

THE EMERGING  
HEALTHCARE LEADER:  
Core Leadership Competencies






## Disclosures:

Speaker has no disclosures.

“First, we make our  
habits, and then  
our habits make  
us.”

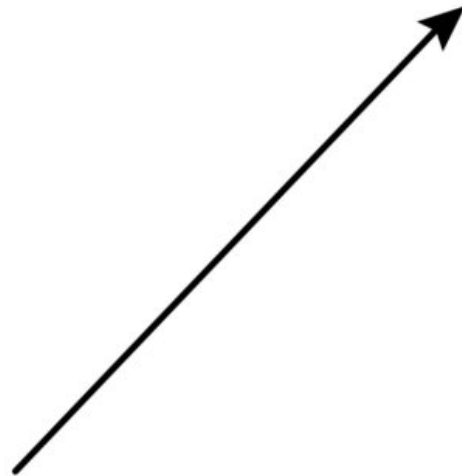
Charles Noble

# Leadership Competencies:

-  Embrace failure
-  Lifelong learning
-  Strengths Based Leadership
-  Emotional Intelligence
-  Coachability

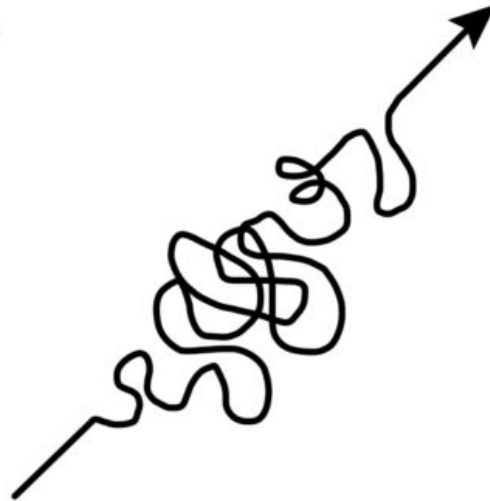
# Embrace failure

SUCCESS



what people think  
it looks like

SUCCESS



what it really  
looks like

# Embrace failure



# Embrace failure

## Resilient leaders:

- ✓ Reject rejection
- ✓ See failure as temporary
- ✓ See failures as isolated incidents
- ✓ See success as a process
- ✓ Are willing to try a new approach
- ✓ Learn from mistakes
- ✓ Bounce back

# Famous Failures

## Walt Disney

Fired from a newspaper for “lacking imagination” and “having no original ideas” ...

## Oprah Winfrey

was demoted from her job as a news anchor because she...”Wasn’t fit for television.”

## J.K. Rowling

Was turned down by 12 publishers before her Harry Potter manuscript was picked for publication.

## The Beatles

Rejected by Decca Recording Studios, who said “we don’t like their sound” - “They have no future in show business.”

## Michael Jordan

After being cut from his high school basketball team, he went home locked himself in his room and cried.

## Sara Blakely

She didn't make it as a standup comedian. She couldn't become a lawyer like her dad because she failed the LSAT — twice.



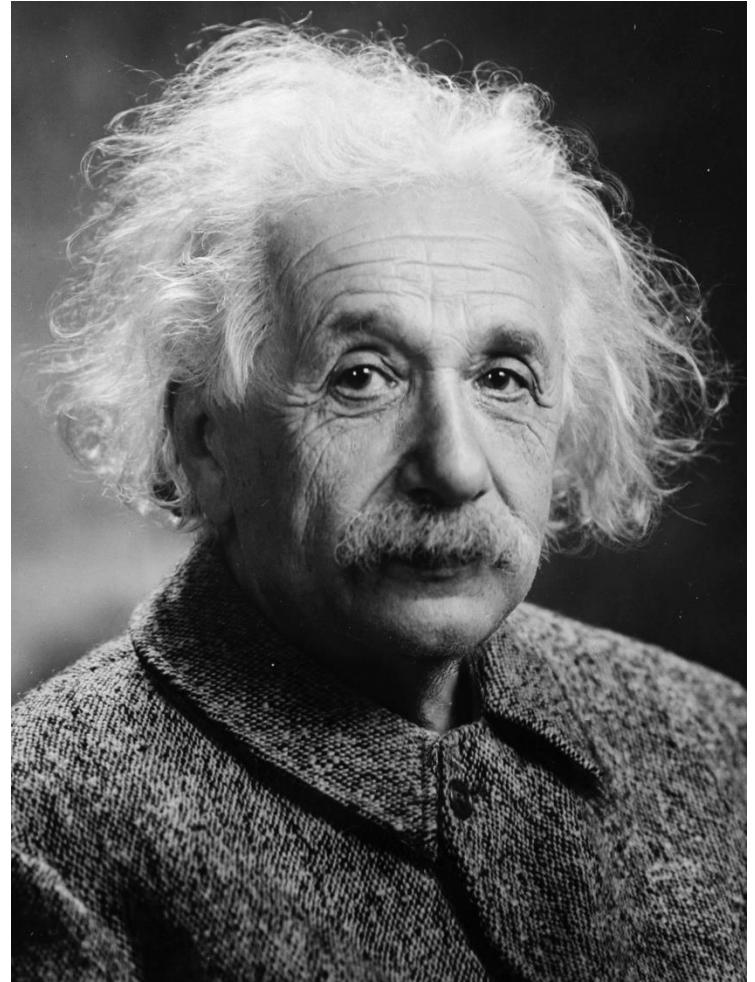
# Persevering Through the “NOs”



NO  
THANKS



# Lifelong learning



1 \$.01	2 \$.02	3 \$.04	4 \$.08	5 \$.16	6 \$.32	7 \$.64
8 \$1.28	9 \$2.56	10 \$5.12	11 \$10.24	12 \$20.48	13 \$40.96	14 \$81.92
15 \$163.84	16 \$327.68	17 \$655.36	18 \$1,310.72	19 \$2,621.44	20 \$5,242.88	21 \$10,485.76
22 \$20,971.52	23 \$41,943.04	24 \$83,886.08	25 \$167,772.16	26 \$335,544.32	27 \$671,088.64	28 \$1,342,177.28
29 \$2,684,354.56	30 \$5,368,709.12	31 \$10,737,418.24				



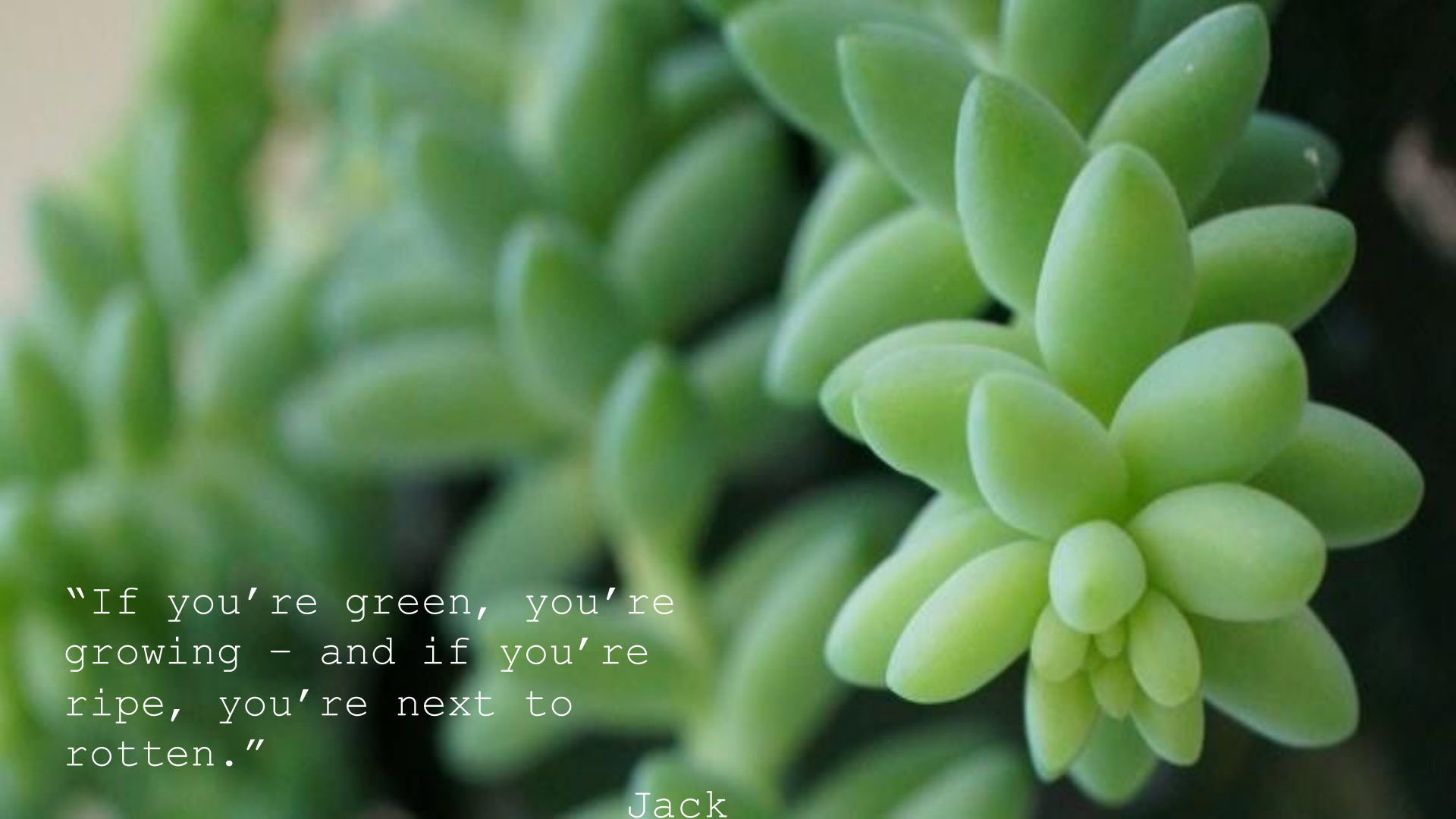
# Invest in Growth



"That's how knowledge works.

It builds up,  
like compound interest.

All of you can do it,  
but I guarantee  
not many of you will do  
it."



“If you’re green, you’re  
growing – and if you’re  
ripe, you’re next to  
rotten.”

Jack

*What investments are you making in your personal  
and professional development? Podcasts?*

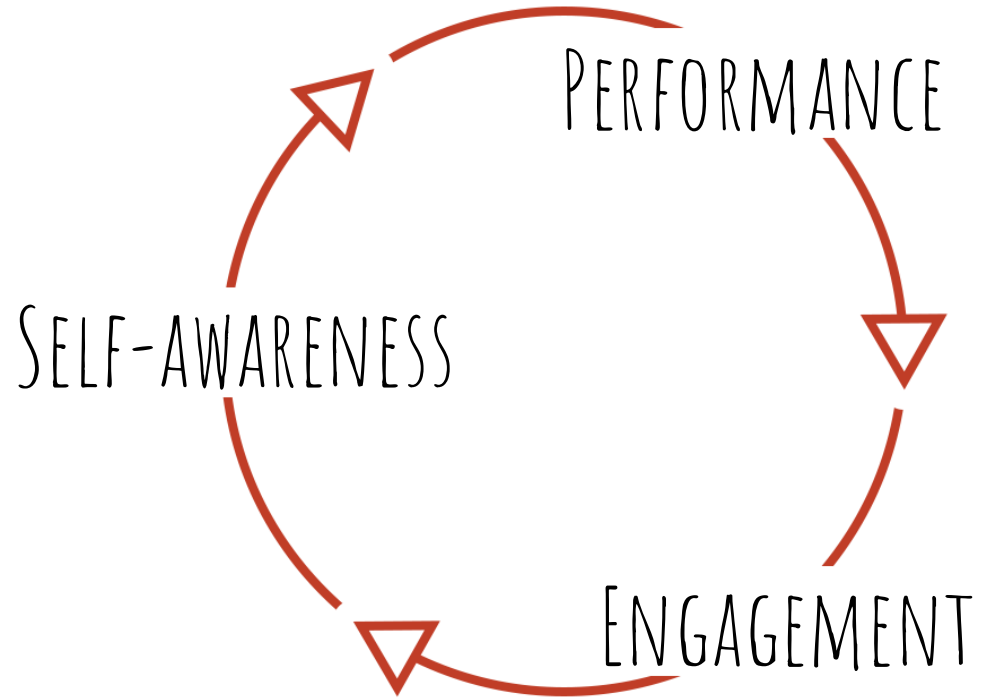
*Books?*

*Courses?*

*Degrees + certifications?*

# Strengths Based Leadership

**FOCUS**  
ON YOUR STRENGTHS  
AND  
**MANAGE**  
**AROUND**  
WEAKNESSES.





# THE STRENGTHS ADVANTAGE

6X

AS LIKELY TO BE ENGAGED IN THEIR JOBS.

3X

AS LIKELY TO REPORT HAVING AN EXCELLENT QUALITY OF LIFE.

7.8%

GREATER PRODUCTIVITY.

## SPEED

People operating from strength learn the role faster and adapt to more variance in the role quicker.

## PRODUCTIVITY & PRECISION

People operating from strength produce significantly more at higher quality.

## SUSTAINABILITY

People operating from strength stay longer, miss less work, and build stronger patient relationships.

THE MOST EFFECTIVE LEADERS  
SURROUND THEMSELVES WITH THE RIGHT PEOPLE  
AND THEN MAXIMIZE THEIR TEAM.

WHILE THE BEST LEADERS  
ARE NOT NECESSARILY  
WELL-ROUNDED,  
THE BEST TEAMS ARE.

# WHY A COACH?

Even the greatest strengths,  
when overused, can become  
weaknesses.



# Emotional Intelligence

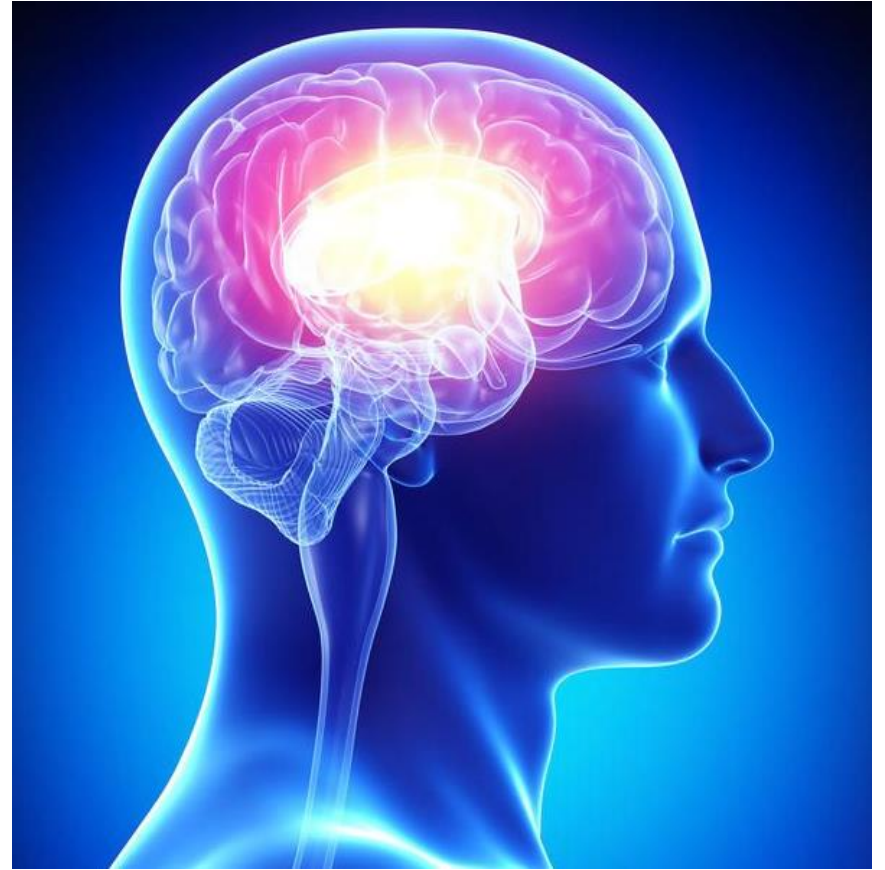
An iceberg floating in a blue ocean under a blue sky with clouds. The small tip above the water is labeled 'IQ' in orange text. The much larger submerged part is labeled 'EQ' in white text.

**IQ**

**EQ**

Emotions are the primary driver of our behaviors.

Our brains are hard wired to give emotion the upper hand.





"The most effective leaders are alike in one crucial way:  
they all have a high degree of emotional intelligence.

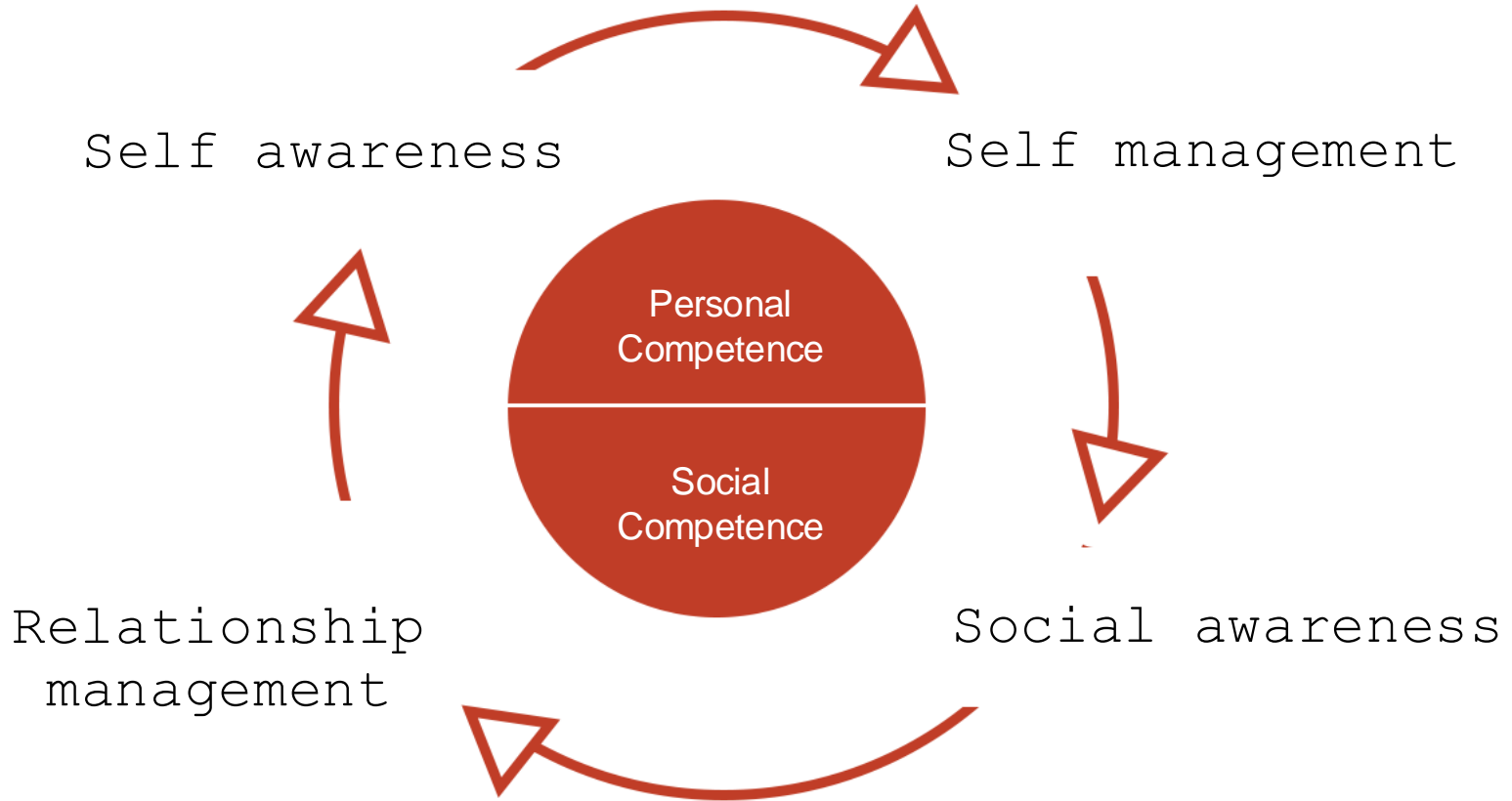
It's not that IQ and technical skills are irrelevant. They matter, but they are “*threshold capabilities*” or entry level requirements for executive positions.

Research clearly shows that emotional intelligence is the *sine qua non* of leadership.

Without it, a person can have the best training in the world, an incisive, analytical mind, and an endless supply of smart ideas, but he still won't make a great leader.”

DANIEL GOLEMAN, PHD

THE FOUR DOMAINS OF  
EMOTIONAL INTELLIGENCE



## Self-Awareness

The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.

## Self-Management

Knowing how to manage your emotions, how to keep disruptive impulses in check. Being flexible and comfortable with new ideas.

## Social Awareness

An ability to listen, to really tune in, to understand relationships.

## Relationship

### Management

An ability to influence others, handle conflict, develop, lead, and work well with others.







# Carnegie Institute of Technology

“85% of your financial success is due to your **personality** and ability to **communicate, negotiate, and lead**.

Shockingly, only 15% of it is due to **technical knowledge**.”

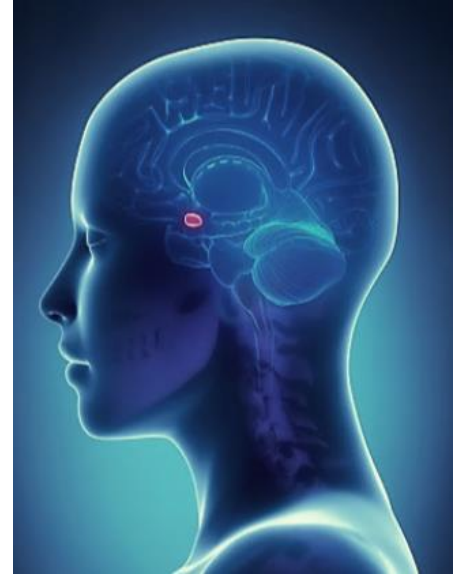


# People with high Emotional Intelligence:

-  Strive to meet or exceed high standards
-  Adapt to change and help to make change happen
-  Maintain their effectiveness under stress
-  Show empathy and insight in their relationships
-  Resolve conflict
-  Influence, coach, and develop others



AVOIDING  
THE  
AMYGDALA  
HIJACK



# PERSONAL REFLECTION

- ? What types of situations and people push my buttons?
- ? How do I respond when my buttons get pushed?
- ? Who are the people, or what are the things, that calm me down when I encounter stress?
- ? Who do I trust to provide me brutally honest feedback?
- ? Who do I allow to hold me accountable for my performance, engagement, growth and changes I need to make?
- ? Who is looking at me to be an example of excellence, professionally and otherwise?





“Do the best you  
can  
until you know  
better.  
Then, when you know  
better, do better.”

Maya Angelou

# Coachability

# COACHABILITY DEFINED

Coachability is  
feedback seeking,

feedback receptivity, and

implementation of feedback to  
behavior.



A lack of coachability is the top area of new hire failure within contemporary organizations.



“MY BEST SKILL WAS THAT I  
WAS COACHABLE.  
I WAS A SPONGE AND  
AGGRESSIVE TO  
LEARN.”

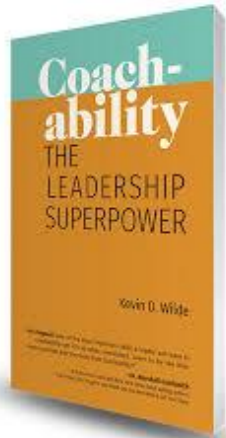
MICHAEL JORDAN



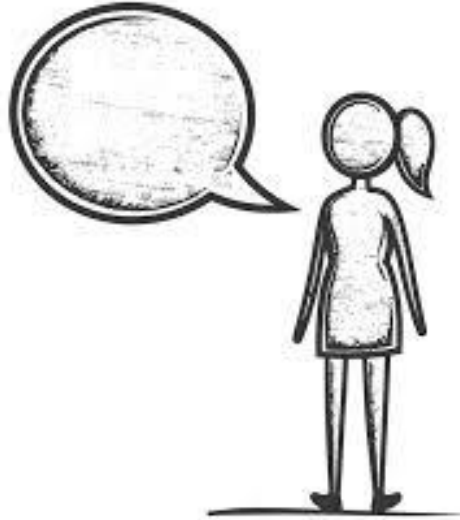
# FALSE FINISH LINES

“I’ve arrived as a leader and am less interested in input from others to improve.”

Kevin Wilde



# FIND YOUR TRUTH TELLERS



# THE BUSINESS CASE FOR COACHABILITY

- 1** Influences personal + professional development
- 2** Drives positive behavior change
- 3** Results in improved performance
- 4** Enhances promotability



# THE BUSINESS CASE FOR COACHABILITY

↑↑ *resilience*

↑↑ *creativity*

↑↑ *well-being*

↑↑ *innovation*

↑↑ *collaboration*

↑↑ *adaptability*



*Let's chat*

Laurie Baedke  
[www.lauriebaedke.com](http://www.lauriebaedke.com)  
[laurie@lauriebaedke.com](mailto:laurie@lauriebaedke.com)  
402.680.3311



LAURIE BAEDKE