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100% Effective Natural Hormone Treatment
Menopause, Andropause And Other Hormone Imbalances
Impair Healthy Healing In People Over The Age Of 30!

MALPRACTICE OF THE MOUTH

By Rhoberta Shaler

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Is your mind your greatest asset? Do you suffer from malpractice of the mouth? That is the malady that occurs when the mouth enrages before the mind engages! You may work with someone afflicted!

There is no room in the workplace for verbal violence. None! It is inappropriate, unacceptable, and, definitely, unprofessional. No allowances for verbal violence should be made for educated and mentally competent adults in positions of authority. NONE!

Folks who yell and curse (and some who add obscenities) are using their words in the same way they would use their fists. It is no more sophisticated. It is both a sign of lack of skills and a symptom of unmanaged frustration. They need help—help to express their feelings and their need for control appropriately.

Should providing this help be the responsibility of the organization? That is an important question. Employees who are doing an excellent job in most areas are the consideration, aren't they? They are valuable and they have a 'people skills' gap. The good news is that people skills can be taught. The bad news is that some folks do not want to learn them. So, the first assessment that must be made is the willingness of the employee to examine and improve their skills. No number of training hours can make a person change.

A few years ago, I was delivering a program on managing difficult people successfully. As this is a program I often deliver, some agencies regularly sent folks to it. One woman

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appeared in the course three times in three years. At one break, she complained to me, "I just don't know why they keep sending me on this silly course. I know it by heart. It's a waste of their money." Well, I knew why she was there. She was the 'difficult person' and she just would not internalize the information being given to her. You know, we may all be someone else's idea of a difficult person at times. This woman was the poster child. She was bright enough. She was able to grasp the concepts, but, she simply would not apply them to herself. Perhaps, she is still being sent to that same course...and still complaining about it!

Confrontation is not a 'four letter' word. Neither should it employ certain four letter words. To confront simply means to meet face-to-face. A confrontation adds the dynamic of differing opinions. It is possible to have a conversational confrontation when folks have skills and willingness.

Verbal violence is most often a scream for attention, a misguided demand for respect or an attempt to exert control. All three come from fear. Certainly, you can understand those fears, however, two things must happen to make the workplace safe. The violator must change his or her ways, and, the violated must express their boundaries. Verbal violence is clearly harassment. It has no place in the workplace. Yes, every now and then, mistakes are made, tempers flare and apologies are accepted. That goes with the territory of being human. It is when verbal violence is a management style that steps must be taken. Whether you are managing other folks or managing your personal life, violence leads to alienation, the very thing the violator is seeking most to avoid!

First things first. If you are the violator, stop! Step away and reflect on your needs for attention, respect and control. Are they healthy? Are they serving you well? Are they appropriate in this circumstance? If not, find help. If you are the violated, remember, anytime that you take their bait and participate in the verbal violence loop, you are letting them get away with it. Anytime you cower and retreat, you are also letting them get away with it. Simply say that you find the treatment unacceptable and that you are willing to have the conversation when it can be done in a respectful dialogue and move away. Yes, I know that sounds simple and is not always easy. It's your first step. Also tell the violator that, if change does not occur, your next step is to inform a higher

authority of the verbal violence, the harassment. Then, do it.

+++ Remember, you are responsible for teaching people how to treat you...everywhere.

Rhoberta Shaler, PhD Keynotes, Seminars & Coaching for entrepreneurs & professionals who want the motivation & strategies to achieve, to lead and to live richly. Creator of the Living Richly™ Program Host of Living Richly™ on www.wsRadio.ws. Author of OPTIMIZE Your Day! Practical Wisdom for Optimal Living Optimize Life Now! San Diego, CA www.OptimizeLifeNow.com

Medical Malpractice Lawyers – You Never Know When You May Need One

By Tyson J Stevenson

Medical malpractice occurs when a health care provider who by an action or omission deviates from the accepted norms of practice in medicine leading to injury/ death to a patient.

Many deaths occur due to medical malpractice. A health care provider is not just the doctor or the surgeon but includes nurses, dentists, therapists, hospitals, clinics etc. Medical malpractice law is derived from the general negligence law. Various laws have evolved in the US, England, Australia and other countries, which are similar in concept for control of medical malpractice.

Claims are made for negligence, misdiagnosis, improper medication etc. Claims can even be made where informed consent of the patient is taken. Claims can also be made against corporations, hospitals, clinics for the mistake of their employees based on vicarious liability. The patient has the right to claim economic and non-economic damages.

However in medical malpractice cases, the burden of proof lies with the plaintiff (patient). Hence the patient should hire a good lawyer. Three things have to be proved by the plaintiff:

- The health care provider failed to provide adequate and reasonable care to the patient.
- This failure to provide adequate care to the patient has resulted in damage or loss to the patient.
- The health care provider is liable to pay the damages or loss.

The damages are of two types, compensatory and punitive. Compensatory damages are of two types economic and non-economic damages. Economic damages are monetary losses like, medical care, medicines and loss of wages. These damages can be in the past or future. Non-economic damages are the ones like loss of organ or vision, pain, disfigurement, embarrassment emotional stress etc.

Punitive damages are very rarely awarded. Medical malpractice cases are complicated because when the patient is admitted he is already injured or ill and hence the damage caused by negligent medical care has to be assessed independently of the earlier illness or injury.

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A further obstacle in medical malpractice case is that expert witness is to be provided by the plaintiff. Very few doctors are willing to testify against another doctor even when the case of negligent care is clear. On the other hand the defendant lawyers have a pool of doctors to defend the case of negligent medical care. Usually medical malpractice attorney firms provide expert testimony on the care provided by the health care provider. Some medical malpractice lawyer firms provide free case evaluation and take medical malpractice cases on contingent basis that is until the firm wins the case for the client, the client need not pay for the services of the lawyers. In medical malpractice cases it is vital to obtain the medical records as early as possible by the patient or his representative.

Most healthcare providers take medical malpractice insurance. There has been an ongoing debate by doctors and their medical malpractice insurance companies against excessive jury awards. Generally insurance companies rarely go to trial where large penalties are involved. However it must be remembered that the insurance companies and health care providers are willing to fight it out against

spurious medical malpractice claims. The procedure for filing a medical malpractice claim varies from state to state.

Tyson J Stevenson writes on a wide variety of "every day" subjects, always with valuable news & reviews. Expect to see his name often. A related resource is



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