



RÉSEAU des jeunes



Vol 5 | No 1 | April 2013
www.fiqsante.qc.ca

BULLETIN DU RÉSEAU DES JEUNES DE LA FÉDÉRATION INTERPROFESSIONNELLE DE LA SANTÉ DU QUÉBEC



ME, DARE TO INFLUENCE? WHY NOT!

If there is one message among all the messages that the Federation has conveyed over the past 25 years that it holds dear, this is it: it is crucial that the young healthcare professionals, who are also women and citizens, have an impact in their environment. Therefore, it was with the theme “*Moi, oser influencer? Pourquoi pas!*” (Me, dare to influence? Why not?) that the 8th Youth Network took place on April 23 and 24.

Whether in their workplace, in their community or in their personal network, the healthcare professionals must, at one time or another, exercise their influence. Obviously, not everyone is equipped in the same way and they do not always know where the best places are to invest this influence.

Various issues were tackled over the two days of this Network. What does “exercise influence” really mean? What is the best way to say it in order to get one’s message across? What do the young healthcare professionals need to know to change the course of things? To influence organization of work in their institution? Where to go for help in defending their point of view and their ideas?

Every meeting of the Youth Network is a notable event, but this one in particular caught the attention of the participants.

Marie-Claude Ouellet, Political Officer for the Youth Committee



At the microphone:
Lydia Lachance, CSSS Domaine-du-Roy

Bulletin du Réseau des jeunes de la FIQ, vol. 5, n° 1, Avril 2013 | **Political Officer:** Marie-Claude Ouellet | **Written by:** Brigitte Doyon, Union Consultant, Sociopolitical Sector | **Written by, revision and coordination of the production:** Marie Eve Lepage, Union Consultant, Communication-Information Service | **Translation:** Susan Millroy, Union Consultant, Translation Service | **Secretariat:** Catherine Boccardi | **Design and graphic layout:** Josée Roy | ISSN 1920-6089 (Online) www.fiqsante.qc.ca | info@fiqsante.qc.ca



Valérie Auger-Hudon and Renée Hudon from the firm, *Renée Hudon Parole publique*

DARE TO SPEAK IN PUBLIC... TO INFLUENCE!

To influence, one must first be able to express oneself. This might seem simple, but that is not always the case. There can be several obstacles: difficulty in organizing one's words, in mastering one's non-verbal language, in conquering one's timidity, etc. In short, not everyone has the same aptitudes for communication, and not everyone is necessarily at ease when it comes time to speak in front of others.

In order to improve, what's better than to receive advice from highly qualified people? So, the participants at the Youth Network had the pleasure of spending their first day in the company of Renée Hudon and Valérie Auger-Hudon, both at the helm of the firm, *Renée Hudon Parole publique*. Under the theme of *Prendre la parole en public sans anxiété* (Public speaking without anxiety) and through different presentations and activities, this was an opportunity to get a better understanding of the basic elements of public speaking, whether in front of a small group or a bigger audience.

Here is some of the advice that was given:

- Never lose sight of the fact that language takes on three forms, as equally important as they are complimentary: words, voice, body.
- One must learn to manage one's anxiety if we want to get our message across. In fact, even though most people are interesting and competent in their fields, many, unfortunately, do not reach their target because of their difficulty in managing the stress caused by public speaking.
- To achieve this, it is essential to be aware of certain details that may

seem innocuous: speak clearly and with an appropriate tempo, summarize your ideas on a card rather than on large sheets of paper, hold the microphone correctly and adjust the lectern to the right height, limit hand gestures and always have a glass of water within reach.

- Do not continuously read a text. Instead use lists in point form that make you take pauses, thus making your tone much more natural.
- Avoid using what are called *crutch words*: "essentially", "when we/you" and other formulas that we often abuse without realizing it and that can adversely affect credibility.
- Be aware of the audience, maintain eye contact with them and establish a bond with them.
- Develop self-confidence, improvise, focus on the strong points, persevere, have fun and relax.
- BR-EA-THE.

In the end, being able to influence is knowing first how to persuade and convince! With the help of practical advice, the participants learned more about the art of public speaking and furthermore had the opportunity to practice during the Network.

5 à 7

What better than a 5 à 7 to get to know one another and have more informal discussions. The Youth Committee and the participants in the Network enjoyed talking with one another. An activity that certainly won't disappear!

Each one of the participants was invited, in turn, to stand up, introduce themselves and state their expectations for this day of training.

1. Hubert Joly, CSSS du Nord de Lanaudière
2. Catherine Larouche, CSSS Bécancour-Nicolet-Yamaska



Influential characters

A fun activity was suggested to the participants at the Youth Network. As a team, they had to associate the photo of a person who had influenced the labour movement, with their biography. Among the protagonists: René Lévesque, Michel Chartrand, Gabriel Nadeau-Dubois and Régine Laurent.



Marie-Eve Viau and Julie Martin, Union Consultants, Task and Organization of Work Sector at the FIQ

DARE, ACT AND INFLUENCE... IN ORGANIZATION OF WORK!

Why retain the theme of organization of work for the second day of the Youth Network? Because over the years, the FIQ has noticed just to what extent organization of work influences the practice and the quality of life of the healthcare professionals. It is therefore very relevant that they get on board regardless of their level of professional experience or their degree of union involvement, because they are the real experts in organization of work.

Different presentations and certain exercises have equipped the participants to be more able to exert real influence on organization of work in their respective environments. To assist, the Youth Committee used two experts on the subject, Julie Martin and Marie-Eve Viau, both union consultants in the FIQ Task and Organization of Work Sector.

First, the concepts of external and internal environments were illustrated using newspaper articles. It was an opportunity to learn that the political, economic, socio-demographic, legal and technological context is characterized by numerous elements that directly influence organization of work. The cuts in health care, the projects for optimizing care and services, the aging population, the labour force shortage, the implementation of Bill 90 and computerization are all factors that have an impact on the healthcare professionals' practice in one way or another.

However, organization of work is much more than the external and internal environments; it is just as important to consider the context and the content of work. For example, when we talk about the job structure, organization of work time, management of human resources

or the composition of the care teams, this is the CONTEXT of work. But, if we deal with the level of responsibility, the scope of practice, workforce planning or workload, it is then the CONTENT of work that is the issue. Separating these two concepts will be very useful in an organization of work project.

WHERE TO GO FOR HELP

When the time comes to persuade and to convince, knowing where to go is critical if we want to exert our power of influence. Using a free association game, the two trainers asked the participants to identify the places of influence that they could occupy and the union resources available to them for undertaking an organization of work project: local union, FIQ union consultant, committee on care, board of directors, health and social services agency, ministry of health and social services, etc.

In short, this training day was an opportunity to sensitize the participants to the different components of organization of work and their expertise in the field. Thanks to the advice that they received in public speaking, several undoubtedly now felt better equipped and interested in getting involved in an organization of work project.

The
next
generation...



At the microphone:
Cindy Baillargeon, CSSS de Beauce

Generation

THE FIQ,
A STRONG VOICE,
ACTIONS THAT COUNT



PRESENTATION OF THE ACTION PLANS

With the knowledge acquired during the day, the participants in the Network were invited to develop an action plan in organization of work, using a problem of their choice.

- What are the causes and the consequences of the problem?
- What possible solutions can be proposed? With which tools?
- Which places of influence can be used and which actions can be undertaken?

Then, they presented their action plan in turn to their comrades, in a very funny way to some. A great opportunity to apply the advice received the day before!



No Make-up Day being highlighted on April 24, the young participants at the network chose to meet this challenge by attending this 2nd and last day of the discussions without wearing any make-up.



The context and content of work, a quiz

Using situation scenarios, two teams joined in a game that was harder than it looked. The players had to determine in which category, CONTEXT or CONTENT of work, each statement belonged.

The no make-up team beat the Superstars, by a score of 7 to 4.