

BREAKTHROUGH
COACHING

- CA presentation 1: **Team Leadership Builds a Strong Foundation**
- Leadership is the foundation of any successful practice. Develop all staff members Into Innovative *Leaders* and Transform the practice. Motivate & Inspire Your Team to be more effective, efficient, and have more fun in the practice.



Bottom-Up Leadership

Everyone Has the Potential to Lead

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Top-Down Leadership

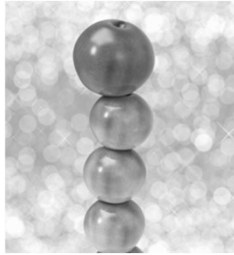
- The **most common** leadership style.
- “Autocratic” approach where major decisions are made at the **highest levels**.
- Employees are given **tasks** to preform.

Advantages of top-down management



BREAKTHROUGH COACHING Why Use Top-Down Leadership Approach?

- Focus on the health and structure of the business.
- **Effective Top-Down Leadership** will focus on structure growth and big changes:
 - Vision
 - Mission
 - Core Values
 - Essentially a CEO



BREAKTHROUGH COACHING Establish The Practice's Road Map

- For a business to grow, expand and thrive an effective CEO must
- To give direction
 - A business needs direction in the sense of a goal or a big picture.
 - Centers everyone on a common goal
 - Creates focus
- To establish the "feel" of the business
 - What do employees feel when they come through the door?
 - What do patient feel when they come through the door?
- To keep the company cohesive
 - Keep the focus
 - Maintain the feel



BREAKTHROUGH COACHING Top Leadership Strives For Success

Grow expand and thrive is the ultimate goal of each practice as then you can serve more people when you are not obsessed with paying the bills you can be obsessed with patient care



Bottom-Up Leadership

- Gives **all members** of the team a voice in decisions.
- Fosters team **collaboration**.
- Everyone feels a greater sense of **teamwork**.



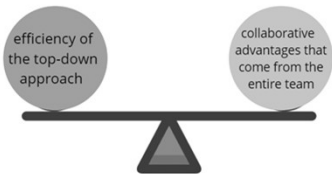
Why Use Bottom-Up Leadership Approach?

- Allows everyone to focus on the patient.
- **Effective Bottom-Up Leadership** will increase the practice's ability to meet challenges and goals.
- Easier time managing:
 - Challenges
 - Growth
 - Decrease
 - Staff change
 - Procedure changes
 - Location changes



Blended Approach Where Everyone Leads

Great management is all about **balance**.



BREAKTHROUGH COACHING Everyone Can Lead

•Belief that anyone should be considered a leader begins with this very simple definition:




•Everyone—regardless of title or position—has the opportunity to demonstrate leadership through their actions and behaviors.

BREAKTHROUGH COACHING Leadership = Action

Many believe that being a leader means holding a distinguished title or sitting at the top of your organizational chart.

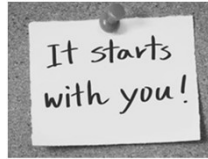




Define Leadership
Understanding Leadership

BREAKTHROUGH COACHING Leadership

- Is a Relationship.
 - 1-to-Many
 - 1-to-1
- Is Everyone's Business.
 - Everyone can learn to be a great leader!
- Is a set of skills and abilities.
 - These can be taught or be a natural talent.
- Starts with you!



BREAKTHROUGH COACHING There are 3 Types of People

Watch
things
happen



Wonder
what
happened

Make
things
happen



BREAKTHROUGH COACHING Leadership: Skills or Talent?

- Definition of Leadership:**
 - The act of leading a group of people or an organization.
- Moving Deeper:**
 - It is the art of motivating towards a common goal.
 - Some are born with the natural ability or skills to be a good leader.
 - Others must develop it.
 - Some naturally pull to one type of leadership style but may need to develop all styles to be the most effective leader.



What Does a Leader Influence?

•For good or bad, they influence:

- Day-to-day Operations
- Patient Experience
- Staff Experience
- Effectiveness and Efficiency
- Procedures
- Overall Success



Leadership Styles

- Autocratic
- Democratic
- Laissez-faire
- Paternalistic



Autocratic Leadership Style

- One person controls all the decisions.
- Takes very little input or suggestions from others.
- Does not ask others for advice.
- Makes decisions based on their own beliefs

•Cons

- People don't feel valued
- They tend to bark orders

•Pros

- Decisions are made very quickly



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Democratic Leadership Style

- AKA Participative Leadership
- Letting multiple people participate in the decision-making process.
- One person may lead discussion but input from all is encouraged.
- Pros
 - All opinions are valued
 - Teamwork approach
 - Solutions are made by the person who in the middle of the problem
- Cons
 - Decisions can often take a long time



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Laissez- faire Leadership Style

- Have an attitude of trust and reliance on their employees.
- Uninvolved
- Very little or no instruction or guidance.
- Pros
 - Employees do not feel micro managed
- Cons
 - Employees are not managed or feel ignored
 - No real organization or structure



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Paternalistic Leadership Styles


- Dominant, assertive figure operates as the matriarch/patriarch.
- Earns them a high level of trust and loyalty.
- Fosters a friendly work atmosphere, where employees see their coworkers as family.
- Pros
 - Very supportive environment
- Cons
 - It's exhausting





Recognizing Potential
Find the Hidden Gems


BREAKTHROUGH COACHING | I Have Leadership Skills!



I'm not bossy!
I have skills...
leadership skills!!
Understand?

BREAKTHROUGH COACHING | The Potential to Lead?

- Who has potential to lead?
 - Everyone!
 - Most people have the potential to be a leader.
- Potential:** Showing capacity to become or develop something in future.
- A leader is anyone who influences change.
- Be careful change can be positive or negative.
- Anti Leader



BREAKTHROUGH COACHING **Lead vs Leadership**

• There is a difference between those who want to lead and those who want to be a leader.

• Wanting to lead means:

- Wanting to being in charge
- Wanting the spotlight
- Have a sense of ownership & accomplishment
- Maybe getting credit for the job getting done right



• Being a leader means:

- Mentoring others
- Working as group
- The team getting credit for the getting the job done right

BREAKTHROUGH COACHING **5 Leadership Skills**

Leaders are:

1. Self Aware
2. Focused on helping others
3. Focused on motivating & encouraging
4. Have excellent communication skills
5. Personable
6. Solution Focused
7. Responsible






Developing Leadership Skills


Leaders Are Made

BREAKTHROUGH COACHING Experts Say: #1 Leaders Are Self Aware




“I always did something I was a little not ready to do. I think that’s how you grow. When there’s that moment of ‘Wow, I’m not really sure I can do this,’ and you push through those moments, that’s when you have a breakthrough.”
-Marissa Mayer, Yahoo!.

“I am who I am, and I’m focused on that, and being a great CEO of Apple.”
- Tim Cook, Apple.




BREAKTHROUGH COACHING 1. Leaders Are Self Aware


- They Focus on **personal development**
- Embrace their **strengths & weakness**
- Set and achieve **personal goals**
- Keep their **personal life** at home
- Are looking for ways to improve **every day**



BREAKTHROUGH COACHING Experts Say: #2 Leaders Are Focused on Helping Others

“A successful team beats with one heart.”
- Michael Gokturk, Payfirma





Before you become a leader success is all about growing yourself.
After you become a leader success is about growing others.
– Jack Welsh , General Electric

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2. Leaders Are Focused on Helping Others

- They **build trust** in relationships.
- Mentor** others.
- Develop **skills** for dealing with conflict.
- They need to **solve problems** and become great troubleshooters.



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Experts Say: #3 Focused on Motivating & Encouraging Others

“Outstanding leaders go out of their way to boost the self esteem of their personnel, If people believe in themselves, its amazing what they can accomplish.”

-Sam Walton, Walmart



“There isn’t a person anywhere who isn’t capable of doing more than he thinks he can.”

-Henry Ford, Ford

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3. Focused on Motivating & Encouraging Others

- Help create a culture of Accountability & Success
- A true leader should positively influence people
- Encourage**
 - Encourages professional growth
 - Act as your team’s cheerleader
- Teach**
 - Teach instead of giving orders
 - Show others what is required, rather than simply telling them
- Delegate:**
 - A successful leader doesn’t micromanage.
 - Trust but verify.
 - Establishing clarity of roles, responsibilities, & deadlines are critical to delegating.



BREAKTHROUGH COACHING 3. Focused on Motivating & Encouraging Others

- Training is an art form
- Important part of teaching is showing others what they are doing right and wrong so they can improve
- Use "Cookie" corrections
 - What you do great #1
 - What you can improve
 - What you do great #2



BREAKTHROUGH COACHING Experts Say: # 4 Leaders Have Excellent Communication Skills

"In all your communications, it's important to be genuine above all else."

-Ruslan Fazlyev, E-commerce Solutions



We must practice consent, reliable, predictable, effective, thoughtful, compassionate and even courteous communication every single day.

- Kip Tindell, Container Store



BREAKTHROUGH COACHING 4. Leaders Have Excellent Communication Skills

- **Effective communication** is critical. Good intentions are not enough.
- The failure to communicate is the most common grudge people hold.
- **Choose words wisely:**
 - Words have an incredible power to motivate & inspire.
 - But they can also cut and belittle. Words must be chosen very carefully.
 - Get your message down.
 - Clear & concise messages
 - Concentrate on telling people only what they need to know, not everything you want them to know.
 - Find an emotional hook by telling a story or using an example.

BREAKTHROUGH COACHING 4. Leaders Have Excellent Communication Skills

- Displaying strong leadership communication skills can foster trust, instill motivation and help team members be as productive as possible
- The ability to communicate with people in the practice and outside the practice is crucial.
- **Communication is more than words:**
 - Listen to Understand
 - Delivery Methods
 - Tone



BREAKTHROUGH COACHING 4. Leaders Listen to Understand

- Effective communication must start with **listening**
- Not only listening but listening to **understand**
- Engaging in a dialog with team members is an opportunity for **clarity**
- Learning to listen is **not** simply keeping quiet while others talk.
- **It is comprehending what is being said, assessing the value and responding accordingly.**



BREAKTHROUGH COACHING 4. Leaders Understand Delivery Methods

- **Delivery of your message:**
 - Decide when you will make a phone call and when a face-to-face meeting would be more effective.
 - Send an email message to inform, not to persuade.
 - Use text messaging and social media appropriately.
 - Be careful of tone.
 - Remember don't get to **listen** before you communicate.



4. Leaders Understand Tone

- The tone of your message will directly affect how the person you are communicating with feels and receives your message.
- What will support your message
 - Positivity
 - Encouragement
 - Supporting the other leadership skills
- What can taint the message?
 - Attitude
 - Sarcasm
 - Being short
 - Frustration



Experts Say: #5 Leader are Personable

“I never set out to be CEO. I always set out to be a good team member, a good colleague.”

-John Stumpf, Wells Fargo.



5. Leaders are Personable

- **How do you WANT to be known?**
 - What will be your reputation as a person?
- **What does it take to have the personality of a good leader?**
 - Positivity
 - Positivity is the guiding force behind a great team and overall success.
 - Confidence
 - There is a big difference in being confident in what you are doing and having an ego.
 - Arrogance is truly the sign of insecurity.
 - Charisma
 - Optimism

5. Leaders are Personable

Attitude
IS
CONTAGIOUS
IS YOUR
WORTH
CATCHING?



5. Personable Leaders are Positive

- **Keep a positive attitude.**
- As much as leaders wish their team's day-to-day operations could run smoothly all the time, they're bound to run into the occasional obstacle.
- The way you handle a negative situation says a lot about your leadership skills.



Experts Say: #5 Personable Leaders Connect

- Positivity Builds Connection
- **Connect with your team members.**
- Leadership requires a mutual sense of trust and understanding
- "More human" leader requires positivity, purpose, empathy, compassion, humility and love. These key traits will put you on the road to genuine connections with the members of your team."



-Terry "Starbucker" St. Marie,
leadership writer

BREAKTHROUGH COACHING #5 Personable Leaders Avoid Complaining

- Repetitive complaining will **attract** things to complain about.
- Do you ever find that when someone complains its like a one-up contest to see who has the worst thing to complain about?

No!
Complaining

BREAKTHROUGH COACHING Experts Say: #6 Leaders are Solution Focused

"Leaders think and talk about the solutions. Followers think and talk about the problems."

– Brian Tracy, Speaker



"One of the tests of leadership is the ability to recognize a problem before it becomes an emergency."
– Arnold Glasow, Businessman

BREAKTHROUGH COACHING 6. Leaders are Solution Focused

- The solutions-oriented leader focus is spent on developing action steps towards solutions
- **The solutions-oriented questions:**
 - What do we do to fix it?
 - What happened so we can prevent it from happening again?
 - What system did not work or was not followed?
 - Why?



BREAKTHROUGH COACHING 6. How to Focus on Solutions

- How
- Look for the possible outcomes
- Don't allow yourself to become emotionally involved in a problem
 - Don't get upset or grow resentful
- Think strategically
- No excuses
- Avoid problem oriented questions
- No complaining
- The only way to get rid of a problem is to solve it

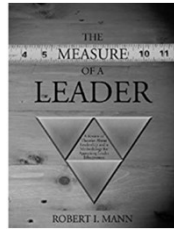


BREAKTHROUGH COACHING 6. Solution Focused Leaders are Positive

- Solution Focused is Positive focused

The more you look at the positives in a problem, the more positively people react with one another."

-Robert Mann, Leadership author



BREAKTHROUGH COACHING 6. Leaders are Solution Focused

- Focusing on solutions, rather than problems, can help your team maintain positive engagement.

"A positive environment is more likely to create a more engaged and productive workforce. By displaying enthusiasm and confidence, a good leader will see the impact that they can have in their working environment."



BREAKTHROUGH COACHING Over heard in the corridors of the Ritz Carlton

The
answer is
yes

Now, what
was the
question?

BREAKTHROUGH COACHING **Experts Say: #7 Leaders Take Responsibility**

Responsibility equals accountability equals ownership. And a sense of ownership is the most powerful weapon a team or organization can have."
— Pat Summitt




"On good teams coaches hold players accountable, on great teams players hold players accountable."
— Joe Dumars



BREAKTHROUGH COACHING **7. Leaders Take Responsibility**

- Be Accountable For Yourself.
- Responsible leaders desire excellence and work hard to achieve it
- Being responsible includes
 - Professionalism
 - Being a positive example
 - Punctual
 - Organized
 - Timeliness - Quit Procrastinating
 - Keep Your Emotions In Check
 - Stop Whining
- All of these will lead you to be dependable and consistent



BREAKTHROUGH COACHING Take Responsibility

Focus on what you can control within the 20 square feet around you.





Be the Leader
Look for Ways to be a Leader

BREAKTHROUGH COACHING Behaviors of Leaders



•Leadership isn't all about traits or habits, it's about behavior.

- Be Proactive
- Be Prepared
- Be Organized
- Be Nurturing
- Be Culture Focused
- Be A Solution
- Bees are busy always moving!
- Be Approachable
- Be Moving Towards A Common Goal
- Be Consistent
- Be Humble
- Be A Team



BREAKTHROUGH COACHING **Be Organized**

- **Use Checklists:**
 - Daily
 - Weekly
 - Monthly
 - Do Now
- **Use Systems:**
 - Scheduling
 - Being prepared for day 1 & 2
- **Organized Workspace:**
 - Rehab Room & Treatment Areas
 - Desk free of clutter
 - NO POST IT NOTES

BREAKTHROUGH COACHING

I don't like checklists

I don't need a list I know what I need to do



Checklists are dumb

- Smart people use checklists because they recognize their value at keeping the focus and ignore distractions
- Paper
- Excel
- Asana

Southern Ohio Medical Center
VMF Good things are happening here

BREAKTHROUGH COACHING **Be Nurturing**

- A good leader nurtures others to be successful and unlocks their full potential.
 - How do we speak when we train others?
 - How do we correct fellow employees?
 - What do we do when mistakes are made?
- Mentor, coach or assist in someone else's development
- **Nurture Patients Too!**
 - How do we speak to patients?

Nurturing environments are filled with an authentic sense of **compassion and empathy**, and people genuinely feel cared about and supported.

BREAKTHROUGH Be Culture Focused
COACHING

- **Eliminate Culture Killers:**
 - As a leader, you are the designated dragon slayer!
- **Eliminate Disruptive Behavior:**
 - Loud & obnoxious is funny at a party or on a TV reality show but not in the workplace.
 - Unfortunately, managing disruptive behavior is a big part of the leader's job.
 - Disruptive behavior can be:
 - Done on purpose to be disruptive
 - Part of their personality. Maybe they very sarcastic or funny.
 - Or just by accident.
- **Eliminate Gossip:**
 - A good leader is committed to making your office a no gossip zone.
 - Focus on only positive comments. Remember corrections can be positive.
 - Gossip often equals complaining.
- **Eliminate Distractions**



BREAKTHROUGH Be a Solution
COACHING

- **Manage & Solve Conflict:**
 - Most of us will try avoid conflict but we all know that just can not happen.
 - Conflict will happen with staff and with patients.
 - You can not ignore conflict is must be solved chronic, unresolved conflict will drive your best people away. Since you cannot avoid conflict, your only choices are to manage it well or manage it poorly
- **Speak Up:**
 - As the saying goes, "See something say something!" If something is amiss, don't look the other way.
 - If a problem is unknown or swept under rug it can not be manage or solved.
- **Volunteer:**
 - Go above and beyond.
 - If it needs to be done, do it!



BREAKTHROUGH Be Approachable
COACHING



- **When you are approachable:**
 - People feel at ease.
 - People feel comfortable.
 - Sense of community.
- **Open Door Policy:**
 - Staff should feel like they can come to admin or owners when needed.
 - Front Desk Should not have a physical or invisible barrier.



BREAKTHROUGH COACHING Be Customer Focused



•“We see our customers as invited guests to a party, and we are the hosts. It’s our job every day to make every important aspect of the customer experience a little bit better.” —Jeff Bezos, Amazon.

- All Departments be laser-focused on the patients.
- In the end everything we do is about getting patients to call, schedule, and come to the office and come back.

•Why?

- We have a solution to a problem they have. If they don't come to the office we can not provide this solution.

BREAKTHROUGH COACHING Be Moving Towards a Common Goal



•Stats:

- STATS are not about growing the business.
- STATS are about measuring are we being successful at getting this solution to as many people as possible.

•Evaluate:

- Are we on Track?
- Are we performing well as a team?
- What can each of us do to realign?



BREAKTHROUGH COACHING Be Consistent



•Being a leader is about consistency and creating systematic processes

- The difference between successful leaders and everyone else is in their consistency and determination.
 - 100% 100% of the time
 - Consistency builds trust
 - Consistency = predictability
 - Consistency builds your personal brand

BREAKTHROUGH COACHING **Be Humble**

•How to humility as a leader

- Being a great leader doesn't mean you have to be a hero.
- It is not a 1 man show
- Take ownership of your mistakes and shortcomings
- Be supportive
- Be the first to take responsibility and last to take credit



•Humility is about minimizing the self and maximizing the bigger purpose you represent. When you think about humility in that way, it becomes a vital competency in leadership because it takes the focus from the 'I' to 'We.'

•Remember - There is no "I" in team.

"We all say we want team players, but many leaders forget to act as part of the team.

-Larry M. Elkin, founder of Palisades Hudson Financial

BREAKTHROUGH COACHING **Be a Team**



•Show up and show out!

- We are stronger when we all work together as a team:
 - Everyone's job is easier
 - Its more fun
 - We get better results for the patient
- Teamwork does not automatically materialize because a group of people decides to become a team.
- Everyone fits! All positions are important in the blueprint of the practice. You harmony when all staff are pulling their weight.

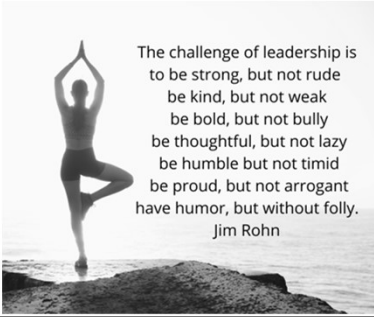


BREAKTHROUGH COACHING **Most Important Team Member**


While seeking to encourage hotel managers to be highly effective leaders, the people I most wanted to reach out to were those who wash the laundry, deliver room service, maintain the boilers, and clean the guest rooms. Without them, we would not be the award wining hotel company we are – a company consistently recognized for service excellence and unmatched quality.



BREAKTHROUGH
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The challenge of leadership is
to be strong, but not rude
be kind, but not weak
be bold, but not bully
be thoughtful, but not lazy
be humble but not timid
be proud, but not arrogant
have humor, but without folly.
Jim Rohn




Leaders Embrace Systems
Systems that Foster Leadership

BREAKTHROUGH
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Employee Reviews

- Employee reviews can lead to leadership opportunities.
- Opportunity to:**
 - Praise employee actions and tell them where they are excelling
 - Consistent feedback keeps your team moving towards your goals
 - Even if things are going well, you should have the regularly scheduled meeting.
 - Employees can share roadblocks in a 1-1 environment



BREAKTHROUGH COACHING Set Clear Goals & Expectations

- **Goals & expectations** are key to employee success.
- Don't let team member goals go static.
- Periodically revisit goals to modify or rearrange them as needed.
- Regardless of job title **every employee** should be able to articulate how the work they do supports the success of the practice.



BREAKTHROUGH COACHING I Caught Someone Doing Something Right

"Positive recognition will create an environment of productivity," said Shah. "Acknowledging successes by outlining how it impacts the business, rather than with vague pats on the back, is not only encouraging but also helps a person work better in the long run."



BREAKTHROUGH COACHING Team Meetings

- Review
 - STATS
 - 1-4-8 review
- Practice successes
- Practice challenges
- This is an open meeting for Democratic Leadership to do its job.
- Problem solve the challenges
- Celebrate the success
- Reach Goals
- Bond as a team



BREAKTHROUGH COACHING Circle Activity

- Try 1
 - Circle up
 - Toss the ball and try not to drop it
 - Add more balls
- Come back discussion
 - How did it work
 - What went wrong
 - What worked well
 - Problem solve how can we make this better



BREAKTHROUGH COACHING Circle Activity


- Try 2
 - Assign everyone an number
 - #1 throws to #2, #2 throws to #3
 - Etc
- Come back discussion
 - How did it work
 - What went wrong
 - What worked well
 - Problem solve how can we make this better



BREAKTHROUGH COACHING Circle Activity Discussion


- Did the activity work better when some one became a leader?
- Did your group have an instigator or someone who was purposefully making it hard to be successful?
- What happened when a leader stepped up?
- What happened when we put the system in?
- Was there anyone who was working really hard for the group to be successful?






Leadership Supports
Leaders Protect the Culture


BREAKTHROUGH COACHING Company Culture




BREAKTHROUGH COACHING Vision vs Mission vs Core Values



A vision statement focuses on tomorrow and what an organization wants to ultimately become.



A mission statement focuses on today and establishes an organization's purpose and reason for being and defines what you do



Core values outline how the mission and vision will be achieved.

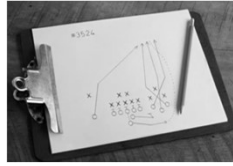
Create the Team's Paybook

Vision, Mission & Core Values

1. Create

2. Communicate

- It's not enough for successful leaders to simply have a clear vision.
- A true leader must communicate that vision and those goals to employees, investors and customers.
- Without a clear sense of goals, it is easy for everyone involved to lose sight of the larger picture and get lost in the details.



3. Act

- Leadership is about turning a vision into reality

Create



Creating a Vision Statement



•A vision statement

- Describes what your business aims to achieve long term. I
- It's a future-focused concept
- Invokes a picture of the ideal state of the world after your company has made its impact.





Starbucks Vision Statement

“To establish Starbucks as the premier purveyor of the finest coffee in the world while maintaining our uncompromising principles while we grow.”



•A mission statement

- Is a single sentence describing the purpose of your company's existence.
- Demonstrates how you're making your vision statement a reality.
- Is an easy-to-understand sentence inspires
- Is a fundamental blueprint







Our Mission:

to inspire and nurture the human spirit
– one person, one cup, and one neighborhood at a time


BREAKTHROUGH COACHING Mission Statement

Amazon Mission Statement
 “We strive to offer our customers the lowest possible prices, the best available selection and the utmost convenience.”

Nike Mission Statement
 Bring inspiration and innovation to every athlete in the world. If you have a body, you are an athlete.


BREAKTHROUGH COACHING Creating a Core Values



- Chose your values
- Narrow the list to 5
- Compile the lists
- Narrow the list to 5
- These are your team's core values

achievement	enlightenment	independence	punctuality
adventure	environment	influence	quality
advocacy	ethics	inner peace	recognition
arts	ethnic roots	innovation	relationships
autonomy	excellence	insight	reliability
balance	excitement	integrity	religion
beauty	faith	involvement	reputation
benevolence	family	justice	residence
career success	fast living	leadership	responsibility
change and variety	financial security	learning	security
choice	fitness	leture	self-discipline
cleanliness	flair	love	self-esteem
community	flexibility	loyalty	serenity
compassion	forgiveness	mentor	simplicity
competence	freedom	merit	social service
competition	friendships	mindfulness	sophistication
control	fun	money	spirituality
cooperation	generosity	nature	stability
country	grace	orderliness, organization	status
courage	gratitude	optimistic	style
creativity	growth	patience	success
credibility	happiness	patriotism	tradition
decisiveness	hard work	perceptiveness	tranquility
democracy	harmony	persistence	travel
dependability	health	philanthropy	truth
diplomacy	herosim	physical challenge	volunteer
discipline	honesty	pleasure	wisdom
duty	hospitality	power	wonder
ecological awareness	humor	privacy	work ethic
empathy		public service	world peace

BREAKTHROUGH COACHING Successful Core Values = Act



Core Values:

- Creating a culture of warmth and belonging, where everyone is welcome.
- Delivering our very best in all we do, holding ourselves accountable for results.
- Acting with courage, challenging the status quo and finding new ways to grow our company and each other.
- Being present, connecting with transparency, dignity and respect.

BREAKTHROUGH COACHING Communicate

The image shows three interlocking puzzle pieces arranged in a triangle. The top-left piece is labeled "Core Values", the bottom piece is labeled "Mission", and the top-right piece is labeled "Vision".

BREAKTHROUGH COACHING Southwest Employee Alignment

- Southwest Airlines' mission, vision & values motivate 75% of Southwest Airlines employees.
- 22% of employees say that the main reason they stay at Southwest Airlines is because of the Southwest Airlines company mission.
- When asked to whom they feel the most loyal at work, 14% of employees said Southwest Airlines' mission and vision.
- Their interview process they ask you about how you align with their core values.

The Southwest Airlines logo, featuring a stylized heart shape with a diagonal line through it, and the word "Southwest" below it.

BREAKTHROUGH COACHING Act

The image shows three interlocking puzzle pieces arranged in a triangle. The top-left piece is labeled "Core Values", the bottom piece is labeled "Mission", and the top-right piece is labeled "Vision".

BREAKTHROUGH COACHING Leadership is in the Daily Actions

For Ritz-Carlton leadership, the bedrock of its success lives in well-defined Gold Standards and extraordinary discipline in **keeping those Gold Standards alive in the daily lives** of the Ladies and Gentle man of the company. These Gold Standards define the company, differentiate it from the competition and serve as a beacon for sustainable service excellence.



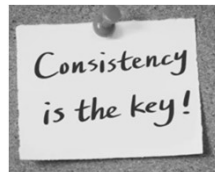
BREAKTHROUGH COACHING Where Do You Have the Most Influence?

- Front Desk**
 - Feel welcome Phone & Day 1
 - Friendly Environment
- Rehab/Therapy**
 - 1-to-1 attention
 - WOW service
- Insurance**
 - Calm fears of finances
- Doctors**
 - WOW care
 - Feel heard & cared for
- Office Manager**
 - Results
 - Efficiency

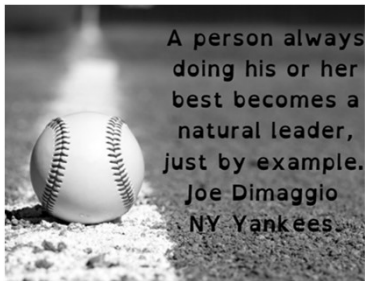


BREAKTHROUGH COACHING Consistent Leadership

- Consistent effort = **consistent results.**
- Finds everyone's strengths and use them to everyone's benefit.
- Is everyone in the right seat?
- Build the best infrastructure for provider productivity and patient satisfaction.



BREAKTHROUGH
COACHING



BREAKTHROUGH
COACHING

There are 3 Types of People

Watch
things
happen



Wonder
what
happened

Make
things
happen





Bottom-Up Leadership

Everyone Has the Potential to Lead

BREAKTHROUGH
COACHING
