

The Greatest Management Principle

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Things that get recognized
and rewarded, get repeated!

Michael LeBoeuf

(Does S.A.M. Seem Familiar?)

Documents That Generate TRUST & Accountability

My "LIST"
(List of An Individual's Special Things)
Getting to Know You

Idea: Ask your direct reports to complete this "LIST" of little things that mean a lot to them. If you don't circulate this as a written assignment, do use these questions to prepare your conversations with staff members. Imagine how much more effective you'll be as a leader.

From: _____ Date: _____

To help me get to know you better, please provide me with a list of your favorite things. Thank you!

Significant Other/Kids	Hobbies	Favorite Foods/Snacks/ Restaurants	Sports
More Interests:			
What do you do just for the fun of it?			
What brings you joy in your work?			
What's something you learned in the past week?			
How do you feel at the start of the work week? At the end of the work week?			
What makes you proud of working as part of our hospital?			
If you could change one thing about our organization's collective behavior, what would it be?			
What gets in the way of your doing your job?			
How could we communicate our management decisions more effectively?			

(To be kept in Team Members Recognition File)

One Minute:

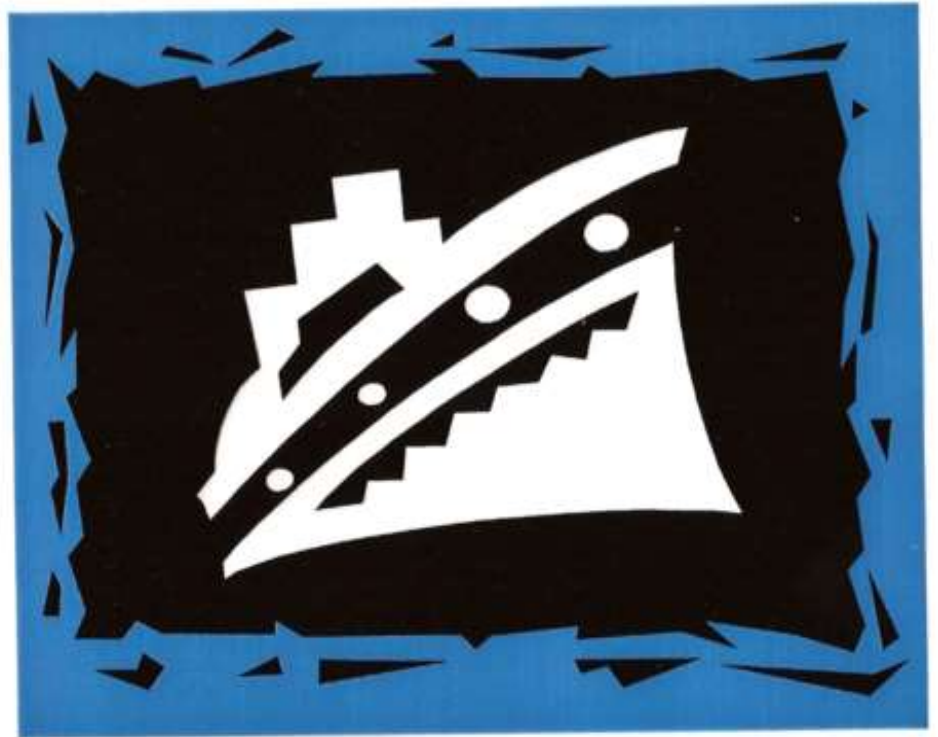
Buddy A First

Answer one of these two
questions to your buddy:

More interests
What do you do just for the fun of it?
What brings you joy in your work?

“Love your job, and you will never work a day in your life”

*Some People
Spend More Time
Planning Their Vacations
Than Their Life*



Empowerment
Is the Way

RATING YOUR SOFT SKILL LEADERSHIP ATTRIBUTES

Just as you have attitudes about customers, they also have attitudes about you. Each of the following characteristics play an integral part in determining the response you get from others. Evaluate yourself from several perceptions how you see yourself, how your manager sees you, how your customer sees you, and how your co-workers see you. Rate yourself on a scale of 1-10 (10 being highest) on each of the characteristics, then total each column.

	Attributes of Success	See Yourself	Manager	Fellow Worker	Customer
1.	Enthusiastic				
2.	Persistent				
3.	Determined				
4.	Positive Thinker				
5.	Smile/Say Hello				
6.	Helpful (go out of your way)				
7.	Sincere (care)				
8.	Appearance				
9.	Initiative				
10.	Consistent				
11.	Punctual				
12.	TOTAL RATING				

Managers Don't Manage People

They manage people's behavior

Managers shift behavior
to improve productivity

Confidential Leadership Empowerment Satisfaction/Retention Survey

I report to: _____ (first name) _____ (last name)

Date: _____ 20 _____

To assist your leadership team in its mission of creating a “customer driven culture through people empowerment,” we sincerely appreciate your completion of the confidential survey and forwarding it to the location and deadline noted below. **Please circle 1 response for all 10 questions.** PLEASE DO NOT IDENTIFY YOURSELF IN ANY WAY. Thank you.

5 – Always 4 – Usually 3 – Sometimes 2 – On Occasion 1 – Never

The Leader I report to:

1. **Respect**

Treats me with courtesy, dignity and respect.

5 4 3 2 1

2. **Communication**

Encourages open, honest 2-way dialogue and actively listens.

5 4 3 2 1

3. **Alignment/Trust**

Leads by example and practices what they preach (i.e. customer driven, continuous improvement).

5 4 3 2 1

4. **Recognition/Feedback**

Values my contribution and recognizes service “above and beyond.”

5 4 3 2 1

5. **Empowerment**

Involves, consults with and empowers me. (Empowerment – “gives me sufficient authority to satisfy my customers in a timely way”).

5 4 3 2 1

6. **Insider/Information**

Keeps me well informed about changes so that I truly feel like a knowledgeable “insider.”

5 4 3 2 1

7. **Coach/Champion**

Is an effective coach, who adapts their leadership style to my unique needs and helps me see the “Big Picture.”

5 4 3 2 1

8. **Training/Tools**

Ensures that I have the tools and training to do my job in a timely and effective way.

5 4 3 2 1

9. **Leadership**

OVERALL, I rate my satisfaction with the leadership provided as:

5 4 3 2 1

10. **Friendship/Empathy**

P.S. I really look forward to coming to work.

Yes No

Please insert into Confidential Envelope and return

To: _____

Taking Action By Unlocking Potential

“The business of leaders, of heroes, is tricky. Leadership is not something that is done to people, like fixing your teeth. Leadership is unlocking peoples potential to become better.”

Bill Bradley, Retired US Senator

Increasing Employee Productivity

- Giving responsibility
- Granting authority
- Requiring accountability

Coaching is about asking questions
and a great sense of curiosity!

Coach Skills - self assessment

Coaching Objective Assessment of Core Skills & Habits

Coaching Skills Self Assessment

Below are 20 characteristics employees have used to describe bosses they rate as effective coaches. Rate yourself in terms of what you think your employees would say about you. Please be honest. These answers are meant for your eyes only.

SCORING KEY:

1. Rarely Displayed 2. Sometimes Displayed 3. Frequently Displayed 4. Usually Displayed 5. Almost Always Displayed

As a coach, I:

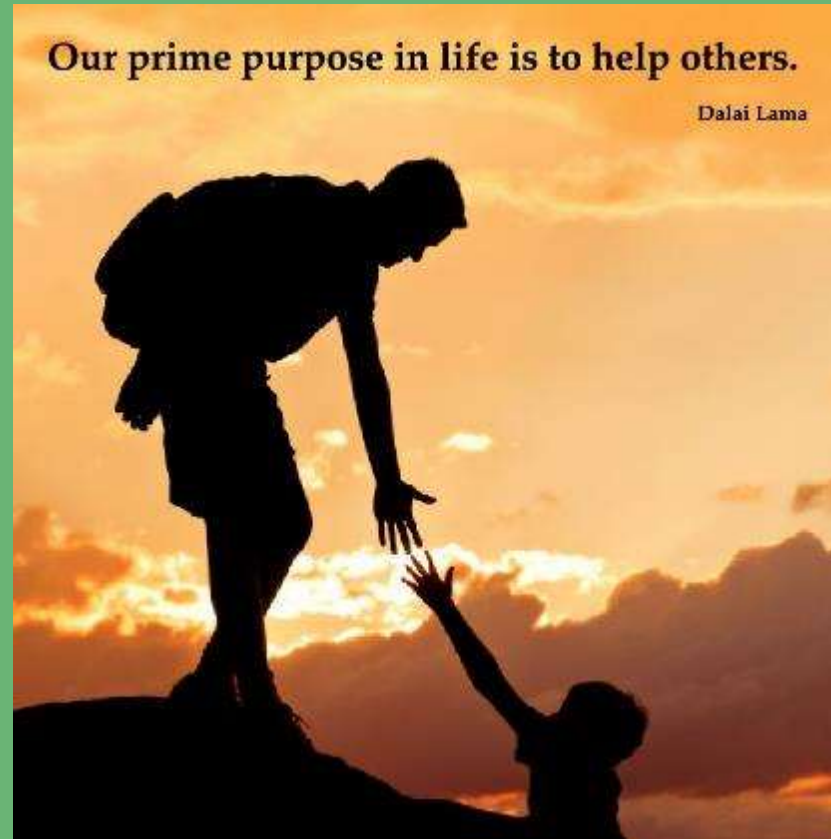
- | | | | | | |
|--|---|---|---|---|---|
| 1. Capitalize on my employee's strengths | 1 | 2 | 3 | 4 | 5 |
| 2. Give my employees visibility | 1 | 2 | 3 | 4 | 5 |
| 3. Provide freedom to do their job | 1 | 2 | 3 | 4 | 5 |
| 4. Set high standards of excellence | 1 | 2 | 3 | 4 | 5 |
| 5. Orient employee to our company values and business strategies | 1 | 2 | 3 | 4 | 5 |
| 6. Hold employees accountable | 1 | 2 | 3 | 4 | 5 |
| 7. Protect employees from undue stress at work | 1 | 2 | 3 | 4 | 5 |
| 8. Encourage employees when he/she is discouraged or about to undertake new or difficult assignments | 1 | 2 | 3 | 4 | 5 |
| 9. Provide information about the company and the employee's role in the attainment of company goals | 1 | 2 | 3 | 4 | 5 |
| 10. Make performance expectations and priorities clear | 1 | 2 | 3 | 4 | 5 |
| 11. Take the time to build trust | 1 | 2 | 3 | 4 | 5 |
| 12. Provide appropriate training and support when needed | 1 | 2 | 3 | 4 | 5 |
| 13. Solicit and really listen to their ideas | 1 | 2 | 3 | 4 | 5 |

Coaching/You On You

- A coach is the person who helps others on their team develop insights and actions to achieve mutually understood goals.
- They help them identify, develop and grow their present and potential strengths.
 - Trick question – 5 years from now?
- Predictable goals give predictable results
- STRETCH goals inspire!

Why Am I Suggesting This?

“Take care of yourself, so you can take care of others”.



**"You are what you repeatedly do.
Excellence is not an event
- it is a habit."**

Aristotle, 384 - 322 BC

Greek Philosopher and Scientist

Excellence:

What happens when you give a task
your best shot, and you know it!

Action Needed to Take Charge and Pass the Torch

- What will you start doing
/ do better? – action list / s
- What will you start / stop doing?
- What can you recommend to others
to do or change or improve?

“When you find it, make note of it.”

- Charles Dickens

How to Stay Focused On What You Want to Become

1. Make a commitment to be the best you can be – consistently.
2. Don't let the things you can't control, interfere with the things that you can.
3. Ask yourself at the end of every day:
‘What ideas, skills, improvements or systems did I learn or do today that will make me more effective in serving others tomorrow?’

Lesson From A Dragon

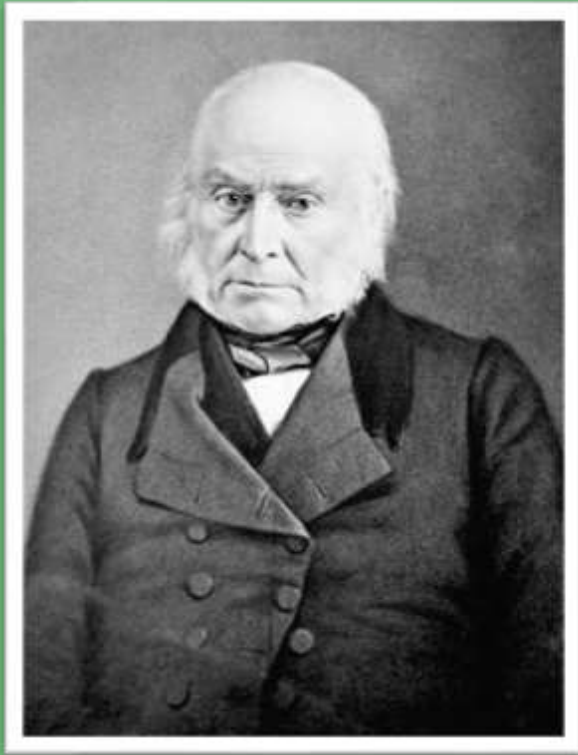
*“Keep dreaming big
and pushing ahead*

- take as big a leap as you can.”

Arlene Dickinson

*“The choices I make today will
determine the rest of my life”*

Ginny Dye, founder: The Ultimate Life Co.



*“If your actions
inspire others to
dream more,
learn more,
do more and
become more,
you are a leader”*

– John Quincy Adams

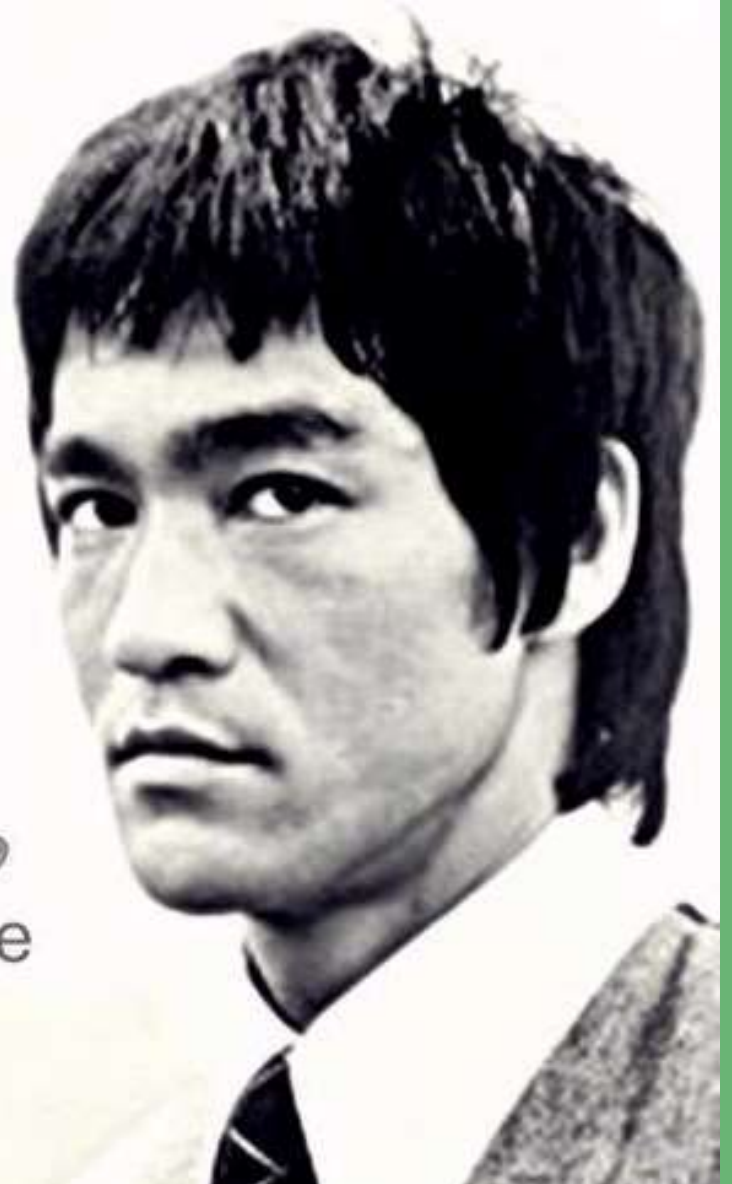
**BE
THE
PERSON
YOU
WANT
TO
WORK
WITH**

Key Lessons Learned

Knowing is not enough ,
We must APPLY.

Willing is not enough ,
We must DO.

- *B*ruce *L*ee



Knowing is not enough,

We must

Willing is not enough,

We must



Lee





**"You're supposed to say 'I do,'
not 'I'll try.'"**

Please thank your buddy
for being a buddy!



*Thank
You*

Please Share



The Best Legacy Idea To Implement

Well, by at least Tuesday!

First hour back concept





Register for
OnDemand!



Instructions for
OnDemand
Registration



October 26, 2024

The Power of Trust and Accountability in the Workplace – and for Your Personal and Business Reputation

On a scale of 1 - 5, I rate this (5 - Met My Expectations) 5 4 3 2 1 (1 - Did Not Meet)

The ideas and examples were relevant to my work or personal goals: _____

The presenter's delivery and the slide deck were effective: _____

Overall, this presentation met my expectations: _____

The most valuable idea I received from this presentation that I will use, or share is:

Please check off or circle the items you would like to receive. (Business Card for All)

- ___ Future NHLN education resources starting with HCSEC Virtual link
- ___ PDF E-Book: *Why Trust Me? Making Trust Your Competitive Edge*
- ___ A link to all the complimentary resources on the Bruce Lee Web Site
- ___ My LIST: List of an Individuals Special Things (getting to know new hires)
- ___ Rating Your Soft Skill Leadership Attributes (employee loyalty focus)
- ___ Confidential Leadership Empowerment Survey (employee retention focus)
- ___ C.O.A.C.H. – Coaching Skills Self-Assessment (coach, empower and be coached)

Mr/Mrs/Ms First Name _____ Last Name _____

Organization: _____

Position / Title: _____ City: _____

Office Phone: _____ Cell: _____

Email: _____

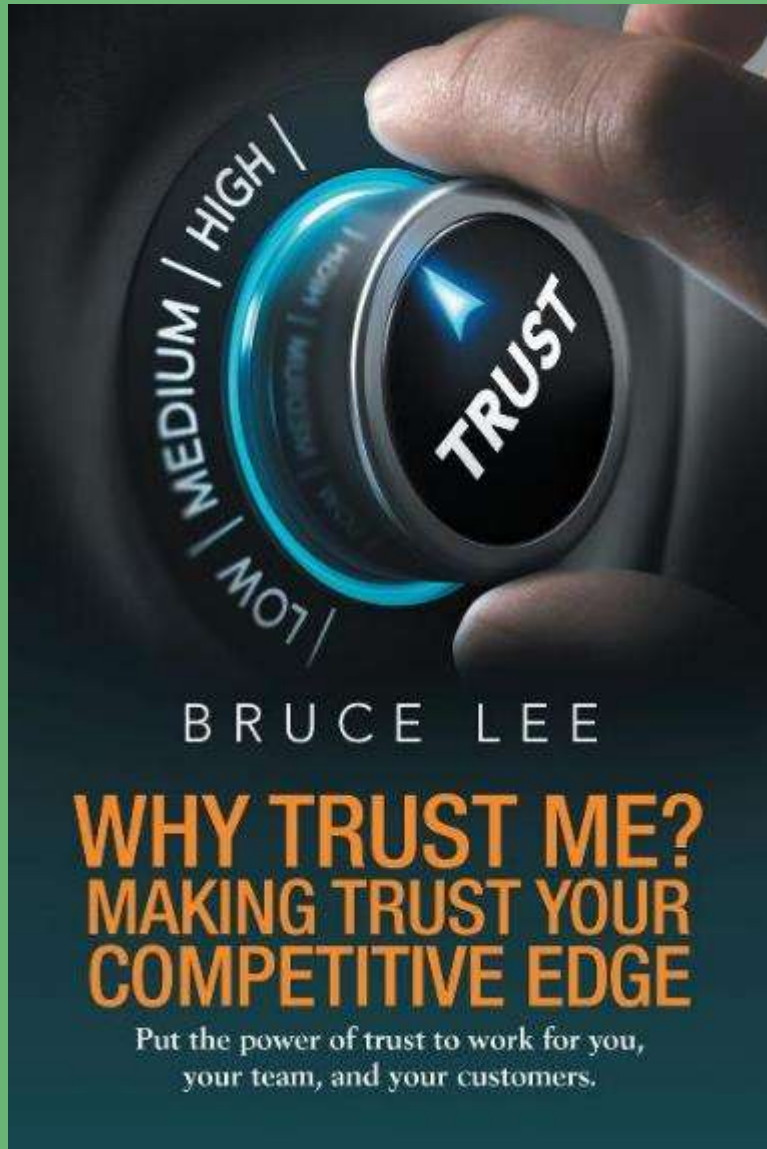
Always remember that your present situation
is not your final destination.
The best is yet to come.





DON'T EVER GIVE UP!

Complimentary Trust Book



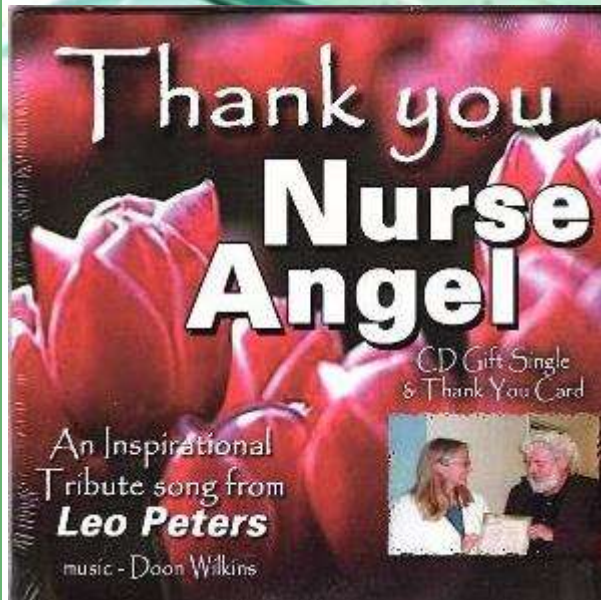
Bonus Resources:

- 83 Successful Supervisor to Manager Terms
- 5 Check Lists of Personal Success and Productivity
- “What the Best CEO’S Know”
- Time Management Strategies and Time Saving Tips That Work
- Who Do You Trust?
 - By Industry and Product
- How to Lead a Trust Walk
- Corporate Retention Strategy – Effective Benefit Packages

For Health Care Professionals

Hospital Consumer Assessment of
Healthcare Providers and Systems

The **HCAHPS**
Breakthrough Leadership
Series



Brian Lee CSP - "Healthcare's Mr. Loyalty"

Keep
Your
NURSES
& Healthcare
Professionals
for Life

The four imperatives
to inspire, retain,
motivate and empower
patient focused nurses
and everyone else



*Everyone's
a Caregiver*



How to Recognize and Win

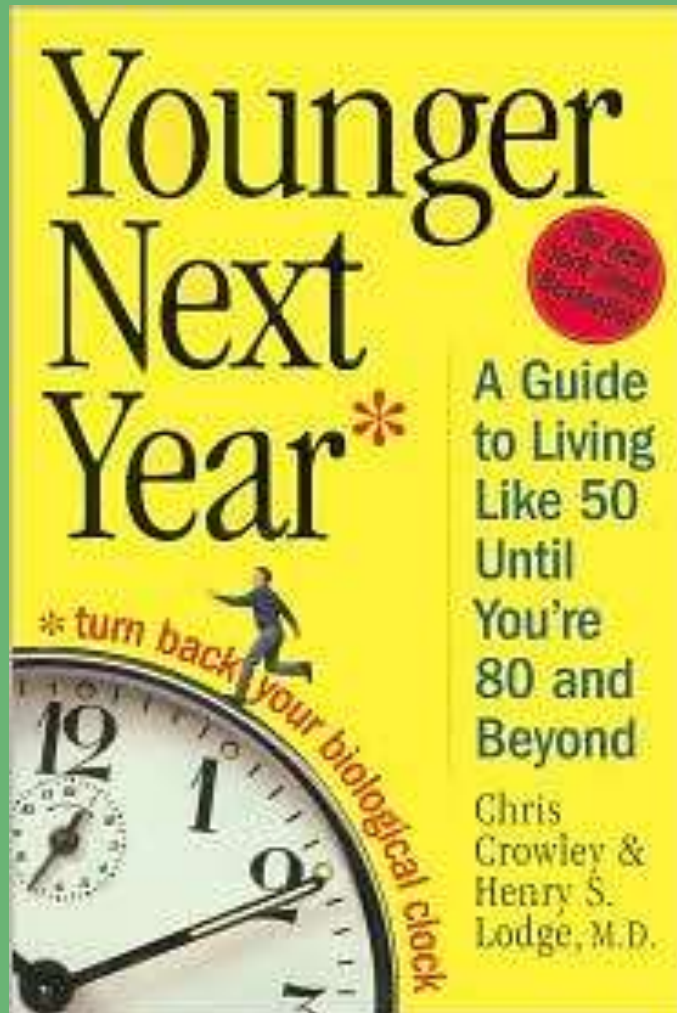
VALUE	Dominance (DIRECTOR) THE JOB	Compliant (CRITIC) THE JOB	Steadiness (SUPPORTER) THE PEOPLE	Influencing (INSPIRER) THE PEOPLE
What they look for:	Results Aggressiveness Goal orientated	Standards Details	Friendliness Amicable people Consistency	Verbal skills Flexibility
Action tendencies:	Achievers Don't supervise Acts quickly "Here's what should be done"	What? When? Where? Who? How? Why? "Reassure me"	Accommodating Sincere appreciation "How's the family?"	Social recognition "Look at me"
Motivating needs:	To be challenged Control Power Authority	Accuracy Time to analyze	Stability Time to adjust to changes	Recognition Flexibility Options Freedom of speech
Your reaction to their communication style:	Overpowering Intimidates Alienates	Very quiet Indifference Passive	Soft fuzziness Vague on objectives Low power Low business skills	Impulsive Selfish Egomaniac Thoughtless
They fear:	Being taken advantage of Personal criticism	Imperfection Careless acts Anger Changes	Being challenged Changes Personal rejection	No Social Recognition Criticism
Characteristics:	Create results Take charge Create change	Well organized Detail oriented Must justify change	Passive Slow to change	Talkative Enthusiastic idea person Likes change
When stressed they become:	Openly hostile Bossy, Loud Impatient Aggressive Expressive	Critical Strict Wants to be left alone	Slow down more Sulks Wants to check out	Get emotional Overly sells Opportunistic
Your recovery skills with them:	Be specific Talk about action Talk about results	Be accurate Show logic Link steps	Talk with them Pace them	Talk about ideas Use enthusiasm Listen to them

CHRIS CROWLEY & HARRY LODGE

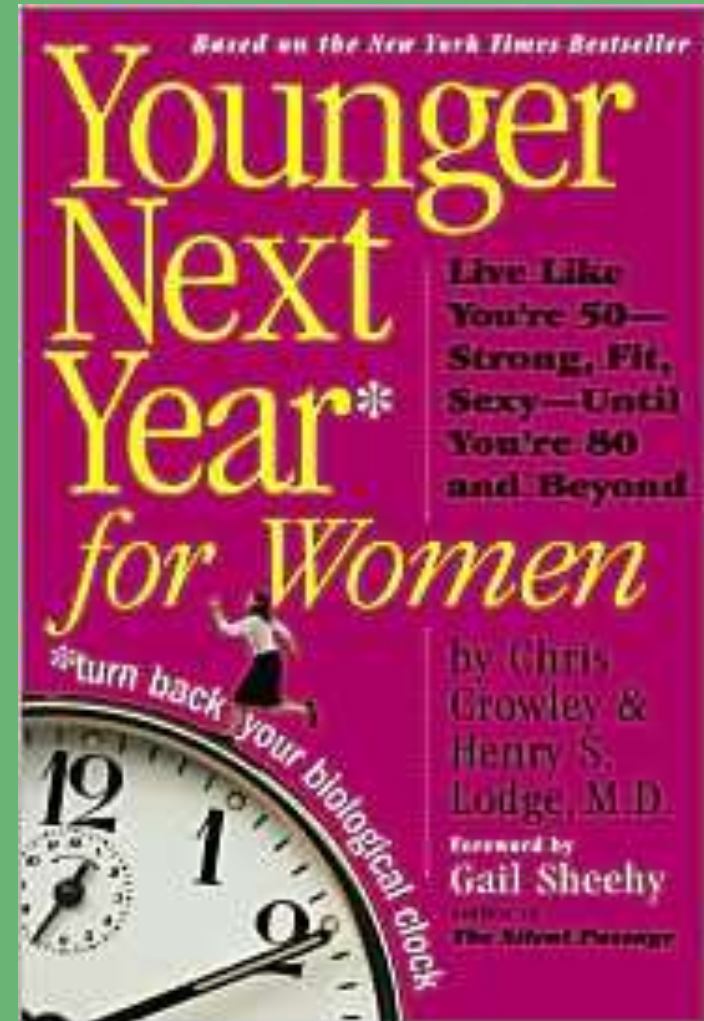
YoungerNextYear.com

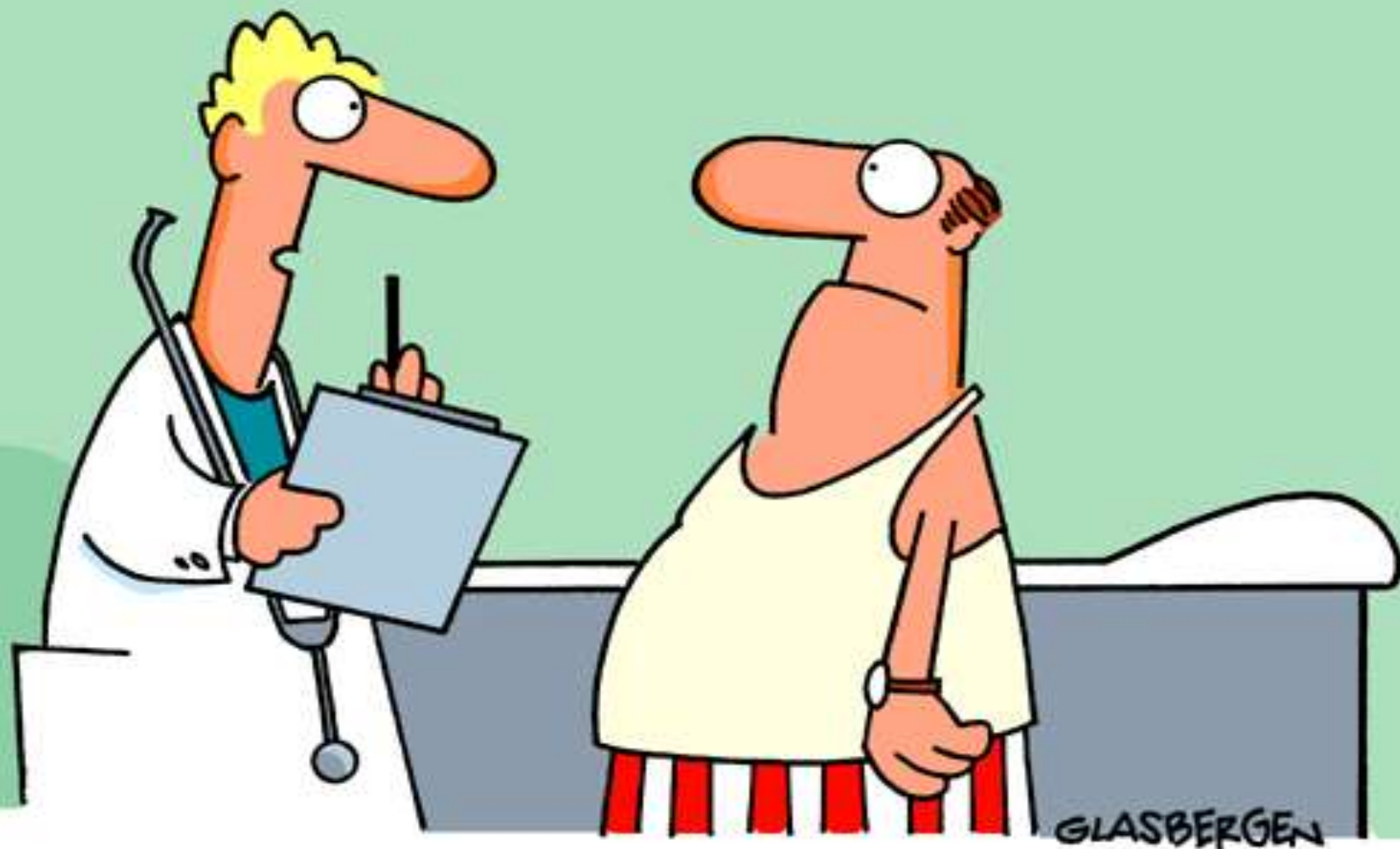


turn back your biological clock



To enjoy life and be stronger, healthier, and more alert. To stave off 70% of the normal decay associated with aging (like weakness, sore joints, apathy), and to eliminate over 50% of all the illnesses & potential injuries.





“What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?”

How To Wrap A Meeting!

“Picture ID Please”

MARTIAL ARTS LICENSE

LICENSE#

玖拾玖拾玖拾

BIRTH DATE

11-27-40

EXPIRES

7-20-73

CLASS

MASTER



CALIFORNIA

Bruce Lee

628 College Street

Los Angeles, CA 90012

SEX

M

HEIGHT

5'7"

WEIGHT

140

HAIR

BLACK

EYES

BROWN

X

SIGNATURE

A stylized, handwritten signature of Bruce Lee in cursive script, written in black ink.

Traits of A Trusted Leader That People Look For

1. Seem as extremely competent
2. Are a great 'motivator'
3. They excel setting strategy/deploy resources
4. Are respected!
5. Known as being fair
6. Create trust in everyone by being real
7. Provide authentic leadership / development

Bruce Lee

Productivity **Education**

Engagement **Strategies**

Accountability **Tools**

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