

## **Taking Charge: Three Imperatives to Being a Great Leader**

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### **Objectives**

- Discuss components of three imperatives to being a great leader.
- This session will address the transition from star performer to leader and how to manage change, stress, and key relationships.

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### **Disclosures**

- Employed by Henry Ford West Bloomfield Hospital
- Board member for the Association of Women's Health, Obstetric, and Neonatal Nurses
- No off-label usage of products will be discussed
- No commercial/sponsorship

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### **3 Imperatives**

Take care of:

1. yourself
2. your team
3. your boss & network

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### **Taking care of yourself**

- Self-care & Self-preservation
- Purpose
- Influence
- 3 R's
  - Release
  - Reframe
  - Refocus

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### **Release**

- Recognize emotional attachments
  - Roles
  - Things
  - Beliefs

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### **Reframe**

- W. Mitchell
  - Blazing motorcycle accident
  - Paralyzing plane crash
- Founding chairman of \$65 million company; two term mayor; radio host and tv personality; published author, Speakers Hall of Fame inductee who has spoken in 30 countries
- Shed mental model & resistance

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### **Refocus**

- E. Tolle-93% of thoughts negative & useless
  - Obsessive
  - Distracted
- Goal
  - Present
  - Focused
- Awareness, Energy & Control Management

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### **Energy Management**

- Take breaks
- Spend time on activities you enjoy most & do best
- Reduce interruptions
- Express appreciation
- Deposits into the emotional bank account

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### **Control Management**

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### **Star Performer to Leader**

- I know the price of success: dedication, hard work and an unremitting devotion to the things you want to see happen. *Frank Lloyd Wright*
- Everything depends upon execution; having just a vision is no solution. *Stephen Sandheim*
- Being relaxed, at peace with yourself, confident, emotionally neutral, loose, and free-floating—these are the keys to successful performance in almost everything. *Dr. Wayne W. Dyer*

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### **Taking care of your team**

- EBAR
- Transformational leadership
- Effective team leaders
- Key Concepts of Communication

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### **Transformational Leadership**

- Model the way
- Inspire a shared vision
- Challenge the process
- Enable others to act
- Encourage the heart

■ Kouzes & Posner in Heuston, M.M. & Wolf, G.A. (2011).

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### **Model for Change**

- Create urgency
- Form a powerful coalition
- Create a vision for change
- Communicate the vision
- Remove obstacles
- Build on the change
- Anchor the changes

-John Kotter at [www.mindtools.com](http://www.mindtools.com)

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### **Effective Team Leaders**

- ❖ Organize team with purpose
- ❖ Articulate goals
- ❖ Make decisions through collective input
- ❖ Empower members to speak up & challenge
- ❖ Actively promote & facilitate good teamwork
- ❖ Facilitation of briefs, huddles & debriefs
- ❖ Skillful at conflict resolution

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### **Facilitating Conflict Resolution**

- Techniques
  - Two-Challenge rule
  - DESC script
- Effective leaders also assist by:
  - Helping team members master conflict resolution techniques
  - Serving as a mediator

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### **Key Concepts of Communication**

- Listen
- Address WIFM
- Get feedback
- Agree on next steps
- Follow through & hold people accountable
- Choose the right time
- Be nonjudgmental
- Focus on outcomes

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### **Manage your boss & network**

- Updates
- Transparency
- Politics vs. winning
- Internal & External networks

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## Networking

- Trust & experience of interactions
- Internally
  - Knowledge of healthcare &
  - Where you are going as organization
  - Who are key players
  - HWIKIWISI
- Externally
  - Professional organization

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■ “I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel”

■ -Maya Angelou

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