

HOW TO PROFIT FROM OPPORTUNITIES IN A COMPETITIVE ENVIRONMENT



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DISCLOSURE SLIDE

No disclosure to declare



Conflict rises in those organizations where the results directly depend on collaboration, team work and creativity, and where having only the results in mind, we tend to forget to take care of people and mutual relationships

CONFLICT RESOLUTION TECHNIQUES:

High

Concern For Own Agenda

Competing

- · Quick, decisive action needed
- Important but unpopular issues are at stake and where there isn't "right" way

Collaborating

- Both sets of concerns too important to be compromised
- · Needs insights from different perspectives
- Increases others' commitment to solutions
- Long-term major issues

Compromising

- Moderately important goals but not worth potential disruption of more assertive modes
- Two equally strong parties committed to mutually exclusive goals
- Expediency
- · Back up competing/collaborating

Avoiding

- Trivial issues
- · No chance of getting what you want
- Potential risk of confrontation outweigh benefits of resolution
- Other better places to resolve the issue

Accommodating

- Issue much more important to other party
- To limit damage of continued conflict
- To bank favors
- When in the wrong

Low

Low

Concern For Other's Agenda

High

COMPETITION IN YOUR TEAM-GROUP

- Believe in your self and in your capacities
- Be motivated
- Play always fairly
- Find your area of interest and learn hard to improve your skill
- Recognize your "competitors"

BELIEVE IN YOURSELF



BE MOTIVATED

"VOLLI, SEMPRE VOLLI, FORTISSIMAMENTE VOLLI"
(I WILLED AND ALWAYS WILLED, AND PASSIONATELY/STRONGLY WILLED)



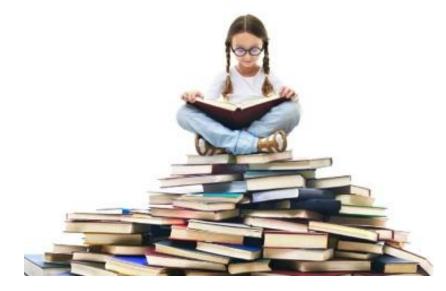
Vittorio Alfieri (1749- 1803)

PLAY ALWAYS FAIRLY



PICK YOUR PASSION AND LEARN HARD TO IMPROVE YOUR SKILL





RECOGNIZE YOUR "COMPETITORS"





...and take advantage of their experience

LOOK AT THE MIRROR, THAT IS YOUR COMPETITION!



Girl before a mirror (Pablo Picasso, MOMA, New York)

HOW TO BUILD UP A COMPETITIVE TEAM-GROUP



TEAM BUILDING ACTIVITIES OUTSIDE OF THE OFFICE



HAVE FUN IN THE OFFICE: THE "UOVO SBATTUTO LESSON" (THE EGGNOG LESSON)



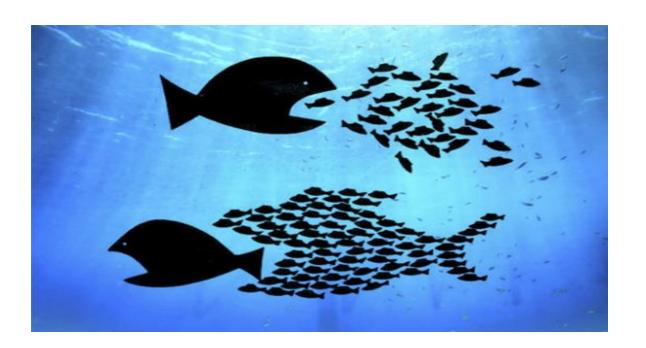


LET'S BAN NEGATIVITY



PEOPLE HELPING PEOPLE

• There is a big difference between being competitive individually and being competitive as a team.



INCENTIVIZE YOUR PEOPLE



ENCOURAGE LEARNING FROM MISTAKES



Humanum fuit errare, diabolicum est per animositatem in errore manere

San't Agostino d'Ippona, Sermones (164, 14)

RECOGNIZE TOP PERFORMERS

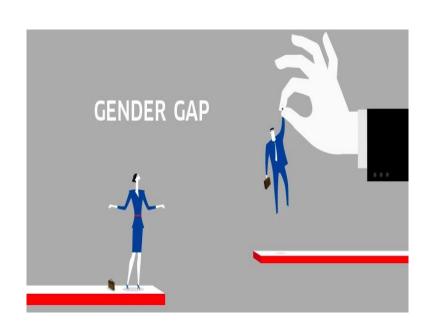
• Taking the time to publicly recognize top performers will have fantastic results.



HOW I "SURVIVED" IN A COMPETITIVE ENVIRONMENT: AS A FELLOW



HOW I "SURVIVED" AND I STILL "SURVIVE" IN A COMPETITIVE ENVIRONMENT: AS A WOMAN IN ONCOLOGY







HOW I "SURVIVED" AND I STILL "SURVIVE" IN A COMPETITIVE ENVIRONMENT: IN MY HOSPITAL





THANK YOU SO MUCH

