

LEADERSHIP 101

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OBJECTIVES

- Gain an understanding of the basics of leadership
- Gain an understanding of effectively motivating staff and building a team
- Gain an understanding of the pitfalls leaders can experience



WHAT IS A LEADER?

- The physical environment matters a great deal, but it is not as important as the management environment.
- The physical environment is likely to be a consequence of certain elements of the management environment.



WHAT IS A LEADER?

- Choosing leaders is the most vital and important matter corporations and institutions face.
- Joy is an essential ingredient in leadership. Leaders are obligated to provide it.



WHAT IS A LEADER?

- Leadership is an art, something to be learned over time, not simply by reading books.
- Leadership is more than an amassing of information.

WHAT IS A LEADER?

- The art of leadership is “liberating people to do what is required of them in the most effective and humane way possible.” (Max DePree, 1989)



WHAT IS A LEADER?

- The leader is the servant of their followers in that they remove the obstacles that prevent them from doing their jobs.

WHAT IS A LEADER?

- True leaders enable their followers to realize their full potential.

WHAT IS A LEADER?

- In addition to all of the ratios and goals and parameters and bottom lines, it is fundamental that leaders endorse a concept of persons.
(DePree, 1989)



WHAT IS A LEADER?

- This begins with an understanding of the diversity of people's gifts and talents and skills.
- Understanding and accepting diversity enables us to see that each of us is needed.



WHAT IS A LEADER?

- Recognizing diversity helps us to connect the great variety of gifts, skills and knowledge that people bring to the work and service of the organization.
- Diversity allows EACH person to contribute in a special way.



WHAT IS A LEADER?

- Recognizing diversity helps us to understand that for many of us there is a fundamental difference between goals and rewards.

WHAT IS A LEADER?

- The art of leadership lies in polishing and liberating people and allowing them to use their greatest strengths, skills and gifts.

LEADERS

- You can't lead without followers. But getting them requires more than your talent and charisma. Followers are driven by their own powerful motivations.

LEADERS

- Effective leadership demands reflection on the dynamic relationship between the leader and the led.
- Great leaders TEACH exemplary followership.



LEARN TO LEAD

- The first responsibility of a leader is to define reality.
- The last is to say thank you.
- It is OK to say “I don’t have the answers”

LEARN TO LEAD

- The signs of outstanding leadership appear primarily among the followers.
 - Are the followers reaching their potential?
 - Are they learning? Serving?
 - Do they achieve the required results?



LEARN TO LEAD

- Leaders are responsible for future leadership.
- Leaders need to identify, develop, and nurture future leaders.

KEY THINGS TO KNOW AS A LEADER

- Praise holds more weight than criticism
- Learn to tap into your recognized and unexplored areas of potential in yourself and your staff
- Play to the strengths
 - Know your staff
 - Know yourself



MORALE

- “A happy person is not a person in a certain set of circumstances, but rather a person with a certain set of attitudes” Hugh Downs

MORALE

- 70% of your employees are **LESS** motivated today than they used to be.
- 80% of your employees **COULD** perform significantly better **IF THEY WANTED TO**.
- 50% of your employees only put enough effort into their work to **KEEP THEIR JOB**



MORALE

- Signs of declining morale
- What to do with bad morale
- How to promote good morale
- How to create the RIGHT team

MY RIGHTS

- The RIGHT to be needed.
- The RIGHT to be involved.
- The RIGHT to a healthy working relationship.
- The RIGHT to understand our mission.



MY RIGHTS

- The RIGHT to affect one's own destiny.
- The RIGHT to be accountable.
- The RIGHT to appeal.
- The RIGHT to make a commitment.

COMMUNICATION

- What is good communication?
- What does it accomplish?

COMMUNICATION

- Communication is a prerequisite for teaching and learning.
- It is the way people bridge the gaps formed by a growing company, stay in touch, build trust, ask for help, monitor performance, and share their vision.



COMMUNICATION

- Good communication is not simply sending and receiving.
- It is not simply a mechanical exchange of ideas.
- No matter how good the communication is, if no one listens **ALL IS LOST.**



COMMUNICATION

- The true leader is a listener.
- The leader listens to the ideas, needs, aspiration, and wishes of the followers and then---within the context of their own well-developed system of beliefs--- responds to these in an appropriate fashion.



COMMUNICATION

- Good communication means a respect for individuals.
- The real challenge is to make good communication a handy and well-used tool.

COMMUNICATION

- Everyone has a right to, and an obligation for, simplicity and clarity in communication.
- We owe each other truth and courtesy.



COMMUNICATION

- Good communication liberates us to do our jobs better.
- Leaders can use communication to free the people they lead.

COMMUNICATION

- A corporation's values are its life's blood.
- Without effective communication, actively practiced, without the art of scrutiny, those values will into a sea of trivial memos and impertinent reports.



COMMUNICATION

- There may be no single thing more important in our efforts to achieve meaningful work and fulfilling relationships than to learn and practice the art of communication.



COMMUNICATION

- To plan your communication :
- Understand your objective. Why are you communicating?
- Understand your audience. With whom are you communicating? What do they need to know?
- Plan what you want to say, and how you'll send the message.
- Seek feedback on how well your message was received.



COMMUNICATION

- Good communicators use the **KISS** ("Keep It Simple and Straightforward") principle. They know that less is often more, and that good communication should be efficient as well as effective.



COMMUNICATION

- We often focus on the message that we want to send, and the way in which we'll send it. But if our message is delivered without considering the other person's perspective, it's likely that part of that message will be lost.



COMMUNICATION

- To communicate more effectively:
 - Understand what you truly need and want to say.
 - Anticipate the other person's reaction to your message.
 - Choose words and body language that allow the other person to really hear what you're saying.



COMMUNICATION

- With written communication , make sure that what you write will be perceived the way you intend. Words on a page generally have no emotion – they don't "smile" or "frown" at you while you're reading them.



COMMUNICATION

- When writing, take time to do the following:
- Review your style.
- Avoid **jargon** or slang.
- Check your grammar and punctuation.
- Check also for tone, attitude, nuance, and other subtleties. If you think the message may be misunderstood, it probably will. Take the time to clarify it!
- Familiarize yourself with your company's writing policies.



COMMUNICATION

- It can be easy to focus on speaking; we want to get our points out there, because we usually have lots to say. However, to be a great communicator, you also need to step back, let the other person talk, and just listen.



COMMUNICATION

- To listen actively, give your undivided attention to the speaker:
- Look at the person.
- Pay attention to his or her body language.
- Avoid distractions.
- Nod and smile to acknowledge points.
- Occasionally think back about what the person has said.
- Allow the person to speak, without thinking about what you'll say next.
- Don't interrupt.



KNOW THIS

You are really something do you know that?

And in spite of whatever may happen in your day, you are going to stay that way; trying and giving and living in the best way you know how.

So keep your spirits up, and keep things in perspective
IT IS GOING TO BE OK





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