

LIVING WITH PURPOSE in Fields of Opportunity

The Power of Intentional Leadership in Healthcare Finance

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In the Next Hour

You will learn how to:

1

Reconnect the Numbers to Meaning

Turn daily financial decisions back into human impact.

2

Lead with Care and Candor

Deliver hard messages without losing trust.

3

Build a Daily Practice

Protect purpose under pressure, every single day.

“There is a patient on the other side of every number in this room.”

CHECK-IN.

TREATMENT.

THE BELL.

The Pressure Healthcare Finance Leaders Carry

When everything is urgent, meaning becomes invisible.

1

Reimbursement Shifts

Constant change in payer rules and margins.

2

AI Disruption

New tools reshaping roles and workflows.

3

Remote + Generational Change

Distributed teams, shifting expectations.

4

Do More With Less

Staffing constraints and budget tightening.

The Real Problem: Disconnection

The slow shift from “I get to serve” to “I have to survive.”

- 1 The belief that numbers and people are separate
- 2 Leading only through metrics, urgency, and transactions
- 3 The slow shift from service to survival
- 4 Disconnection from the patient, the team, and the meaning behind the work

Mission vs. Daily Purpose

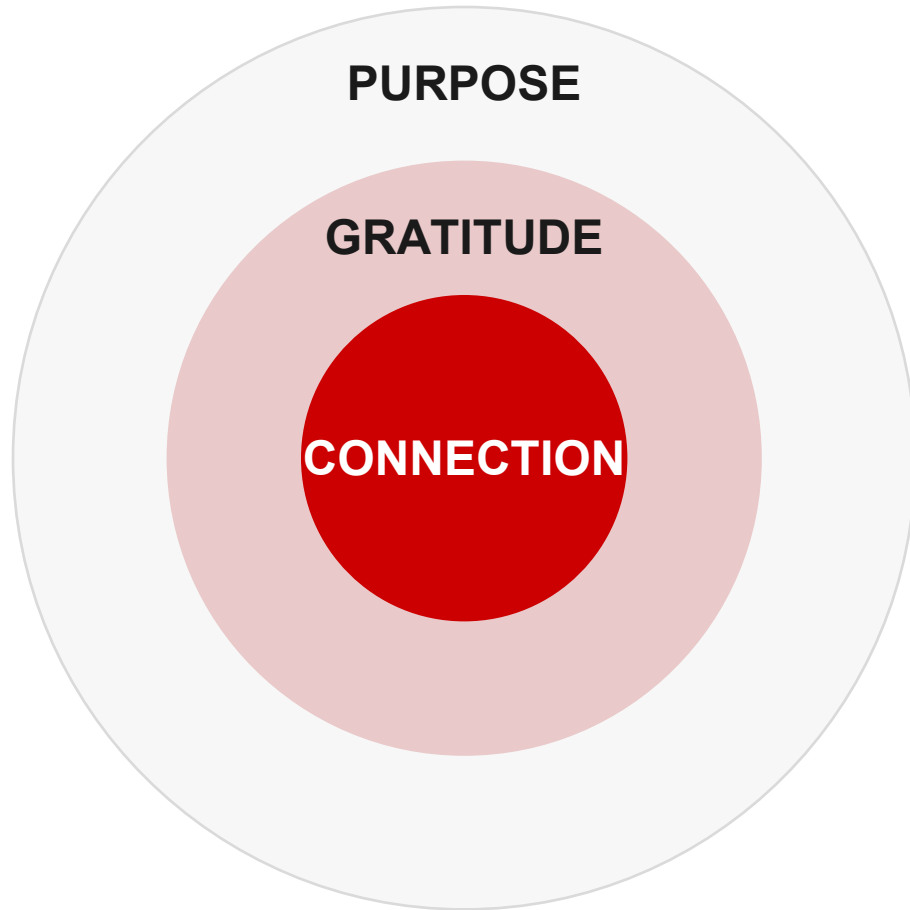
MISSION

What is written on the wall.

PURPOSE

What people can feel in the work.

Connection Is the Destination



PURPOSE

Reconnects the work to why it matters.

GRATITUDE

Restores perspective.

CONNECTION

The destination. Where leaders and teams are headed.

GRATITUDE

Restores perspective



PURPOSE

Reconnects to why it
matters



CONNECTION

The destination

The Care + Candor Framework

Deliver difficult financial messages without losing trust.

CARE

What does this person need to feel seen, respected, and informed?

CANDOR

What truth needs to be said clearly, without hiding behind jargon?

CONNECTION

How do we move forward together?

Care + Candor in the Room

THE MOMENT

- 1 Budget cut
- 2 Reimbursement change
- 3 Performance concern

WHAT IT SOUNDS LIKE

“I know this change affects how your team works, and I do not want to minimize that. Here is the financial reality we have to address. Here is what is decided, what is still open, and how we will move through it together.”

The Three-Question Daily Practice

1

GRATITUDE

What can I appreciate specifically right now?

Recognize one person using person + behavior + impact.

2

PURPOSE

What matters most in this moment?

Identify the one outcome that matters most today.

3

CONNECTION

Who needs clarity, care, or collaboration from me?

Have one direct, human conversation.

1 Think of one high-pressure issue you are carrying.

2 Answer all three questions.

3 Circle the one action you will take in the next 24 hours.

From “I Have To” to “I Get To”

“I HAVE TO”

Treating meaningful work, or a meaningful relationship, like an obligation.

“I GET TO”

Reconnecting the task to the human impact behind it.

What meaningful work or relationship have you started treating like an obligation?

Your 24-Hour Invitation

- 1 Choose one practice to implement within 24 hours.
- 2 Replace one “I have to” with “I get to,” and name the human impact behind the work.
- 3 Use Care and Candor in one conversation you have been avoiding.
- 4 Begin one meeting with specific recognition: person, behavior, impact.

“Do not leave with ten ideas. Leave with one decision.”

**The spreadsheet did not change.
The meaning attached to it did.**

Check-in. Treatment. The bell.

***“The people behind the numbers are the reason the numbers
matter.”***

Learning Objectives Recap

- 1 Identify the gap between knowing mission and living daily purpose, and apply strategies to reconnect finance teams with the patients and communities they serve.
- 2 Apply Care + Candor to deliver difficult financial messages while maintaining trust and driving accountability, without creating fear or disengagement.
- 3 Implement the three-question daily practice, gratitude, purpose, connection, to shift from “I have to” to “I get to,” reducing burnout and increasing engagement.



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Questions?

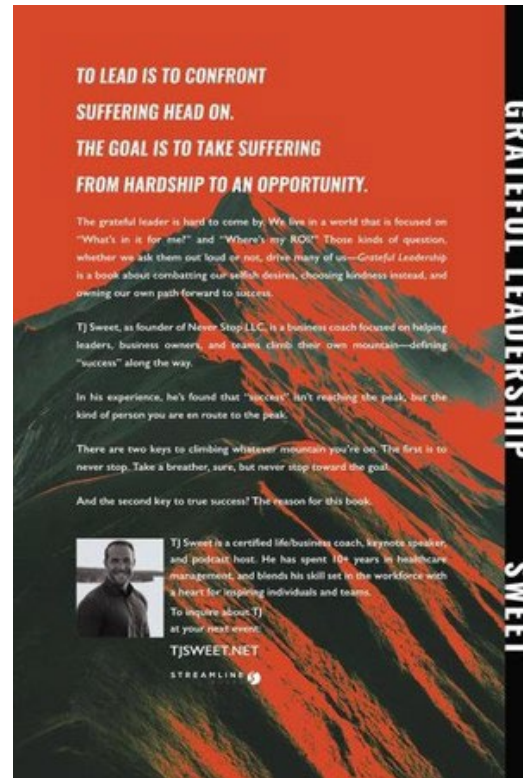


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GRATEFUL LEADERSHIP

FINDING PURPOSE,
BUILDING RESILIENCE,
& THE POWER OF APPRECIATION.



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