



MENTAL HEALTH KC CONFERENCE 2023

MAY 11 & 12, 2023

Thank you for joining us!

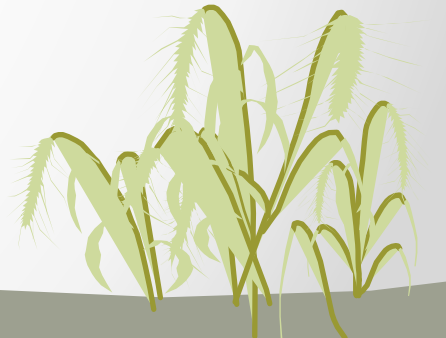
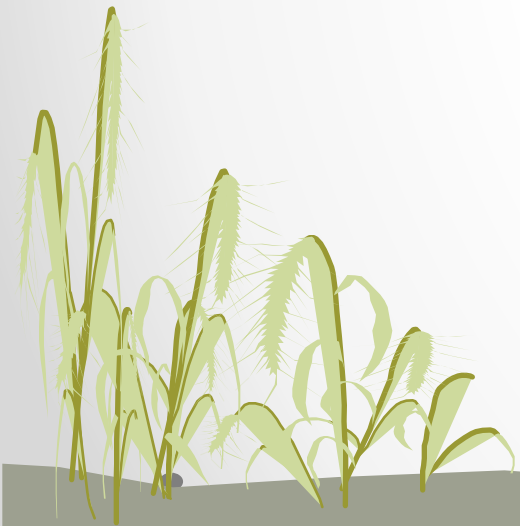
Disclaimer: The views and opinions presented are those of the speaker and do not necessarily represent the opinions of Metro Council.



Leading for Success!

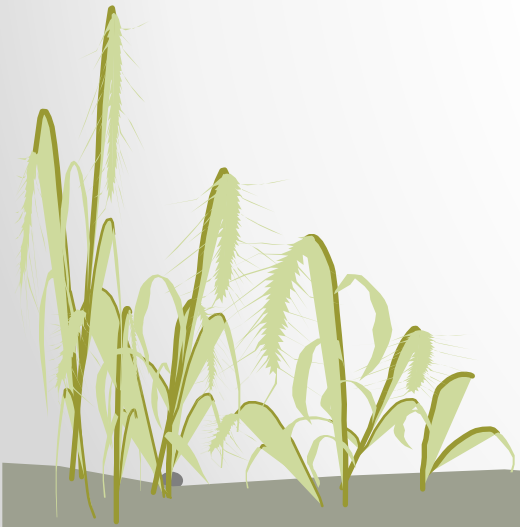
THE GREATEST THING YOU CAN DO ON THIS EARTH!

Susie Arbo MS LPC CRADC



Planting seeds and
“growing” people into
their true potential!

Unleash the creativity, inspire greatness!





I'm Susie Arbo

- Licensed Professional Counselor & Certified Reciprocal Chemical Dependency
- Motivational Speaker & Company Trainer
- Group Practice Owner of Country Crossroads Counseling
- Goal Setter & Animal Lover

Are there any CHIEFS fans here?

- 13 years in the NFL
- Kansas City Chiefs brought me to KC



Country Crossroads Counseling



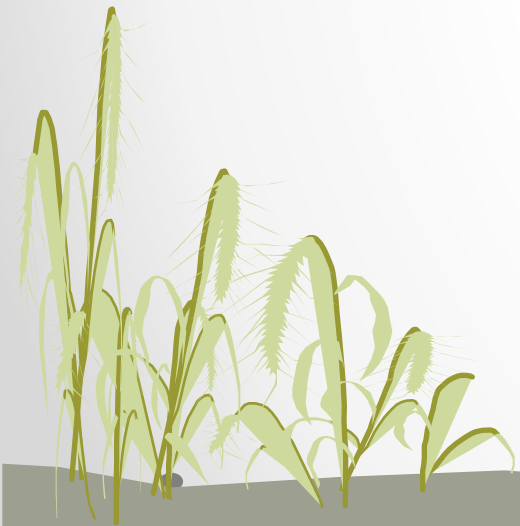
- Multiple locations
- 13 area schools
- Speaking engagements
- Company trainings
- Tele-Health
- Specialty counseling
- Animal Assisted Therapy
- Individual therapy for all ages
- Family therapy
- Couples counseling

What are we going to learn?

- **COMMUNICATION:** After this presentation attendees will be able to identify 3 effective ways to communicate with others.
- **LEADERSHIP QUALITIES:** After this presentation attendees will be able to describe 5 qualities that a leader must possess in order to develop healthy relationships among staff members.
- **POSITIVE WORKPLACE CULTURE:** After this presentation attendees will be able learn 5 techniques to increase positivity in their workplace.
- **ACCOUNTABILITY:** After this presentation, attendees will be able to learn 3 ways on how to hold people accountable so that their work gets done.
- **SELF CARE:** Taking care of yourself emotionally and mentally so you can have more to give!



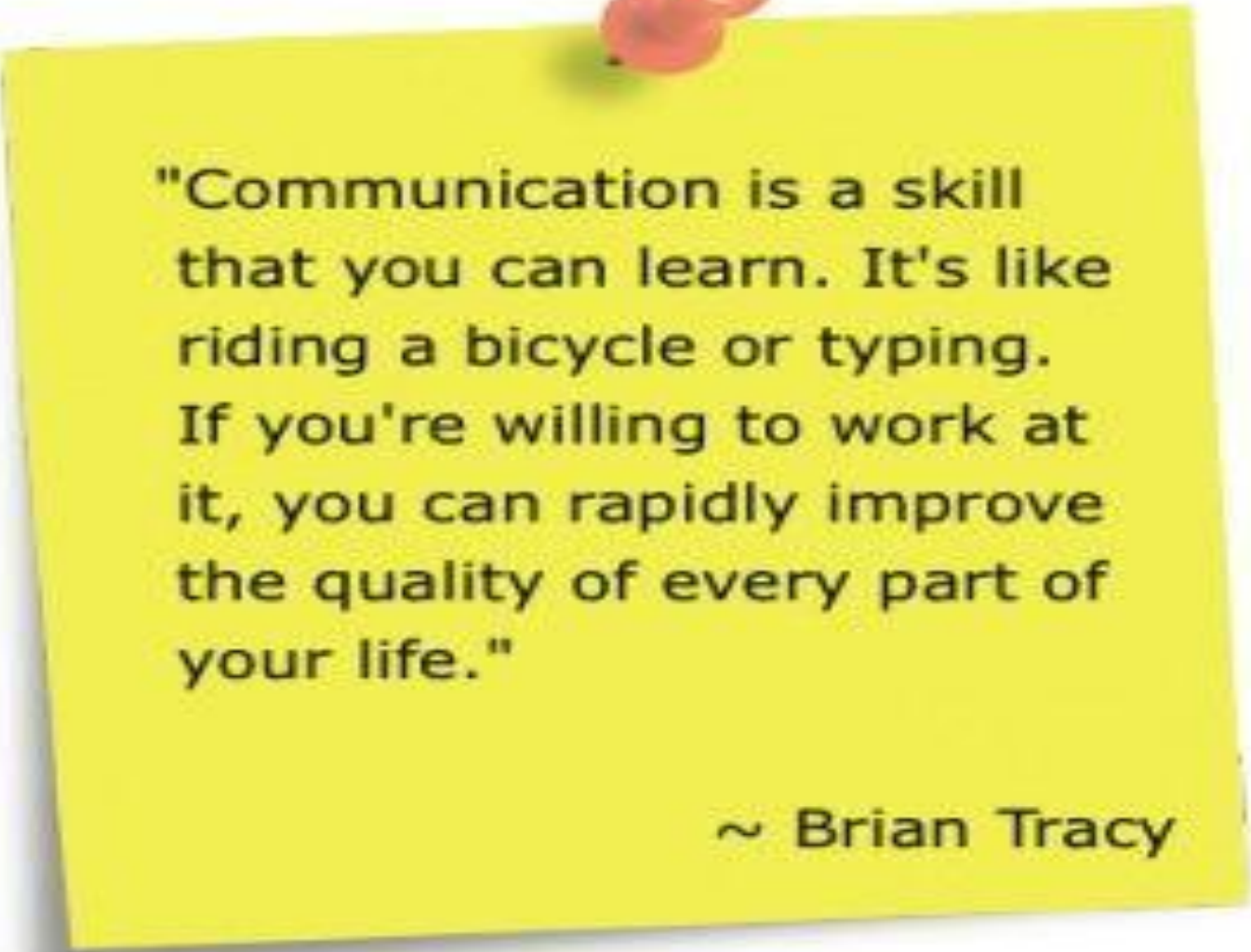
**ALL GREAT LEADERS
LEARN TO
COMMUNICATE
EFFECTIVELY**



80% of Problems in the Workplace are Communication Related

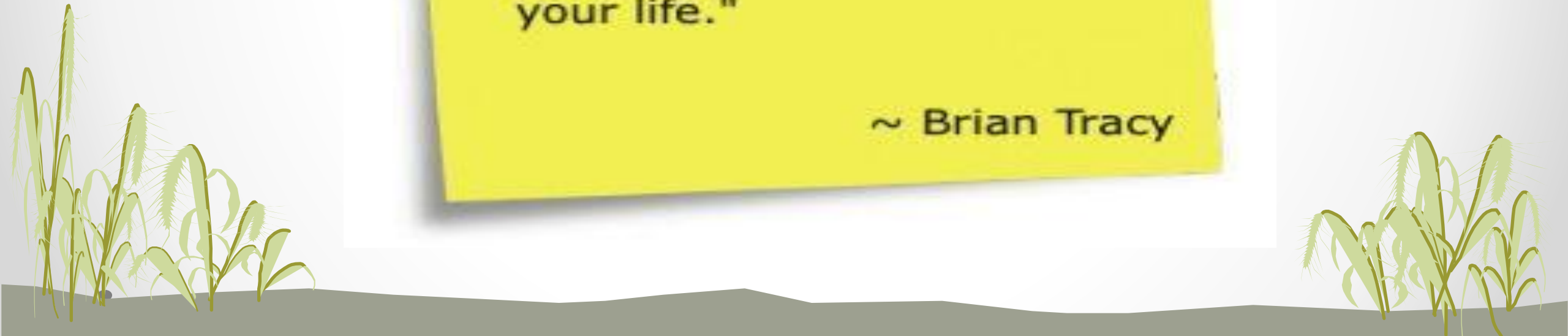


let's talk



"Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life."

~ Brian Tracy



Communication



YOUR RELATIONSHIP IS
WHAT'S IMPORTANT

KEEP IT SIMPLE, GENTLE,
BE DIRECT, TELL THEM WHAT
YOU NEED, WELCOME
FEEDBACK

BODY LANGUAGE AND
FACIAL EXPRESSIONS

“PEOPLE DON'T CARE HOW
MUCH YOU KNOW UNTIL
THEY KNOW HOW MUCH
YOU CARE”

CREATE PSYCHOLOGICAL
SAFETY

COMMUNICATION THROUGH TECHNOLOGY



- How is your message being perceived through...
 - Emails
 - Text
 - Social Media

What's the
generational
difference?

Why is it important
to acknowledge?



A 2021 study

- **75% of millennials** dislike making phone calls as they consider them “time-consuming.”
- For this reason, phone calls make up only **2% of communication** in the workplace today.
- Emails are reported to be the primary method of workplace communication for as many as **74% of working adults.**

(Pumble.com, 2021)

Customer Service 101

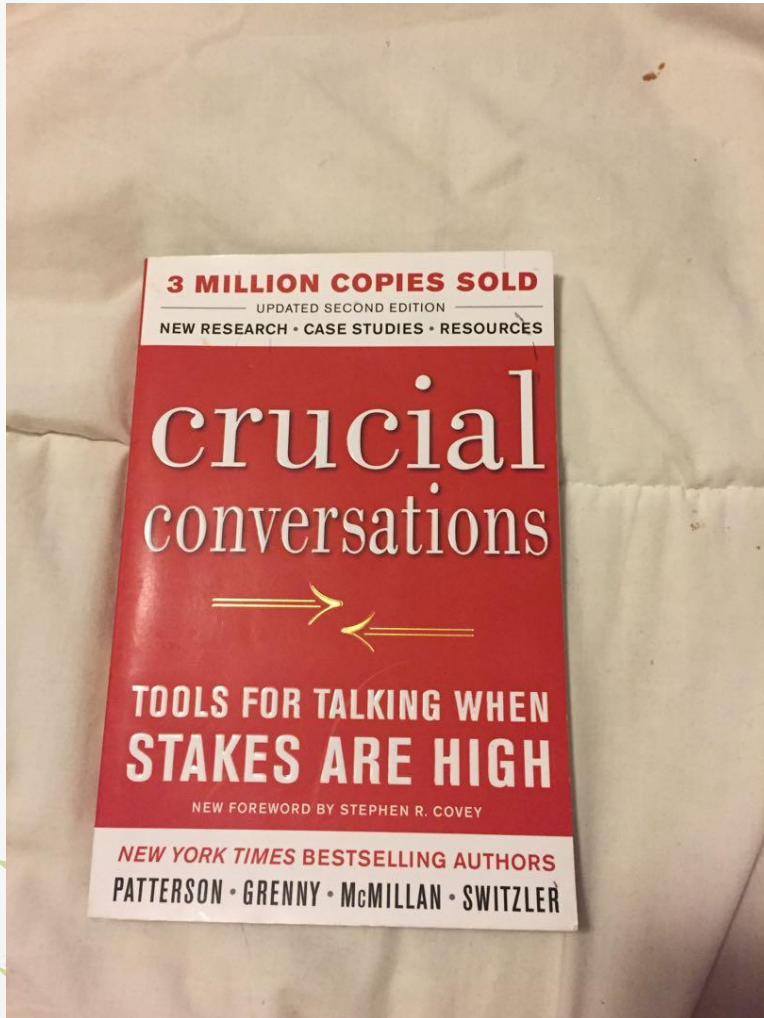
- Let the person talk
 - Try to listen them
 - Don't cut people off
 - Praise them for participation in the conversation even if you don't agree with them



1 Hour/1 Day Rule



CRUCIAL CONVERSATIONS



- Choose the right time and location
- Everyone finds the conversation difficult
- Ask yourself what do I want for myself? For the other person? The relationship?
- Ask yourself what don't you want from this?

Hold people in the “CUP” of your hand during difficult conversations

- COMPASSION
- UNDERSTANDING
- PRAISE
- Sandwich approach



Burchard, B. (2022). The Six Habits to Growth.

We are just “working through” this situation

- Supportive and togetherness
- Part of the process



If you want a gift, it comes in the form of a problem...
if you want a bigger gift,
it comes in the form of a bigger problem.

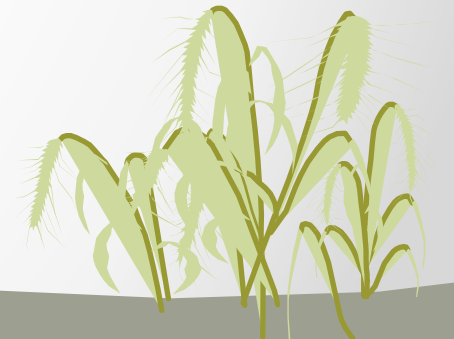
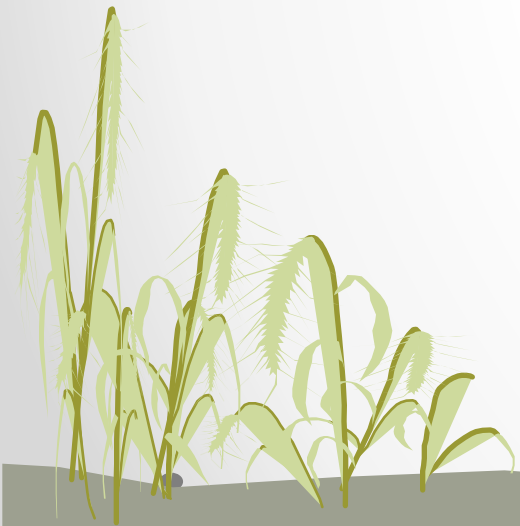


AddTracy, B. (1993). Maximum Achievement:
Strategies and Skills That Will Unlock Your
Hidden Powers to Succeed. Simon & Schuster.
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LEADERSHIP



Does anyone know the #1 reason why
people will quit their job?





Never let a bad
boss make you a
bad employee.



People support what they create

Make your team a part of the say so and process



Connection and Caring

HOW TRULY GREAT LEADERS
UNLEASH GREATNESS IN OTHERS

WALL STREET
JOURNAL
BESTSELLER

TRUST & INSPIRE

BESTSELLING AUTHOR OF *THE SPEED OF TRUST*

STEPHEN M. R. COVEY

with David Kasperson, McKinlee Covey, and Gary T. Judd

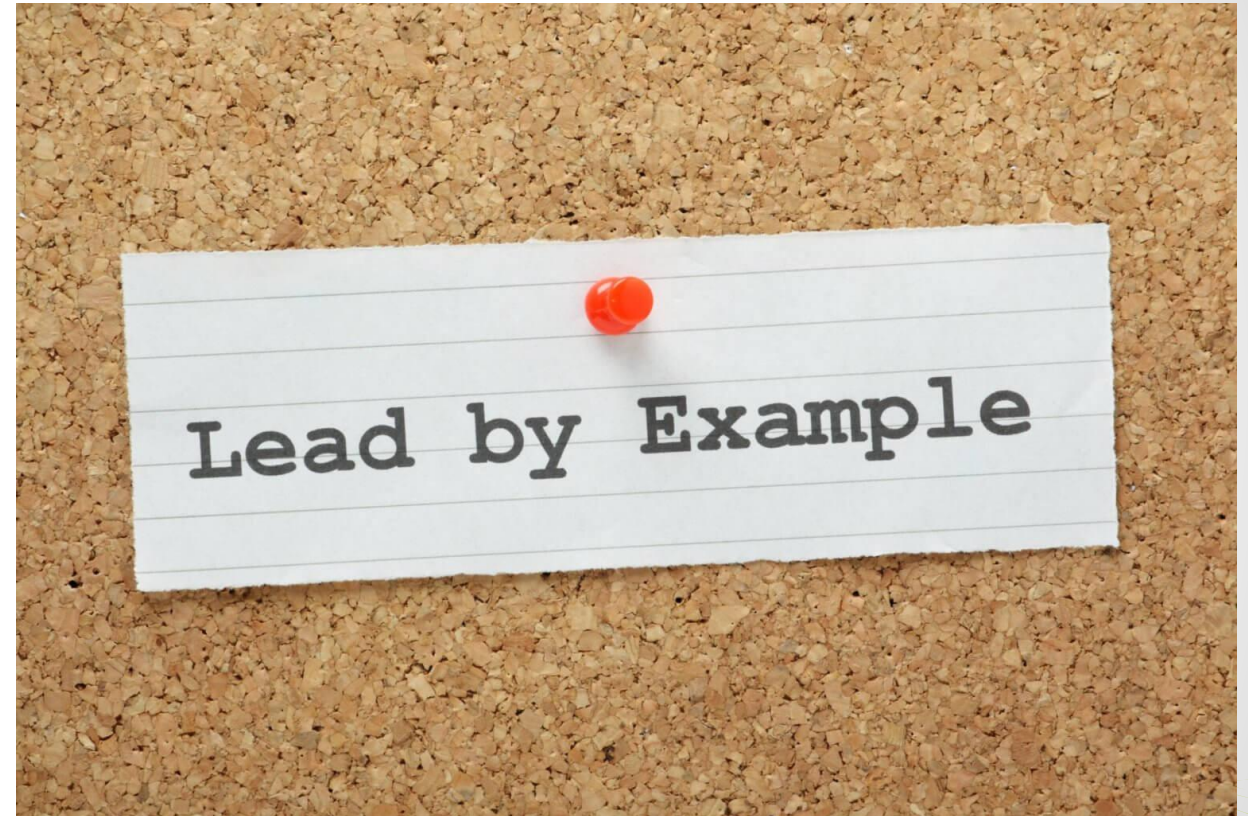
Command and Control:
Fix people, micromanage
vs.

Trust and Inspire:
“I believe in you”

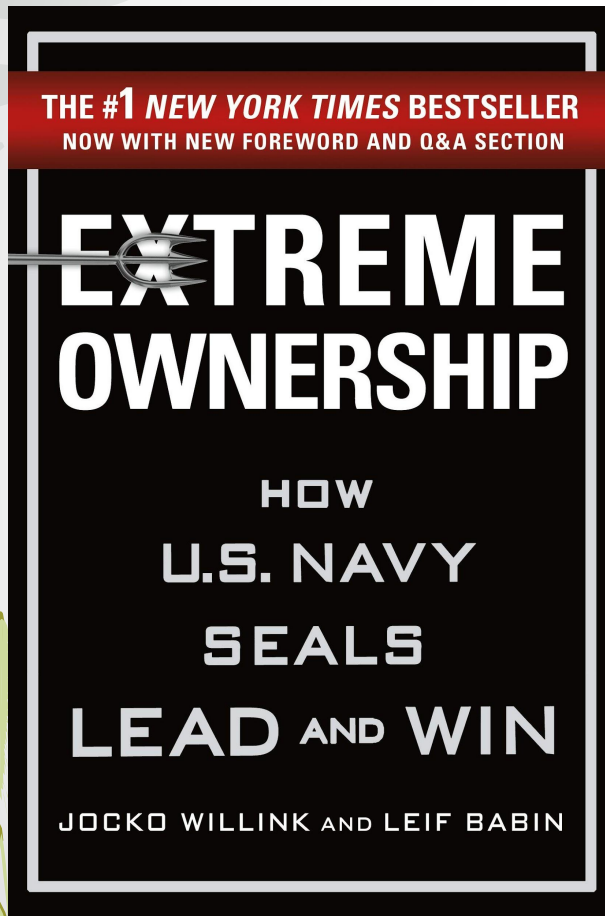


Trust and Inspire: You set the tone

1. Modeling: Role model mindset, everyone “feels your energy”
2. People close their ears to advice and open their eyes to example
3. Our everyday people influence the most
Who are your 5 people?



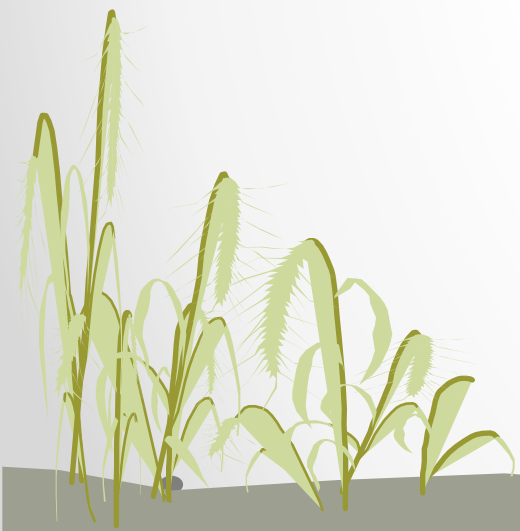
EXTREME OWNERSHIP



- [1] Admit and own mistakes and develop plan to overcome them, and blame no one else.
- [2] As a Leader, you must demonstrate Extreme Ownership throughout the chain of command down. There are no bad teams, only bad leaders.
- [3] As Leader, you must explain not just what to do, but WHY. Find out if you don't know.
- [4] Control your own Ego
- [5] Simplify the plan
- [6] Prioritize and execute.
- [7] Discipline yourself.

The Big 8

LEADERSHIP



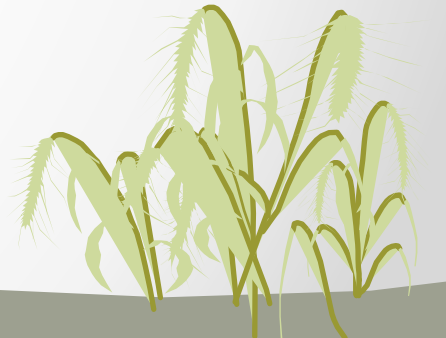
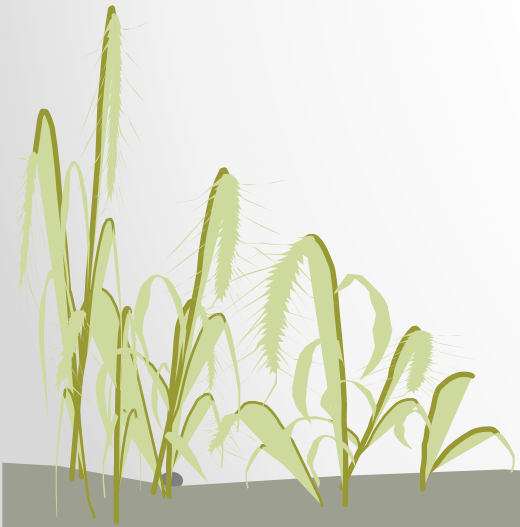
1. Willingness to Listen



- *“Most of the successful people I’ve known are the ones who do more listening than talking.” – Bernard Baruch*

- Our conscious listening, which is listening to understand and learn, is our gift to others.
- By listening with an empathetic ear, by putting ourselves in their shoes, and by maintaining an open mind, we develop a culture of enthusiastic and energetic teamwork.

What if your team members have crazy ideas or
don't care as much as you do?



2. Perseverance

“Press on: nothing in the world can take the place of perseverance. Talent will not; nothing is more common than unsuccessful men with talent. Genius will not; unrewarded genius is almost a proverb. Education will not; the world is full of educated derelicts. Persistence and determination alone are omnipotent.”

– Calvin Coolidge



3. Honesty

- *“Honesty is the cornerstone of all success, without which confidence and ability to perform shall cease to exist.” – Mary Kay Ash*



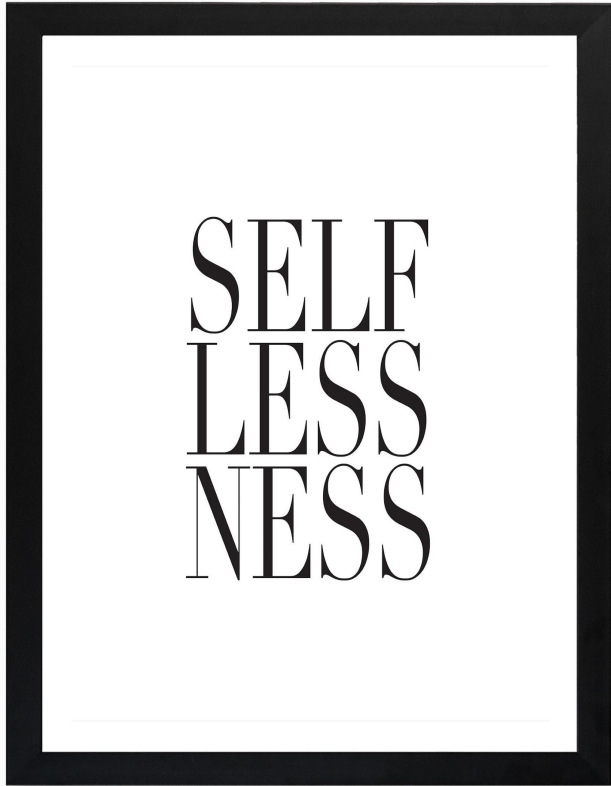
Honesty is the
best policy.

Benjamin Franklin

QuippyQuotes.com

4. Selflessness

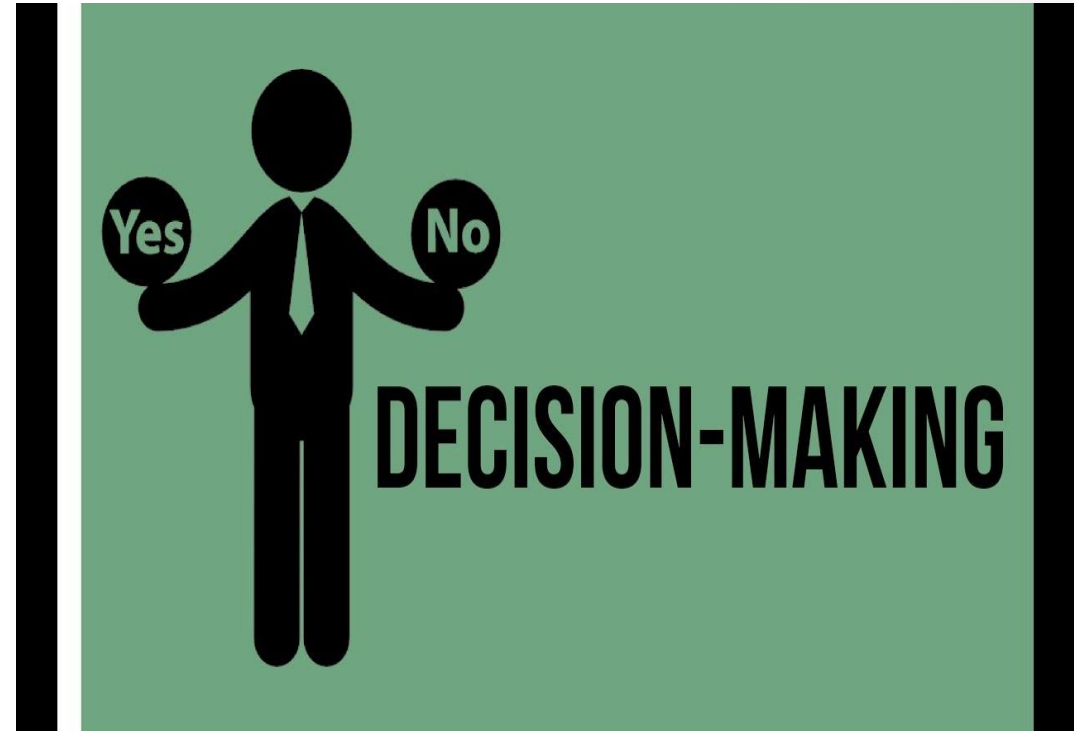
- Putting your own needs behind others
- Not doing things for the ego stroke
- Highlight others on your team instead of yourself
- Your job is to encourage your team



SELF
LESS
NESS

5. Decisiveness

- *“Decisiveness is the number one quality of a dynamic leader; his ability to communicate a decision with passion and integrity is an art form.”*
– Farshad Asl



6. Trust

You should empower them to own their projects and the results, without breathing down their necks or monitoring their every move.

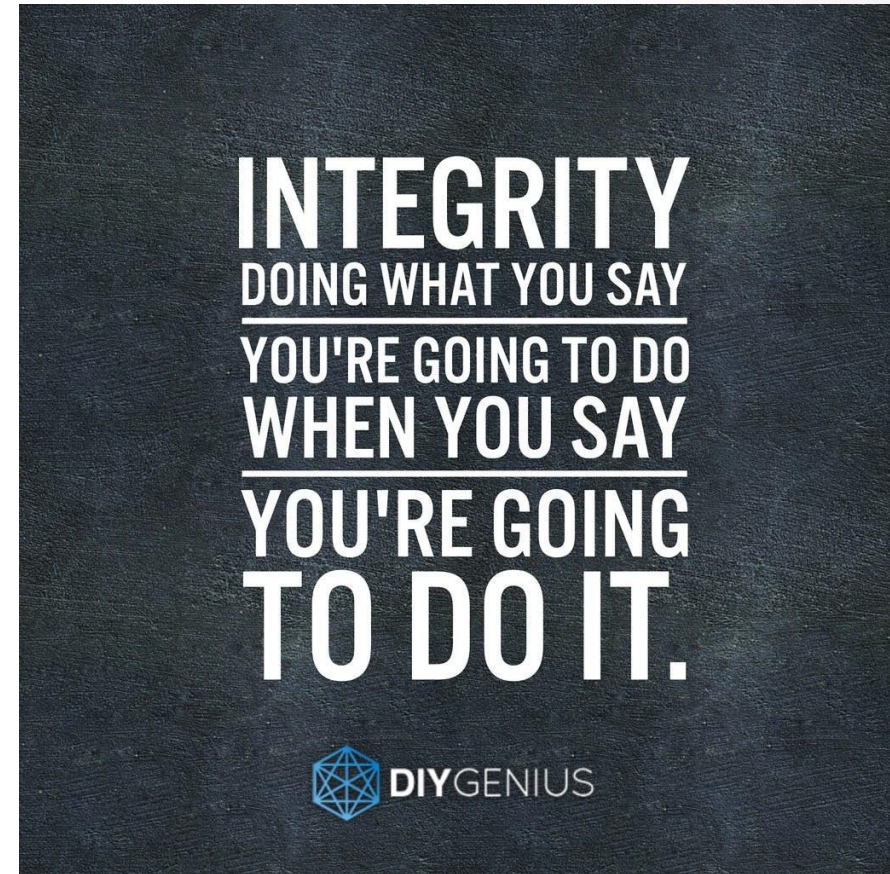
**“THE BEST WAY TO
FIND OUT IF YOU CAN
TRUST SOMEBODY IS
TO TRUST THEM.”**

~ Ernest Hemingway
American author

Source: people-equation.com/trust-as-renewable-resource

7. Integrity

- *“It is not fair to ask of others what you are not willing to do yourself.”*
– Eleanor Roosevelt



The whole person

- Private life
- Public life
- Inner life



- IF all three are in line you don't need to act or pretend to try, its just naturally how you ARE
- Gandhi example in 1931

8. Empathy and Compassion



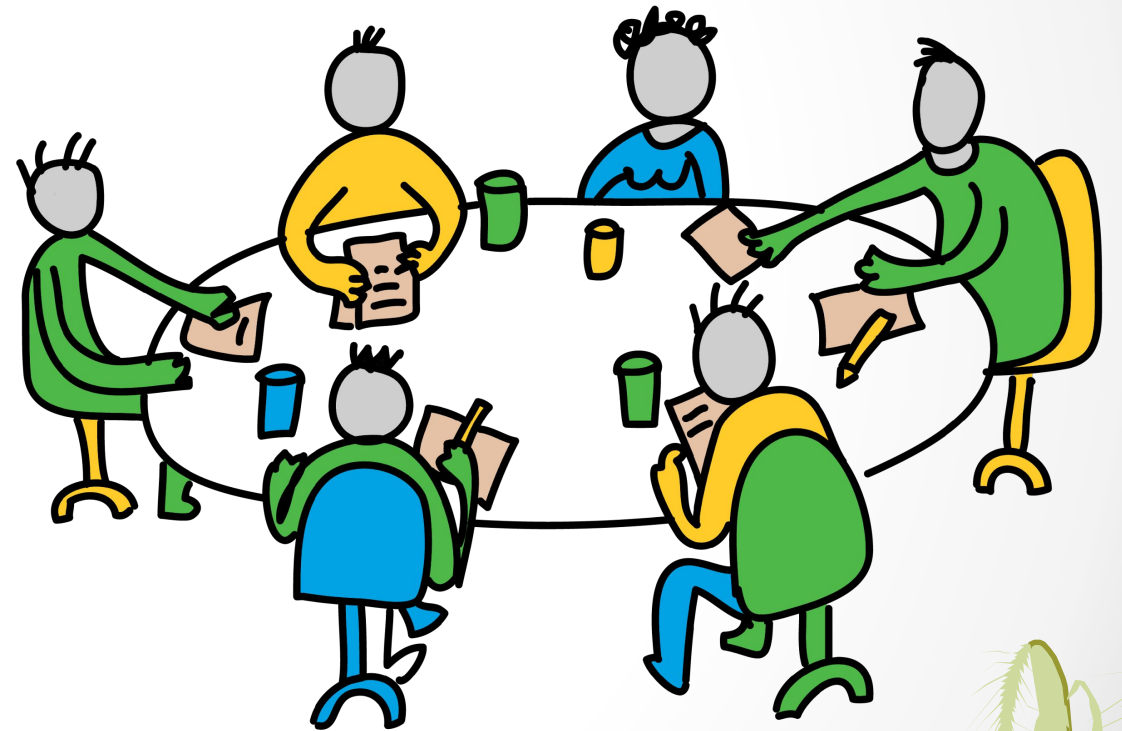
The benefits of DELEGATION

- Developing your team which unleashes creativity.
- Establishing a culture of trust.
- Making the team more efficient.
- Builds engagement and connection
- Keeps YOU from putting too many irons in the fire while also freeing up their own time to focus on higher-level tasks.
- Creates a more productive team



Choose the right person for the job:

- Consider factors such as the employee's skills, experience, and workload when deciding who to delegate to. This will ensure that the task is completed efficiently and effectively.



Accountability

- Clear is kind, unclear is unkind
- Having policies in place
- Performance Reviews
- Corrective Action Plan
- Trust them, they grow
- If they don't care about their role, then you work harder than them



Not a one size fits all!

**You need to continuously
adjust your approach based on
what the situation requires and
who you're leading.**



BE FLEXIBLE and RE-EVALUATE

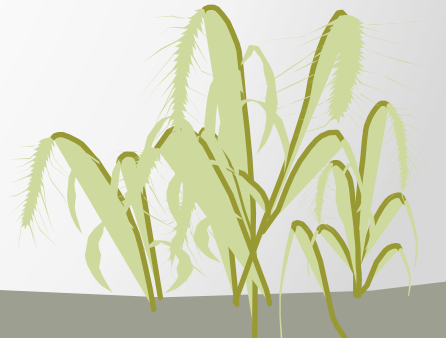
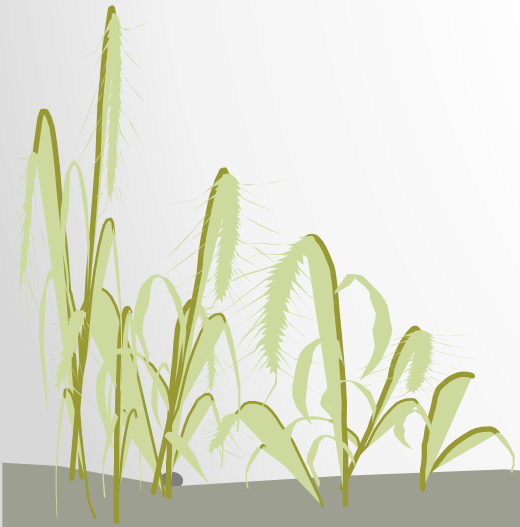
- What is working vs what is not working
- People have strengths and weaknesses
- You need to KNOW your team!



Different Personalities

Remember how people were raised and their early life experiences shape them
into who they are today

People have values, strengths and weaknesses



Radical Candor

- Rock Star



- Super Star



Scott, K. (2017). Radical Candor: Be a Kick-Ass Boss Without Losing Your Humanity. St. Martin's Press.

A good leader has a good attitude



JUST...WOW!

- 85% of people who have a positive mindset on life experience significantly less depression and anxiety.
- People with a positive mindset on life were 50% less likely to die over ten years than those who did not.
- The average person has over 50,000 thoughts daily, and 95% are the same ones from the day before. That means that out of those 50,000 thoughts, only 2,500 are new.
- 87% of people with positive mindsets are more likely to live healthier lifestyles and make better choices for their health.
- People with a more positive mindset can tolerate up to 50% more pain than those with a negative attitude.
- Optimists have a 19% lower risk of early death than pessimists. People with positive mindsets also have better physical health.
- Over 6,000 people found that those with a positive mindset on life were 35% less likely to die during the study period than those with a negative attitude.

PARENTING EXAMPLE



Parents that always tell their kids how to do everything are in trouble! Parents that let their kids try and fail, their kids are more successful.

Leaders Challenge

How do you want to
be known as a
leader?

3 words: Write them
down

“

**Leadership is not
about titles, positions,
or work hours. It's
about **relationships**.**

MotivationalLines.com

— Jim Kouzes

MotivationalLines.com



Positive Workplace Culture

- Few will thrive in a workplace culture that puts pressure on them to perform, punishes mistakes, or ignores personal problems.
- Shut down negativity, cultivate the positivity.
- Create a relaxed attitude to work, the freedom to experiment, forgiveness of mistakes, and understanding of personal issues.
- Communication is key.
- People have different stress thresholds.



Feeling Fulfilled at Work

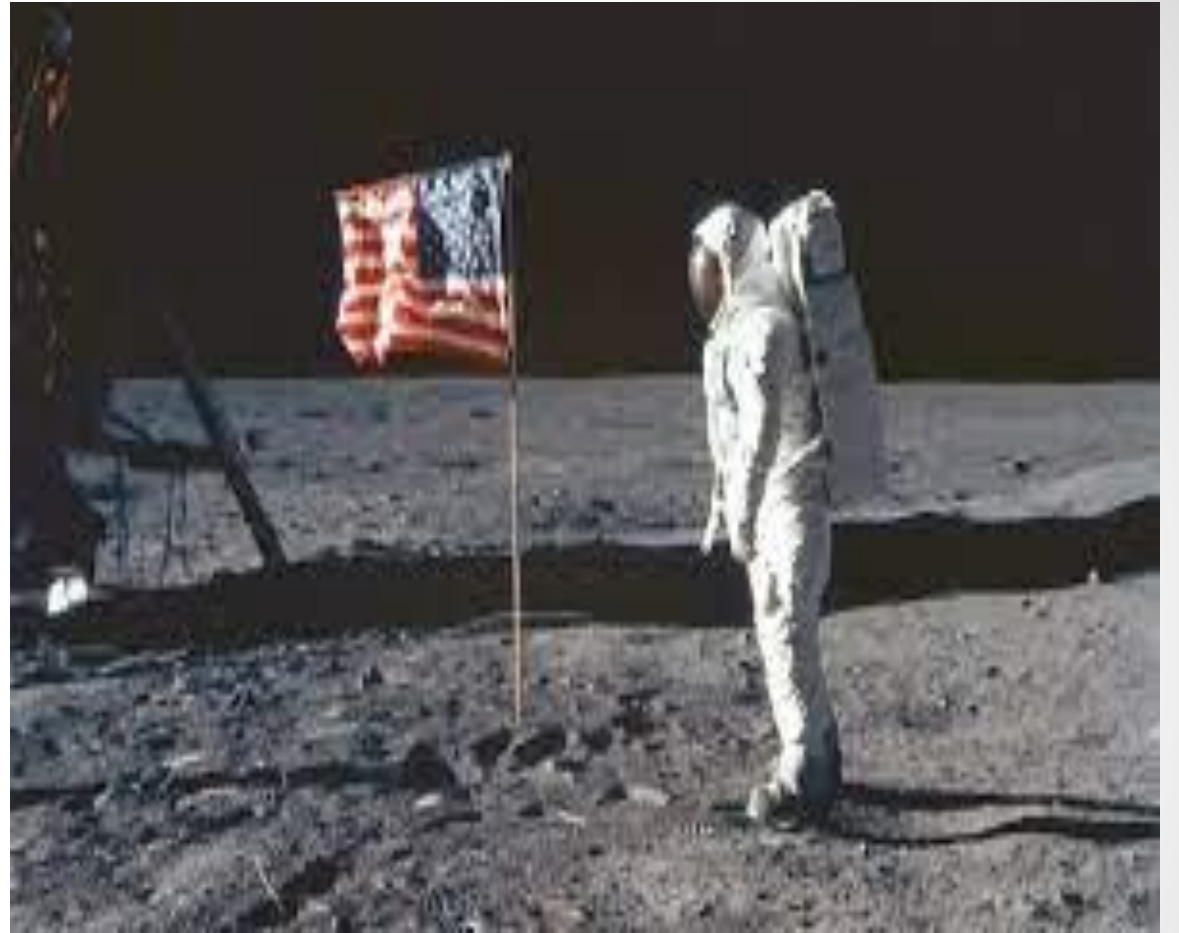
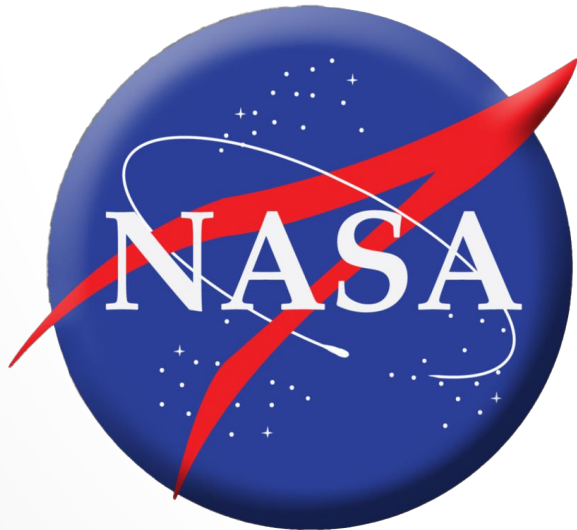
- Offer people praise for their abilities & give compliments.
- Provide opportunity for people to grow.
- Thank people for what they are doing.
- They are part of the puzzle





NIXON'S THE ONE!

Nixon and the Janitor



Workplace Culture of CCC

- We want people to stay long term
- 1 on 1's, rounding
- Monthly buddies
- Photo shoots
- Trainings
- Community events
- Group me app
- Birthday bash
- Monthly consult group
- Give people a role to grow into



ISO Positive, Growth Type Mindset, Flexible Folks

Meetings: 3 W's

- What are you worried about
 - What are working on
 - What's a win for you
-
- High and a Low
-
- Rocks
 - L-10 Leadership



Taking Care of the Leader: Strategies

1. Practice self-awareness. What sets great leaders apart is their dedication to learning more about themselves and others.
2. Set boundaries.
3. Take care of your physical and mental health.
4. Give yourself grace & extend grace to others.
6. Practice what you preach about self care
7. Have someone you can confide in.



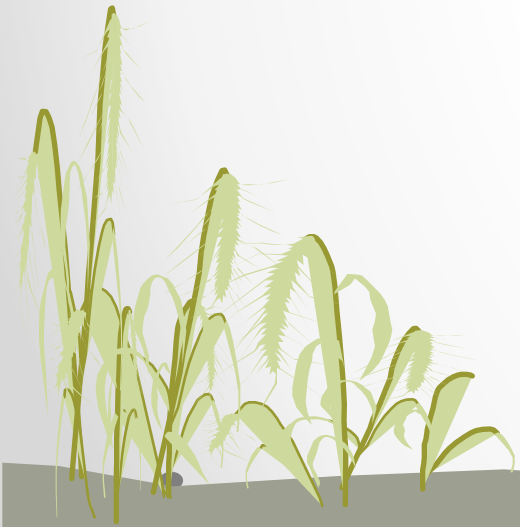
Being a leader is HARD!

Remember your WHY?



Set a goal road map for future

What's your action step?
Write it down!



Planting a seed

- Be better than before
- It may not be tomorrow, or next month but you are “growing” that behavior or mindset
- Growing the team
- Spending time with them



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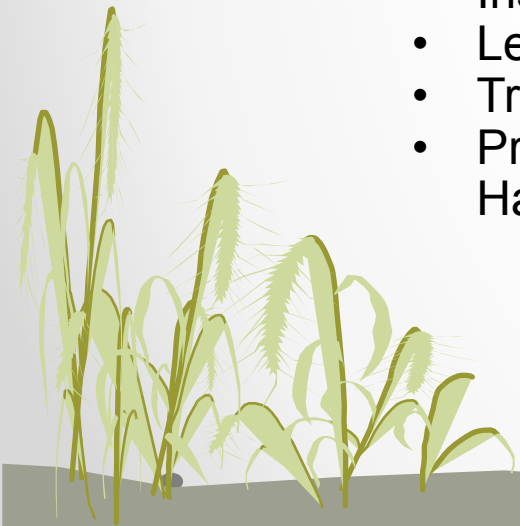
What did we get to learn today?

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Training Topics

- Keeping a Positive Attitude
- Suicide Prevention
- Anti-Bullying
- Self Esteem
- Goal Setting
- Stress Management
- Sensitivity in the Workplace
- Time Management
- Motivation
- Inspiration
- Leadership
- Trauma Informed Care
- Prevention of Sexual Abuse & Harassment
- Health & Wellness
- Drug and Alcohol Prevention
- Life Balance
- Self Care
- Burnout Prevention
- Anxiety Reduction
- Mindfulness
- Positive Thinking
- Children & Family
- Christian & Faith Speaker
- Generational Differences



Thank you! Don't be a stranger!

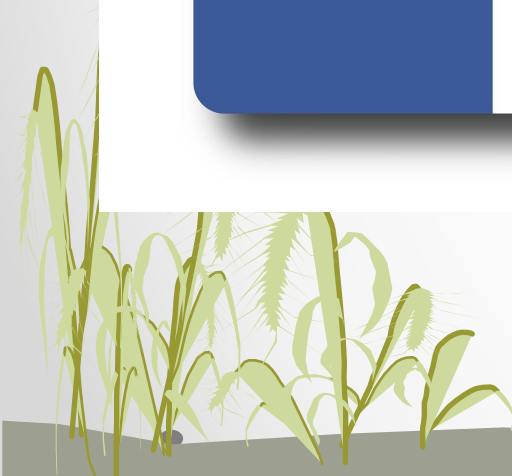


Don't be a stranger!

Susie Arbo LPC

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Citations

- Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2012). *Crucial Conversations: Tools for Talking When Stakes Are High* (2nd ed.). McGraw-Hill Education.
- Burchard, B. (2022). *The Six Habits to Growth*.
- Covey, S. M. R. (2021). *Trust and Inspire: Transforming Leadership for Positive Impact*. FranklinCovey.
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- Tracy, B. (1993). *Maximum Achievement: Strategies and Skills That Will Unlock Your Hidden Powers to Succeed*. Simon & Schuster.

1 BE IMPECCABLE WITH YOUR WORD

- A. SPEAK WITH INTEGRITY.
- B. SAY ONLY WHAT YOU MEAN.
- C. AVOID USING THE WORD TO SPEAK AGAINST YOURSELF OR TO GOSSIP ABOUT OTHERS.
- D. USE THE POWER OF YOUR WORD IN THE DIRECTION OF TRUTH AND LOVE.

2 DON'T TAKE ANYTHING PERSONALLY

- A. NOTHING OTHERS DO IS BECAUSE OF YOU.
- B. WHAT OTHERS SAY AND DO IS A PROJECTION OF THEIR OWN REALITY, THEIR OWN DREAM.
- C. WHEN YOU ARE IMMUNE TO THE OPINIONS AND ACTIONS OF OTHERS, YOU WON'T BE THE VICTIM OF NEEDLESS SUFFERING.

THE FOUR AGREEMENTS BY DON MIGUEL RUIZ

3 DON'T MAKE ASSUMPTIONS

- A. FIND THE COURAGE TO ASK QUESTIONS AND TO EXPRESS WHAT YOU REALLY WANT.
- B. COMMUNICATE WITH OTHERS AS CLEARLY AS YOU CAN TO AVOID MISUNDERSTANDINGS, SADNESS AND DRAMA.
- C. WITH JUST THIS ONE AGREEMENT, YOU CAN COMPLETELY TRANSFORM YOUR LIFE.

4 ALWAYS DO YOUR BEST

- A. YOUR BEST IS GOING TO CHANGE FROM MOMENT TO MOMENT; IT WILL BE DIFFERENT WHEN YOU ARE HEALTHY AS OPPOSED TO SICK.
- B. UNDER ANY CIRCUMSTANCE, SIMPLY DO YOUR BEST, AND YOU WILL AVOID SELF-JUDGMENT, SELF-ABUSE, AND REGRET.

UPLIFT

Harvard Business Review

- This feeling of constant stress is sadly all too common among today's endlessly busy leaders. Unfortunately, when we're stressed, neuroscience tells us that our amygdala — the area of the brain responsible for our evolutionary fight-or-flight response — kicks in, diverting resources from the prefrontal cortex, which is responsible for logical reasoning, problem solving, decision making, and willpower. In other words, it is precisely when we're feeling stressed and overwhelmed that we would most benefit from slowing down in order to think big, innovate, and solve the problems that are stressing us out.
- This too is thoroughly backed by research. Studies show that taking breaks can help prevent decision fatigue, renew and strengthen motivation, increase productivity and creativity, and consolidate memory and improve learning. Even short “micro-breaks” can improve focus and productivity.

