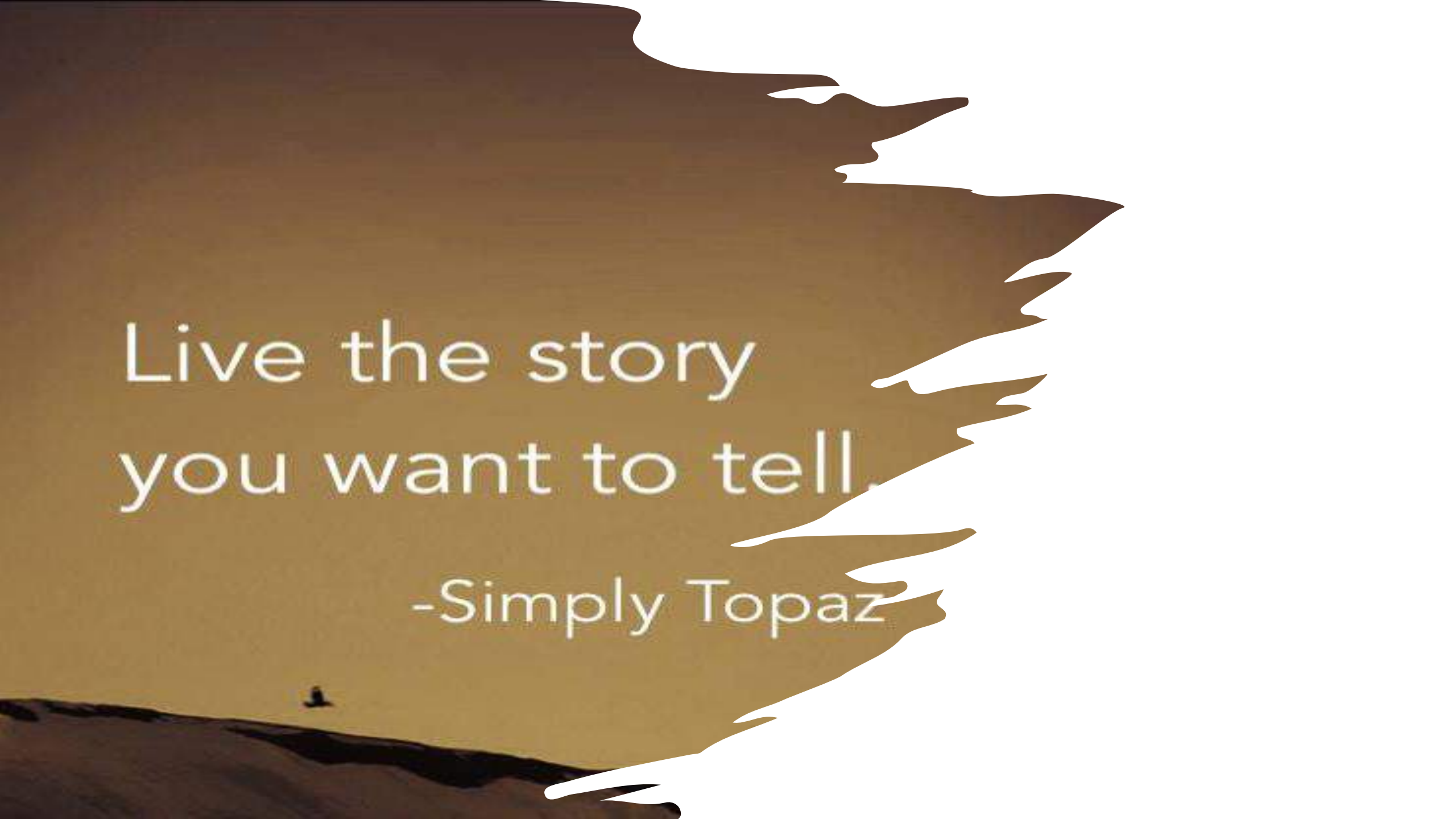
- relating to exchange or interaction between people.  
"transactional models of social evolution"
-



The diagram features two vertical arrows. On the left, a dark blue arrow points downwards from the top edge of the frame to a point just above the text. On the right, a lighter blue arrow points downwards from a point just below the text to the middle of the frame. The text 'To Building Relationships' and 'To Making Art' is positioned below the arrows.

To Building Relationships  
To Making Art



A desert landscape with a bird in flight against a sunset sky. The sky is a gradient of orange and yellow, and the ground is dark brown. A single bird is silhouetted against the sky in the lower left. The right side of the image is partially obscured by a white, torn-paper-like edge.

Live the story  
you want to tell.

-Simply Topaz

EMPLOYEE RETENTION

# How an Accounting Firm Convinced Its Employees They Could Change the World

by Bruce N. Pfau

OCTOBER 06, 2015



What do you do at KPMG?

# WE CHAMPION DEMOCRACY.

When South Africa voted for Nelson Mandela in its first democratic election, KPMG South Africa was there to certify the results.

KPMG. You're here for a purpose.



Inspire confidence. Empower change.

What do you do at KPMG?

# I COMBAT TERRORISM.

KPMG helps scores of financial institutions prevent money laundering, keeping financial resources out of the hands of terrorists and criminals.

KPMG. You're here for a purpose.



Inspire confidence. Empower change.

What do you do at KPMG?

# I HELP FARMS GROW.

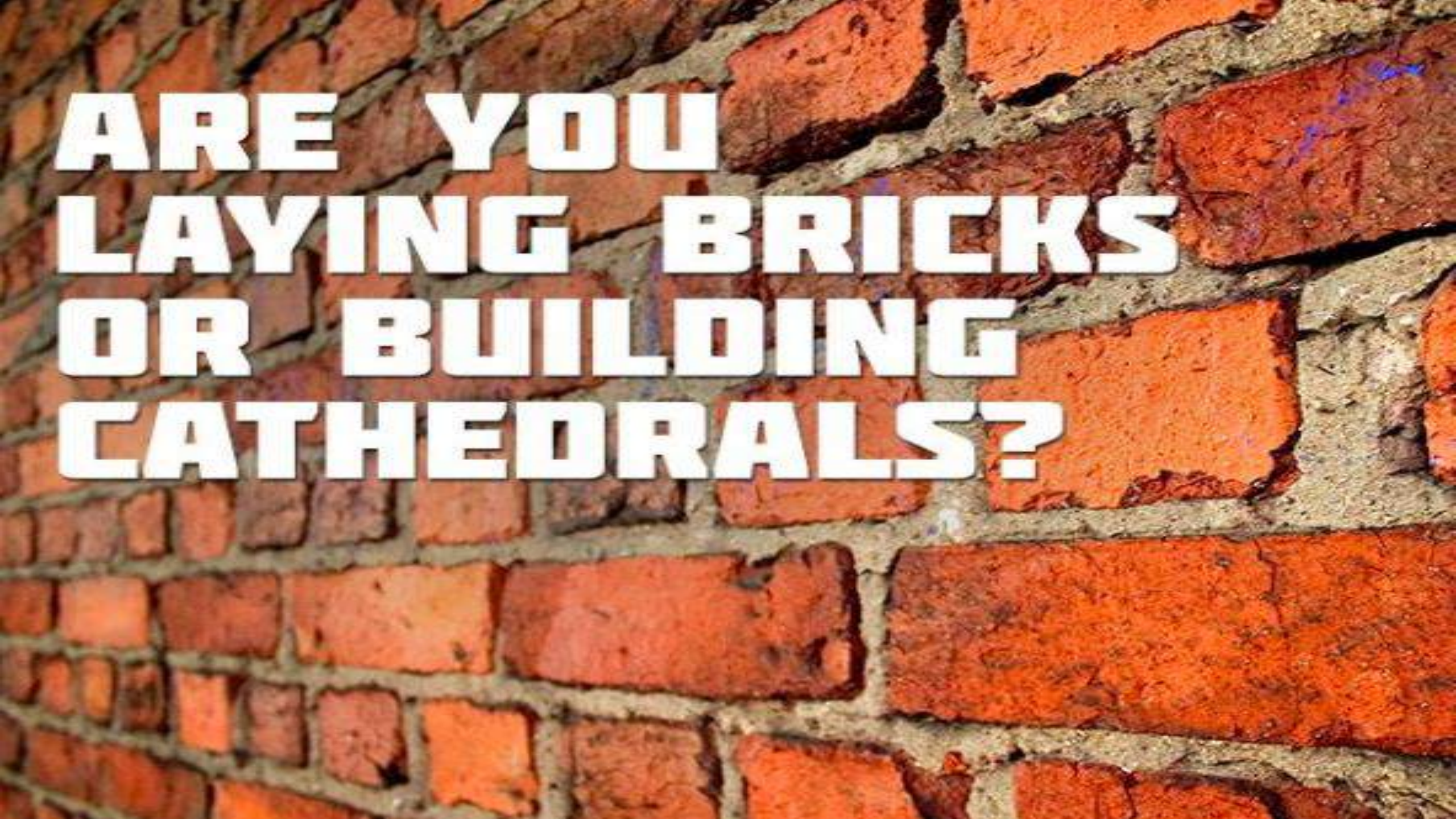
When family farms and ranches need loans, KPMG works with the credit system to help secure them, furthering America's proud tradition of family farming.

KPMG. You're here for a purpose.



Inspire confidence. Empower change.





**ARE YOU  
LAYING BRICKS  
OR BUILDING  
CATHEDRALS?**

What's your story?



# Death Is Too High A Price To Pay To Practice One's Profession







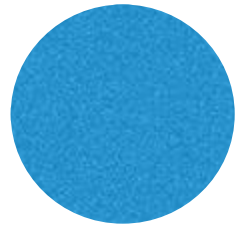
Family

Travel

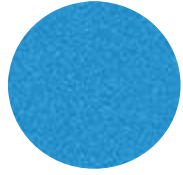
Sports

Reading

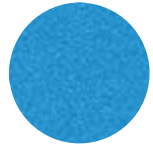
Work



Family



Travel



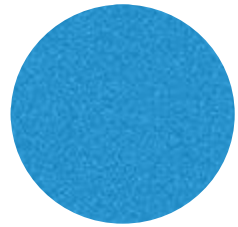
Sports



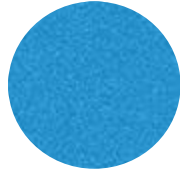
Reading



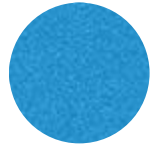
Work



Family



Travel



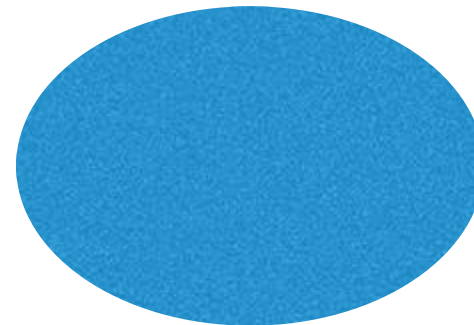
Sports



Reading



Work



*My life is far from how I want it to be*

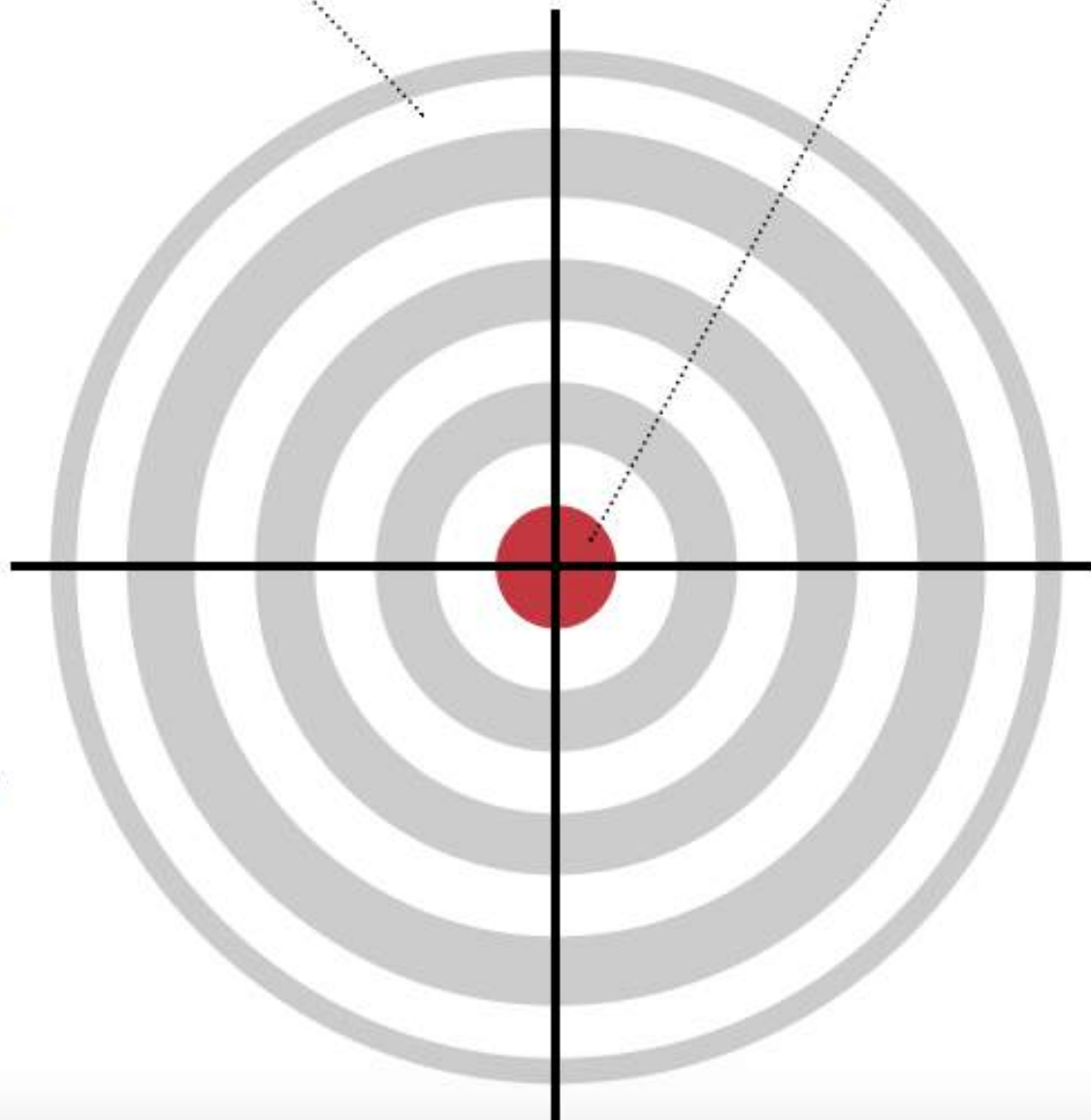
*My life is just as I want it to be*

Work/Education

Leisure

Personal growth/  
health

Relationships



**GRACE**

---

IF YOU ARE TEMPTED TO SAY  
**"I CAN'T"**  
HAVE THE COURAGE TO ADD  
**"YET"**

---



# Yet

Either/Or

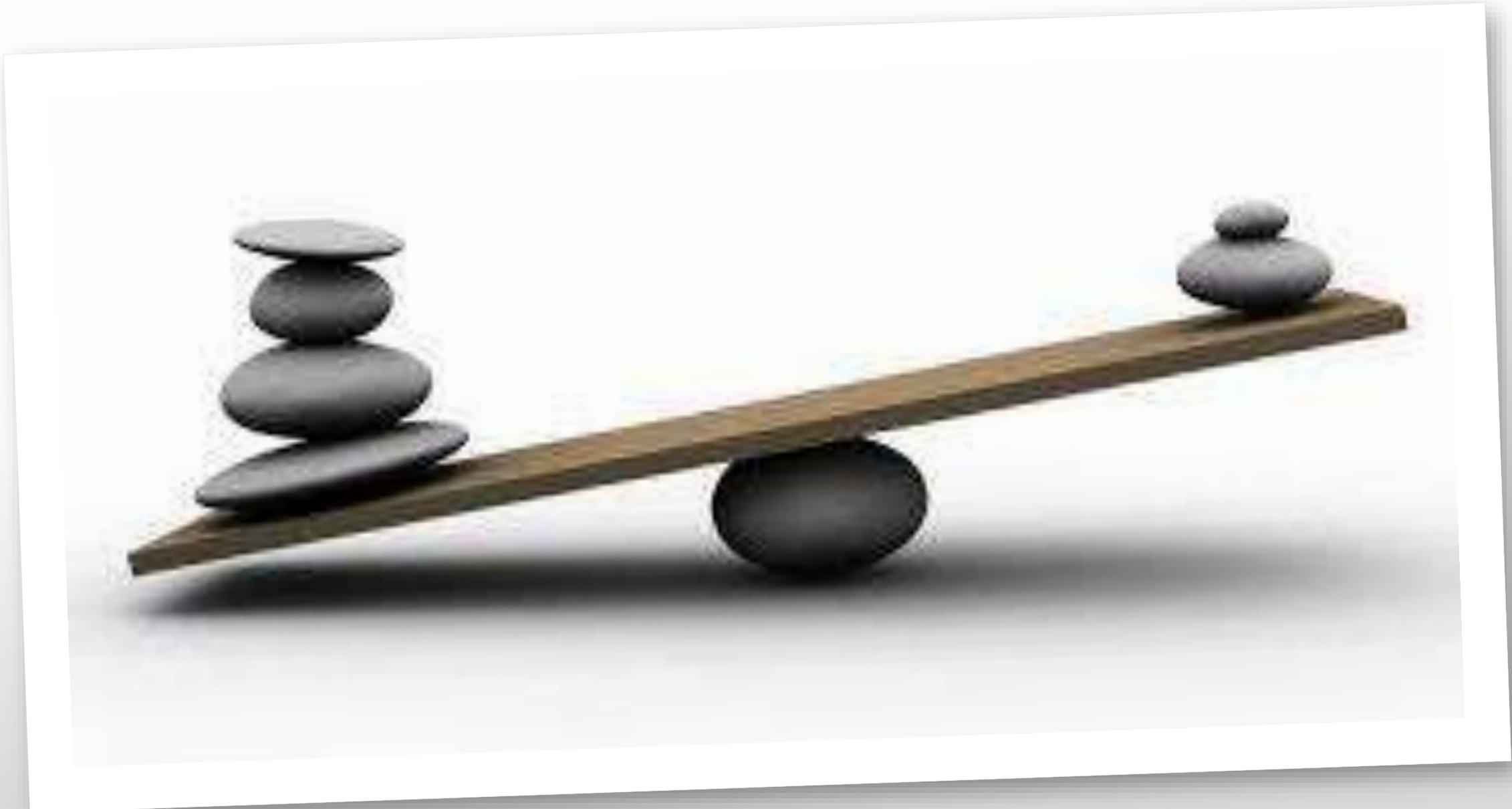
- I can't do it
- I'm not good enough

~~JUST~~



final

thoughts

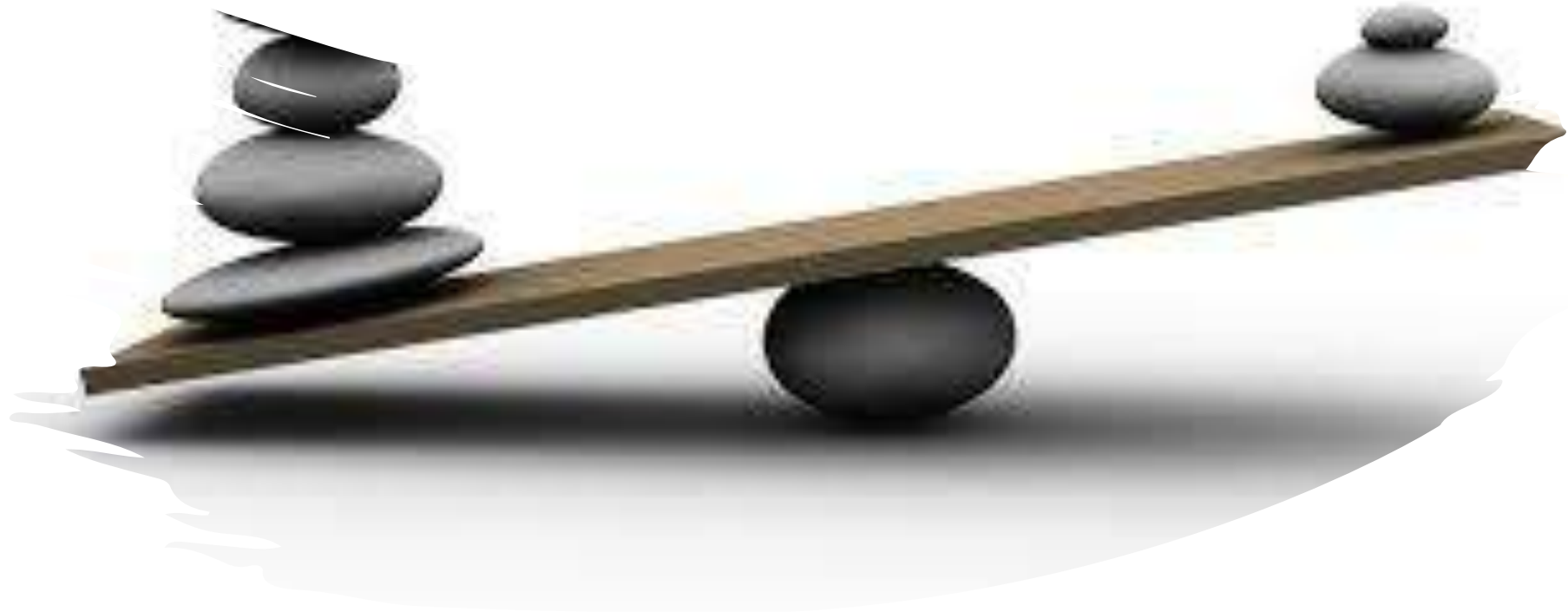




Pick one aspect of your life  
to be your best

The background features a light blue gradient with several thick, expressive black brushstrokes. These strokes are oriented vertically and diagonally, creating a sense of movement and depth. The central text is contained within a white rectangular area.

Strive to be better in the rest



Life is Fluid



Work-Life Balance does not mean  
an equal balance

You will go through stages of life  
months out of the year,  
days of the week,  
even hours of the day  
when you'll have to spend  
more time and effort to focus on  
one aspect of your life versus another

**STRESS**










Freeze  
Flee  
Fight



A photograph of a long, arched tunnel with a bright light at the end. The tunnel's interior is lined with a textured, possibly metallic or stone, surface. A semi-transparent white circle is overlaid on the left side of the image, containing the text "Am I Worthy? Will I belong?".

—  
Am I Worthy?  
Will I belong?





Work harder on yourself  
than you do on your job.

Jim Rohn

Rejection  
Is Never  
Personal



**I'M SORRY, I TRIED**



Has anyone  
told you yet today  
just how absolutely,  
positively, incredibly  
amazing you are?





The negative screams

The positive whispers

*My life is far from how I want it to be*

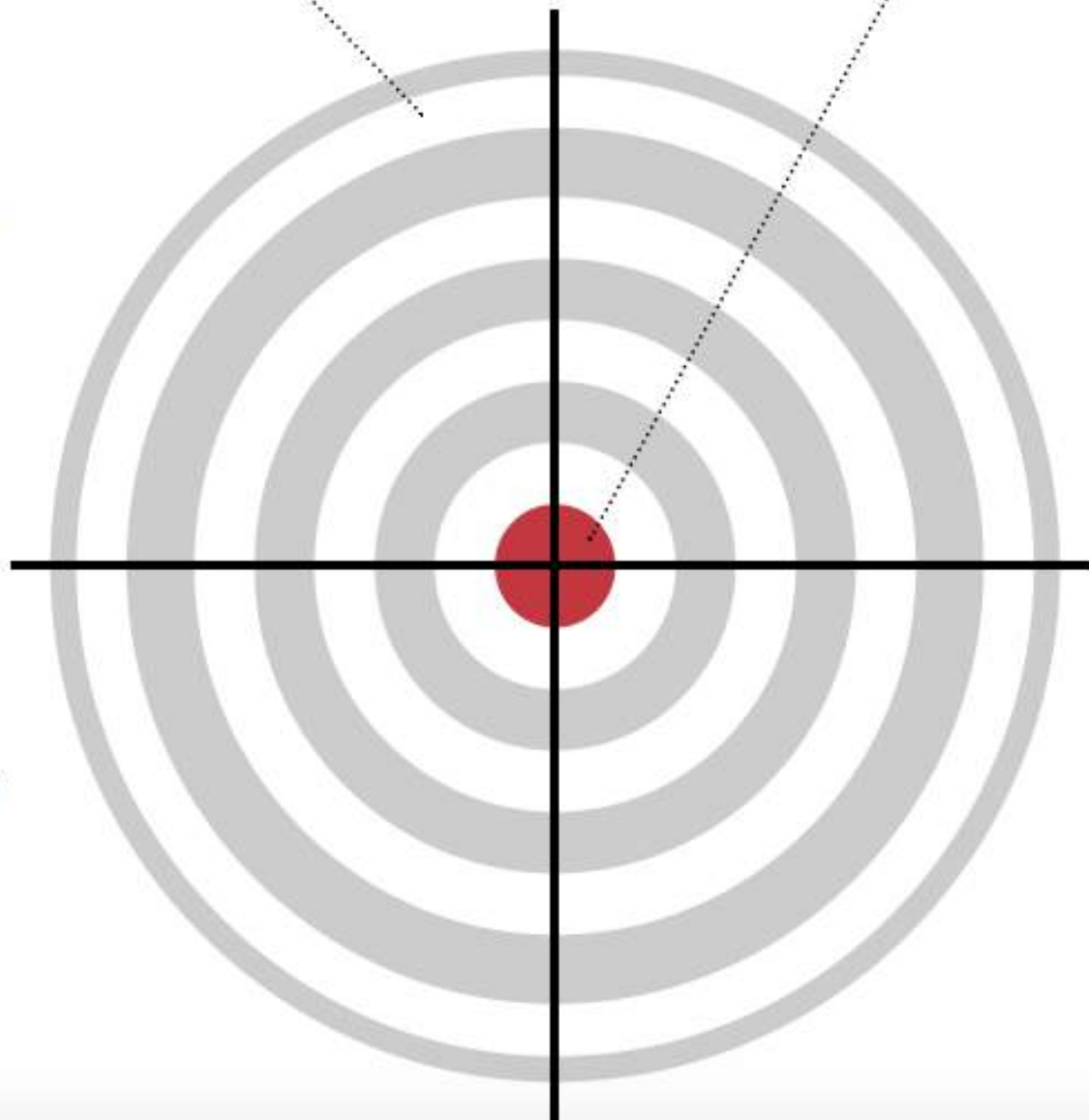
*My life is just as I want it to be*

Work/Education

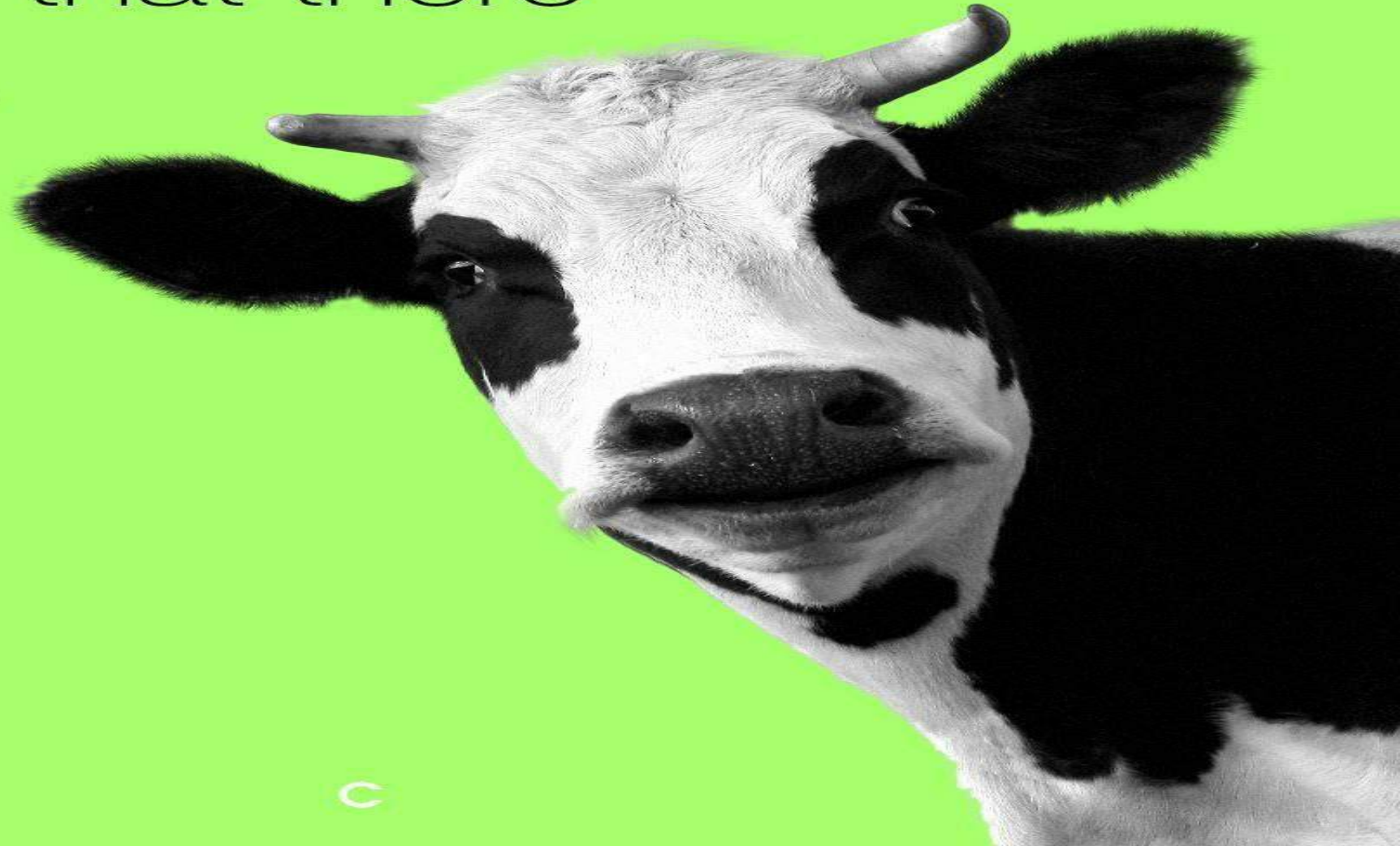
Leisure

Personal growth/  
health

Relationships



When I see cows, I will make  
an announcement to the rest  
of the car that there  
are cows.





*When was the last  
time you noticed a  
cow?*



—

## A Purple Cow

---


Would really stand out

Would be remarkable

Worth talking about

Worth paying attention to

Boring stuff becomes invisible



Oh this is  
bullshit...

YOU CAN HAVE  
EVERYTHING  
IN LIFE YOU WANT,  
IF YOU WILL JUST HELP  
ENOUGH OTHER PEOPLE  
GET WHAT THEY WANT.

~ZIG ZIGLAR







*Caring for those called to care.*

*Thank You!*



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