



# It Takes a Village

Robert J. Kiltz, MD

Founder & Director

CNY Fertility Center & CNY Healing Arts Center

Syracuse • Albany • Rochester • Buffalo • Atlanta • Montreal



# Searching for Your Village, or Creating Within



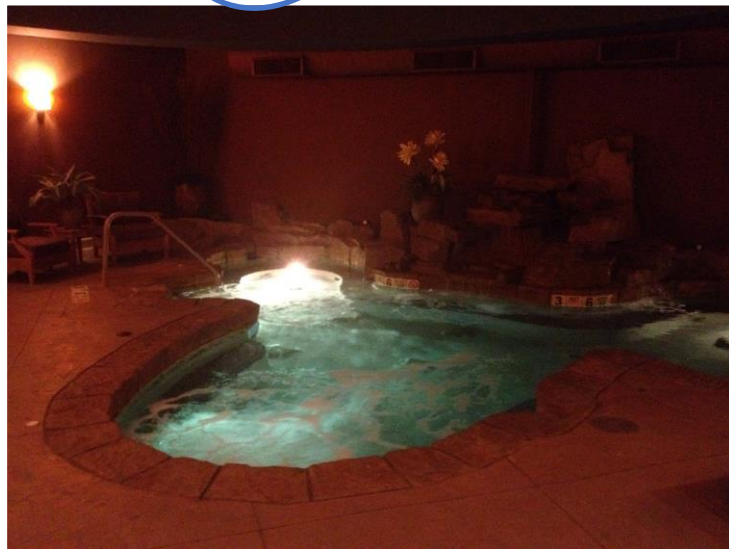
# The Fertile Village - We are all the VILLAGE



- › Interdisciplinary Team Optimization
- › Best Communication
- › Personalized Individualized Care
- › Patient/ Customer / Client Care and support
- › Administration: the process or activity of running a business, organization, etc.
- › Carrying out the process of connecting the points of light
- › it is all about people



WYK Wellness



# What is Our Real Mission?, who is on the team

- › Health Care Providers - those that directly administer health needs to the Patient / Customer / Client
- › Helping create families
- › Our real mission is . . . to make babies!
- › Person and population-centered care to build health & wellness
- › Remember all the team members, front office, back office, vendors, delivery people, insurance company





# Who's in Your Village / We are all Family

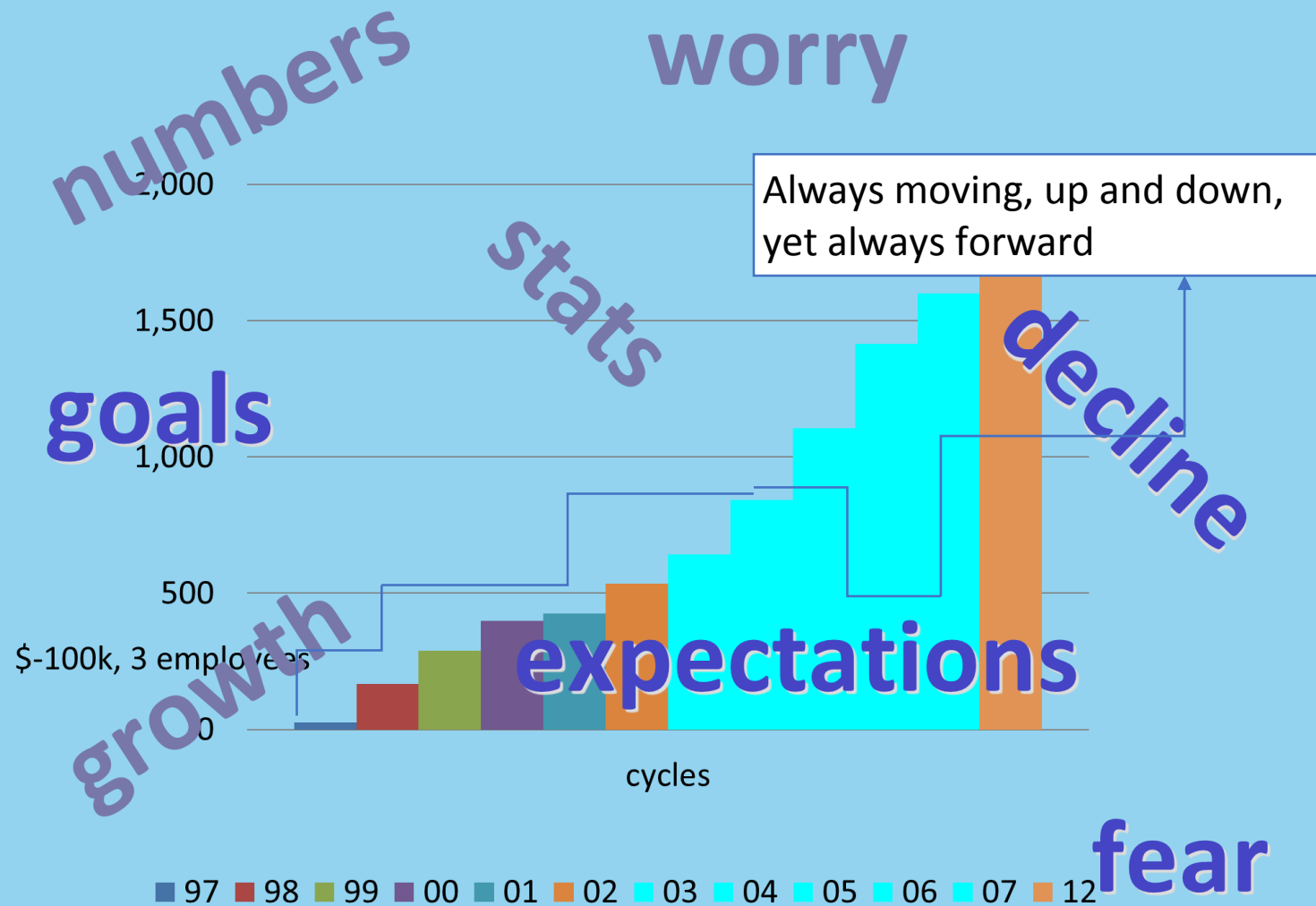


# How to Build a Village

- › Choose the right location
- › Build a foundation
- › The people are the glue or the mortar that keeps the best villages growing and developing
- › Learn from others that have done that which you desire
- › Look at other creatives, villages, spas, hotels, restaurants
- › Integrative health retreats
- › Be a co creator

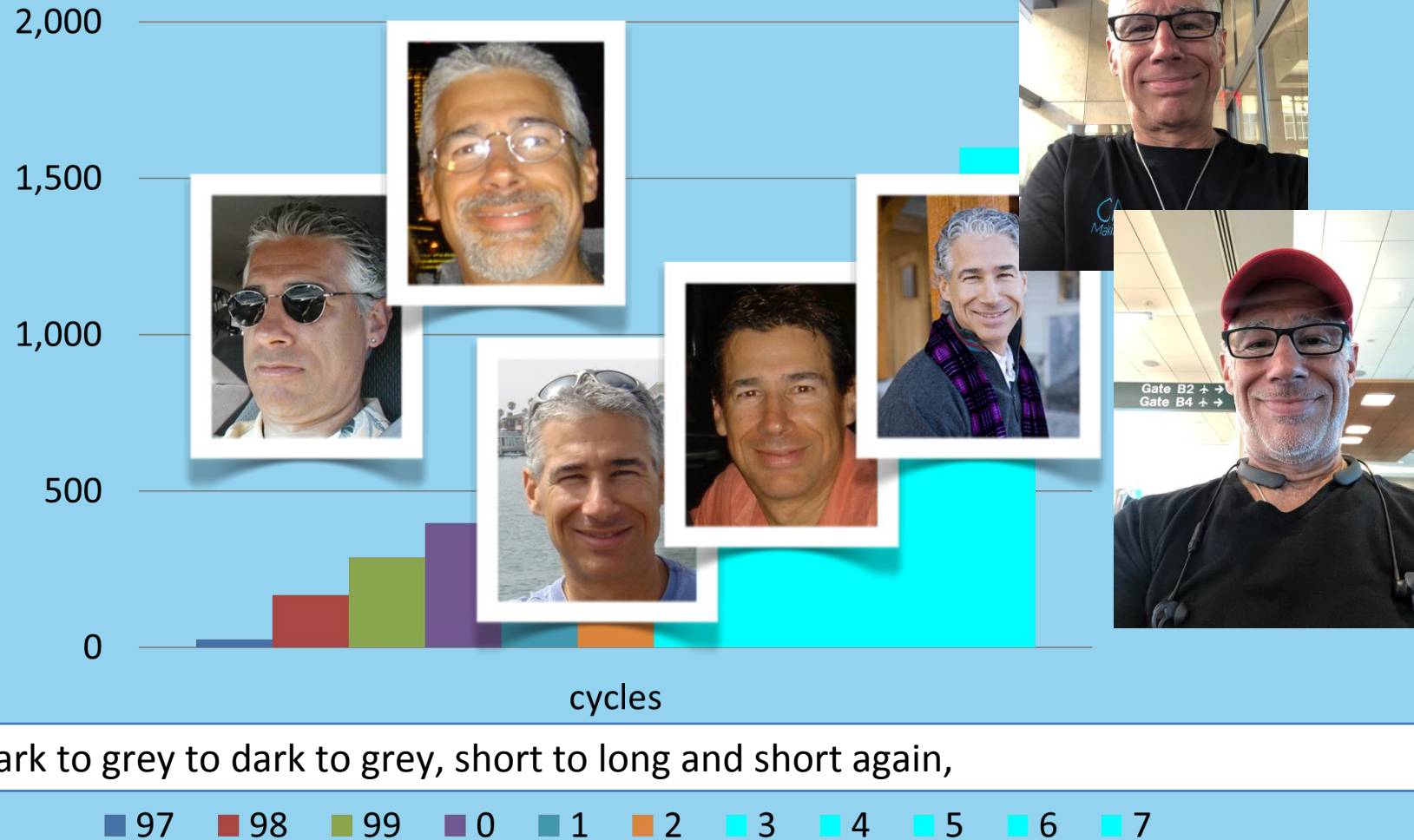


# Managing Your Village, loving the dance





# Change is the Only Constant



# A Duck or an Eagle. What's It Going to Be?

- › Don't be a duck. Be an eagle and soar, not quack
- › If you get up in the morning expecting to have a bad day, you'll rarely be disappointed
- › Differentiate yourself and find your unique voice
- › Remember, it all starts with thoughts and words we use
- › Make the change in yourself and your clients and staff will respond
- › Do not criticize, complain or condemn
- › Be the positive that you want to see in others



# The Fertile Village / Keep Practicing



# The Fertile Village - Focus on the Positive

- › I am part of the Fertile Village/Family
- › I bring my positive attitude each and every day
- › I am present and on time each day
- › I am aware of my professional and neat appearance at all times
- › I conduct myself in a professional manner
- › I contribute and participate each and every day
- › I am committed to our clients and providing the best care and service at all times



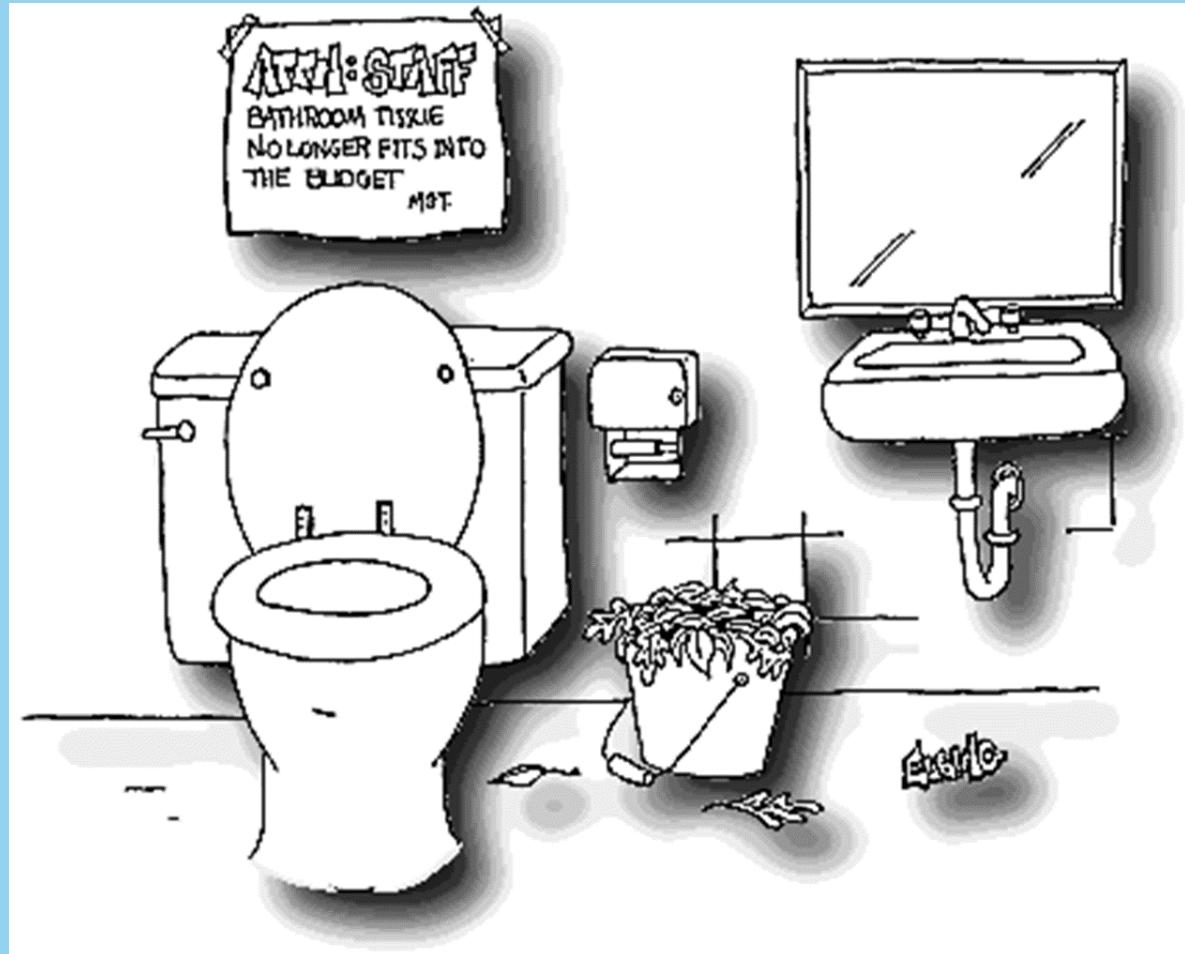
The Fertile Village/Family Drives Best with  
Positive Intentions



# The Place, People, Energy Inspired Daily



# It's Not Always Perfect in Paradise!



# Expectations, Lead with love every day

- › I always get what I expect or better, and village keeps getting better
- › Be the dreamer! All things are fantasy and perception
- › Inspire all to be on the fertile bus
- › You can awaken the desire and give them permission and encouragement
- › Do or do not, remember, there is no try
- › Make the ordinary extraordinary
- › Lead with positive: "Love that which you hate and that which you hate becomes love."



Great service comes from the heart.  
I know everyone cares.

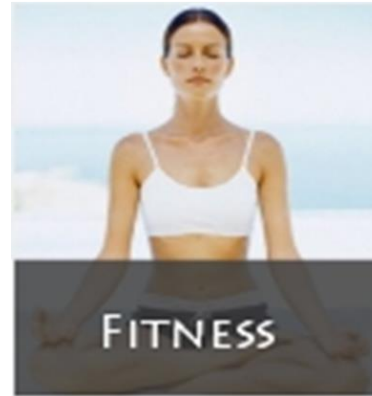
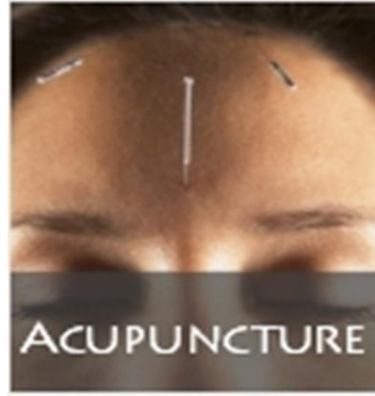


# Gatherings, Celebrations, Team Days





# CNY Healing Arts



Life can be very stressful. At CNY, we embrace integrating Eastern and Western therapies. These holistic approaches help us manage stressful situations and create balance and wellness within.

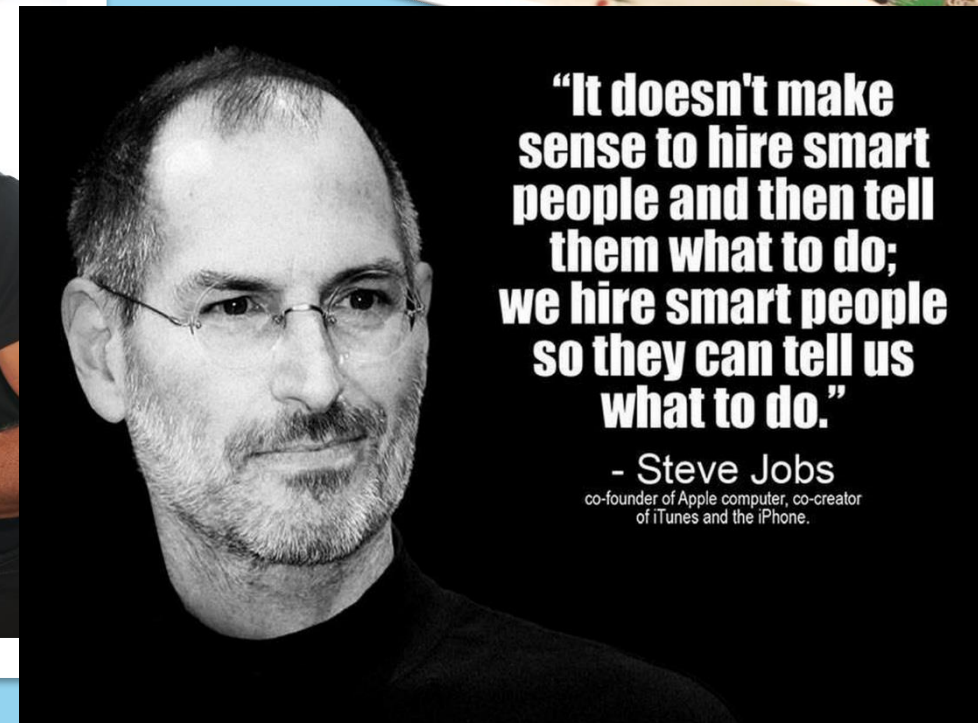
# Rules of the Road

- › Choose your vehicle and equipment
- › Be the driver. Invite and inspire passion and compassion, and yes lead with the best passengers
- › Drive with purpose, vision, passion, and a positive attitude
- › Shout the praise and whisper the criticism
- › Guide with the right words; create a script, like the movies
- › Set the tone for the people and the place; prepare the stage
- › Use Daily Intentions to elevate the energy, enthusiasm, and passion.
- › Be the coach and cheerleader; inspire with positivity
- › Read! We are what we read!
- › You've got to pay to play. Life only gives you what you put into it
- › It will be hard



# Hire & Inspire.....

- › First on / last off
- › Always on
- › Rest & rejuvenate
- › Work = play = art
- › Hire fast, fire slow
- › Always training
- › Always teaching
- › Always learning





# Create a Relaxing and Inspiring Atmosphere,





# The Human Ferrari



How and what do you wish to create in your life