



AI | Advanced
Health
Institute.®

Empowering. Guiding. Healing - *lives*

Core Values

- Respect
- Integrity
- Transparency
- Honesty
- Relationships
- Accountability/Team

Team – A collection of individual responsibilities and contributions toward a larger goal

Learning Objectives:

- Discuss the difference between a “manager” and a “leader”
- Determine your leadership style and/or what kind of leader you want to become
- Discuss staff recognition ideas
- Understand more about organizational culture, its impact on staff morale and how simply listening can improve culture

Leaders become great, not because of
their power, but because of their
ability to empower others.

~John Maxwell

Think about this...

- Recall someone you thought was, or is, a great leader and 'why'.
- How would you describe the culture at your community?
- What are the risks that currently challenge you in the role of being a LEADER?

Merriam-Webster defines “**Manager**” as...

: one that manages: such as

a: a person who conducts business or household affairs

He was promoted to *manager* last month.

b: a person whose work or profession is management

c: a person who directs a team or athlete

the *manager* of a baseball team

A manager...

- Is more about your position & title
- Employees report to them
- Work-focused “what is the work & how do I get it done”
- Take credit for the team’s success

A manager is caught up in the day-to-day details of the work

- Has little time to train or inspire
- Believes that only they can do the job right
- Runs from fire to fire

Merriam-Webster defines “Leader” as...

: a person who leads: such as

a: GUIDE, CONDUCTOR

The tour *leader* recommended several restaurants in the area.

b(1): a person who directs a military force or unit

leaders of the army

b(2): a person who has commanding authority or influence

a *leader* in the reform movement

c(1): CONDUCTOR

the orchestra's *leader*



“**LEADERSHIP**

is the art of getting someone else to do something you want done because he wants to do it.”

— *DWIGHT D. EISENHOWER*

A leader...

- Builds vision & inspires others
- Empowers their employees to feel confident in problem-solving
- People-focused; earned loyalty
- “This is how you do it; let me show you and help you”
- Deflect credit back onto team

“It doesn’t make sense to hire smart people and tell them what to do; we hire smart people so *they* can tell *us* what to do” – Steve Jobs

Your role as a leader is to bring out the best in others, even when they know more than you



How do you learn?

Most people require hands-on training in order to truly learn.

YET...

Many managers will routinely take tasks on themselves because they do not trust that others will get the job done right.

Sound familiar?

Do you EMPOWER your employees to do their jobs?

Recognize that...

Nobody wants to fail



"Being powerful is like being a lady. If you have to tell people you are, you aren't."

Margaret Thatcher,
former U.K. Prime Minister

- Self-awareness is critical to leadership.
- First and foremost, leadership starts with an inner mindset.
- If we cannot recognize and regulate our emotions, actions, and behaviors, we cannot understand or help others navigate theirs, especially when leading through complex situations.

Think about this:

- What do you think your staff would say about your leadership skills?
- Are you managing or leading?
- How are the leadership skills of those in your leadership group? (directors, nurse managers, department heads, etc)

Inspiring traits of exceptional leaders...

- They trust you to do the job you were hired to do
- They seek your advice and input
- They find opportunities to let you shine
- They recognize your contributions

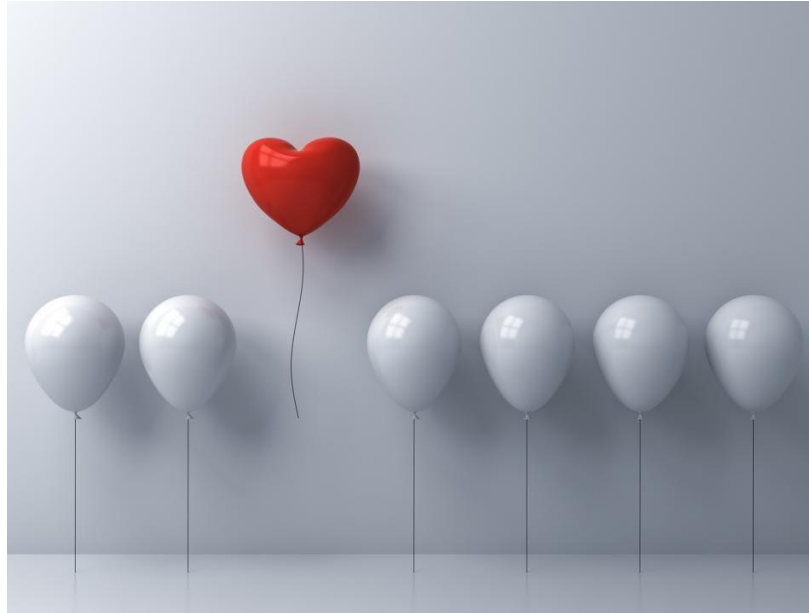
Inspiring traits of exceptional leaders...

- They have your back during tough times
- They challenge you to do bigger and better things
- They express appreciation
- They are responsive

Inspiring traits of exceptional leaders...

- They know when to apologize
- They give credit where credit is due
- They treat others with dignity & respect
- *They care*

Research shows that **empathy** is the most important leadership skill



Think about a time a leader showed you empathy...how did that make you feel?



Leadership is an
action, not a position

Donald McGannon

 quote fancy

To be a leader we have to understand how to inspire our staff.

We must be able to see the difference between managing staff and leading staff.

A leader inspires, is honest, sees the innocence, is vulnerable and sets the tone by being an example.

How important is it to work for someone who inspires you?

When you have to deliver a tough message, ask yourself, how can I say this in a way that they will be inspired to want to make the change?

When has someone inspired you and how?

Learning to see the innocence in others is key to not taking things personal.

Not taking things personal allows you to gain perspective and to successfully lead.





**Leaders are people who do the
right thing; managers are people
who do things right.**

Warren Bennis

Remember that leadership is a **privilege**. When you are in a leadership role, your influence may very well affect the trajectories of someone's entire career as well as their lives.

happy employees identify
98% more strongly with the values
of their organization



Time is always our “go to” reason for not being able to strategically lead.

“If I only had enough time...”

Let us start recognizing what is available to you in the here and now

YOU HAVE AN ARMY
TO HELP YOU AND
THEY ARE IN YOUR
BUILDING RIGHT
NOW!



Leadership is not
about being in charge.
Leadership is about
taking care of those in
your charge.

-Simon Sinek
Sourced from Leadership First

As a leader you should constantly be looking to develop and coach others

Listen to your teammates, and actually *hear* what they are saying

Create opportunities for them to have their voices matter

Make it a priority to appreciate your team, appreciate their commitment, value their contributions, and most importantly – thank them for their excellent service!

Staff appreciation ideas



What are some fun ways that you recognize your staff on a daily, weekly, monthly basis?

National recognition days

- National Caregivers Day: 3rd Friday in February
- Caregiver Appreciation Day: March 3rd
- National Nurses Week: May 6-12
- National Skilled Nursing Care Week: May 14-20, 2023
- National Assisted Living Week: September 10-16, 2023

**I DON'T ALWAYS ASK
MY EMPLOYEES HOW THEY ARE**



**BUT WHEN I DO, I WALK
AWAY BEFORE THEY ANSWER**

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Does listening *really* matter?

How often (when someone drops into our office to ask a question) do we continue to work on our computer while answering them?



Those who know, do not speak
Those who speak, do not know
-Lao Tzu

How do you respond when you someone takes over the room with conversation? What do you think and feel about that person as a leader?

In order to impact your
organization's culture we need
to understand the power of
listening



Tips for active listening:

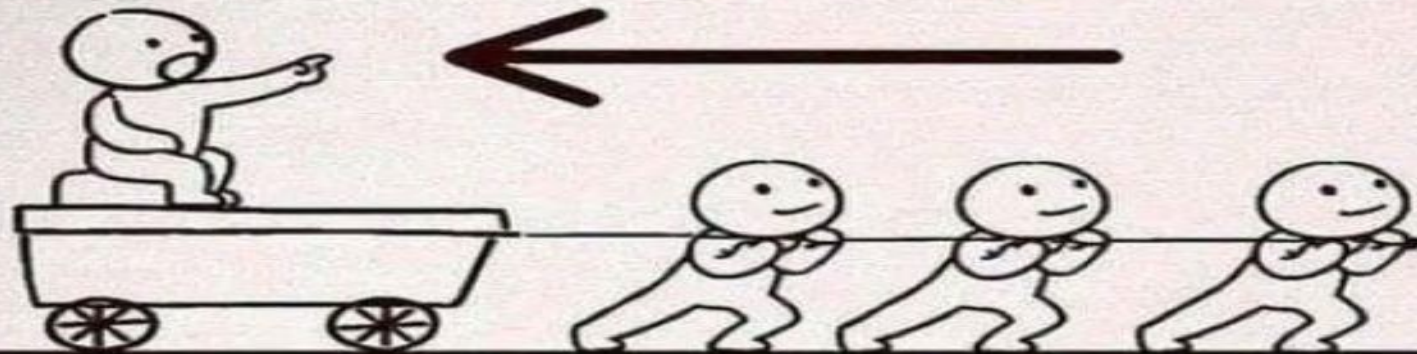
- Face the speaker & have eye contact
- “Listen” to non-verbal cues too
- Don’t interrupt
- Listen without judging, or jumping to conclusions
- Don’t start planning what to say next
- Show that you are listening (smile, nod, “mmhmm”)
- Don’t impose your opinions or solutions unprompted
- Stay focused
- Ask questions
- Paraphrase & summarize



Benefits of active listening:

- Builds trust
- Strengthens relationships
- Helps to resolve conflict
- Prevents us from missing important information
- Helps to build more knowledge

BOSS



LEADER



What kind of leader will you be?



Questions?

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- Thank you!