



Keeping you “in the know” in the ASC industry



LEADING EDGE

Developing Leaders Within

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BSM Consulting

Leadership Development:

The single biggest way to impact an organization is to focus on leadership development.

There is almost no limit to the potential of an organization that recruits good people, raises them up as leaders and continually develops them.

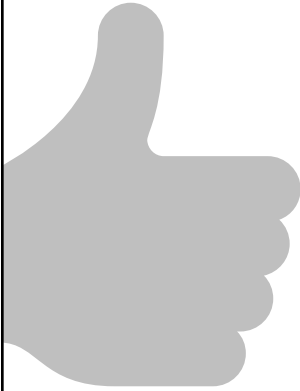
~ John C. Maxwell



Developing Leaders vs. a Culture of Leadership



Benefits of a Culture of Leadership



Engaged, purpose-driven teams that support the goals of the organization

Empowered employees to reach professional and personal goals, unlock growth potential, and enhanced confidence

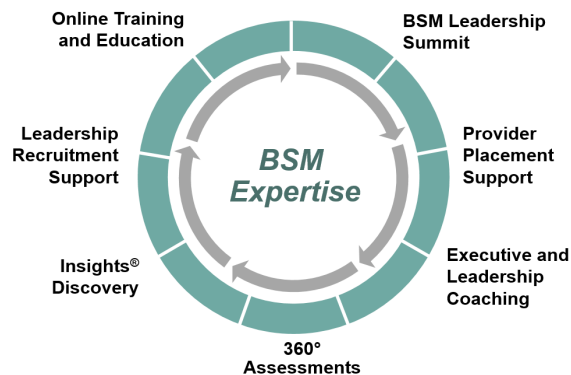
Increased employee satisfaction and lower turnover

Creates the next generation of leaders within the practice



BSM Leading Edge Mission

To provide our customers with a clear framework and pathway to enhanced business success through execution of an effective leadership strategy, aligned with the core values and mission of their organization.





Vision, Values, Goal Setting

The diagram illustrates the hierarchy of organizational planning. At the top is a dark grey hexagon labeled 'VISION & VALUES'. Below it is a teal hexagon labeled 'GOALS', and at the bottom is another teal hexagon labeled 'STRATEGIC IMPERTIVES'. To the left of these hexagons are five colored banners representing the SMART criteria: Specific (blue), Measurable (teal), Attainable (green), Relevant (yellow), and Time Based (orange). Each banner contains an icon and its corresponding letter. To the right of the hexagons, two statistics are provided: '66% of organizations do not create employee goals which are aligned to the organization's vision.' and 'Only 7% of employees really understand how their own work supports their company's business strategies.'

S Specific
M Measurable
A Attainable
R Relevant
T Time Based

VISION & VALUES

GOALS

STRATEGIC IMPERTIVES

66% of organizations do not create employee goals which are aligned to the organization's vision.

Only 7% of employees really understand how their own work supports their company's business strategies.

SOURCE: "How Smart HCM Drives Financial Performance," Workforce Intelligence Institute & SuccessFactors, 2006.

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Our Core Leadership Pillars

The diagram shows three classical columns representing leadership pillars. From left to right: a light teal pillar labeled 'PURPOSE', a dark teal pillar labeled 'EMOTIONAL INTELLIGENCE', and a dark grey pillar labeled 'COMMUNICATION'. Each pillar is supported by a white classical column base.

PURPOSE

EMOTIONAL INTELLIGENCE

COMMUNICATION

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Harvard Business Review

www.hbr.org

BEST OF HBR 1998

IQ and technical skills are important, but emotional intelligence is the sine qua non of leadership.

What Makes a Leader?

by Daniel Goleman

- Daniel Goleman

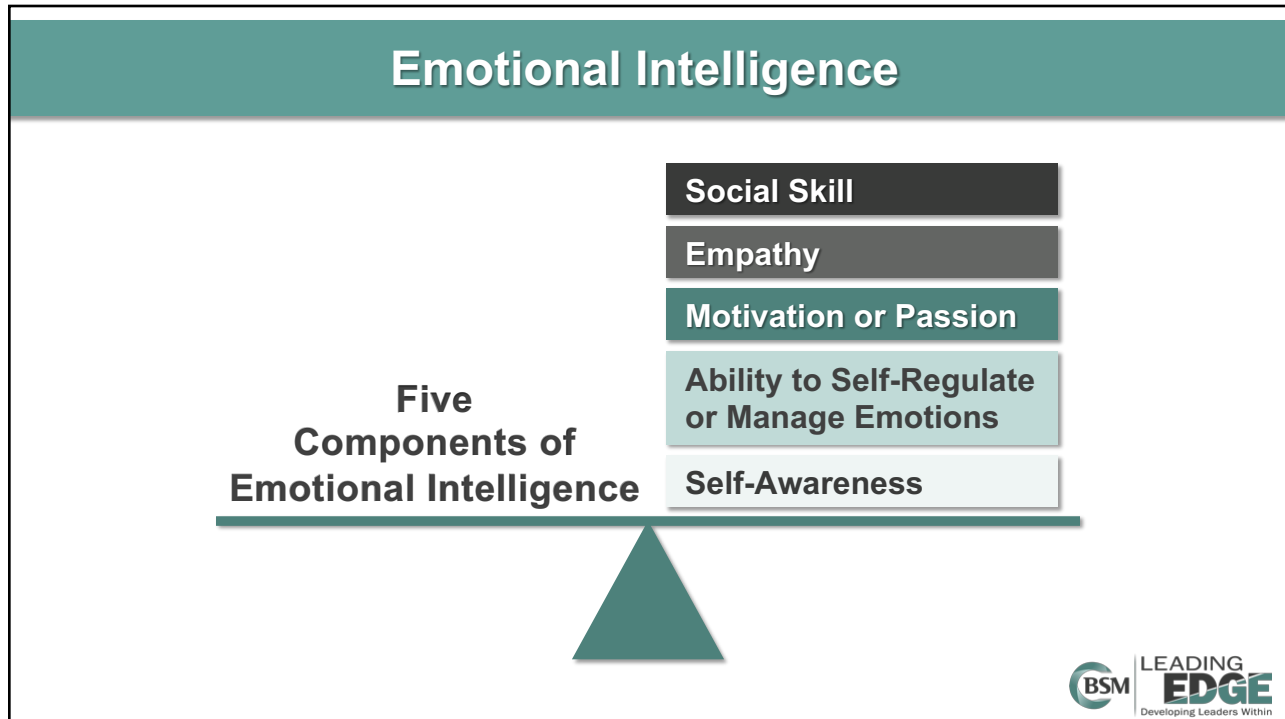
“What Makes a Leader?”



“When I compared star performers with average ones in senior leadership positions, nearly 90% of the difference in their profiles was attributable to emotional intelligence factors rather than cognitive abilities.”

SOURCE: Goleman, Daniel (2004). Best of HBR 1998 What Makes a Leader? *Harvard Business Review*.





The Five Components of Emotional Intelligence at Work

1. SELF-AWARENESS

Definition: <p>The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others</p>	Hallmarks: <ul style="list-style-type: none">▪ Self-confidence▪ Realistic self-assessment▪ Self-deprecating sense of humor
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SOURCE: Goleman, Daniel (2004). Best of HBR 1998 What Makes a Leader? *Harvard Business Review*, pg. 3.

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The Five Components of Emotional Intelligence at Work

2. SELF-REGULATION



Definition:

- The ability to control or redirect disruptive impulses and moods
- The propensity to suspend judgement – to think before acting



Hallmarks:

- Trustworthiness and integrity
- Comfort with ambiguity
- Openness to change

SOURCE: Goleman, Daniel (2004). Best of HBR 1998 What Makes a Leader? *Harvard Business Review*, pg. 3.



The Five Components of Emotional Intelligence at Work

3. MOTIVATION



Definition:

- A passion to work for reasons that go beyond money or status
- A propensity to pursue goals with energy and persistence



Hallmarks:

- Strong drive to achieve
- Optimism, even in the face of failure
- Organizational commitment

SOURCE: Goleman, Daniel (2004). Best of HBR 1998 What Makes a Leader? *Harvard Business Review*, pg. 3.



The Five Components of Emotional Intelligence at Work

4. EMPATHY



Definition:

- The ability to understand the emotional makeup of other people
- Skill in treating people according to their emotional reactions



Hallmarks:

- Expertise in building and retaining talent
- Cross-cultural sensitivity
- Service to clients and customers

SOURCE: Goleman, Daniel (2004). Best of HBR 1998 What Makes a Leader? *Harvard Business Review*, pg. 3.



The Five Components of Emotional Intelligence at Work

5. SOCIAL SKILL



Definition:

- Proficiency in managing relationships and building networks
- An ability to find common ground and build rapport

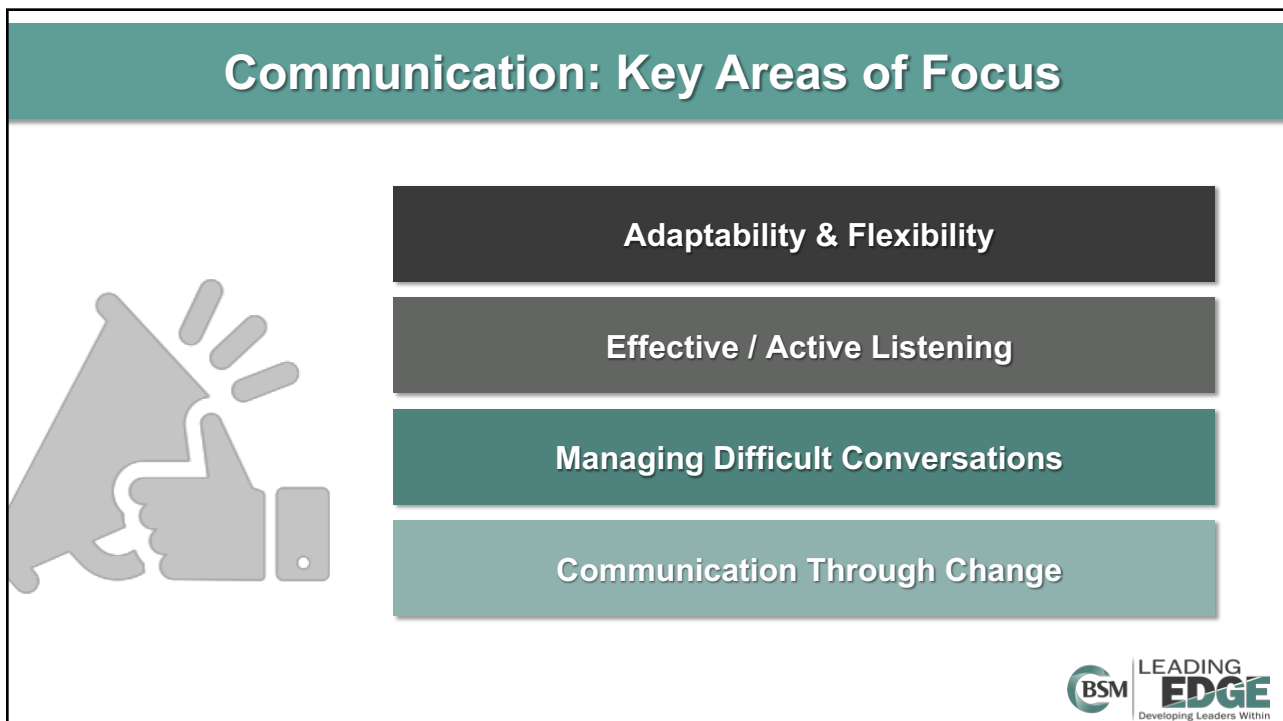


Hallmarks:

- Effectiveness in leading change
- Persuasiveness
- Expertise in building and leading teams

SOURCE: Goleman, Daniel (2004). Best of HBR 1998 What Makes a Leader? *Harvard Business Review*, pg. 3.





Effective / Active Listening

- L** Listen
- A** Acknowledge
- E** Explore
- R** Respond



Our Core Leadership Pillars



The diagram features three classical-style pillars. The first pillar is light teal and labeled 'PURPOSE'. The second pillar is dark teal and labeled 'EMOTIONAL INTELLIGENCE'. The third pillar is black and labeled 'COMMUNICATION'. A thin teal line runs horizontally across the top of the pillars, connecting them.



Ensuring Success

Investment in developing a leadership culture must be:

1. A PRIORITY

2. ONGOING

(a marathon, not a sprint!)



One Thing...

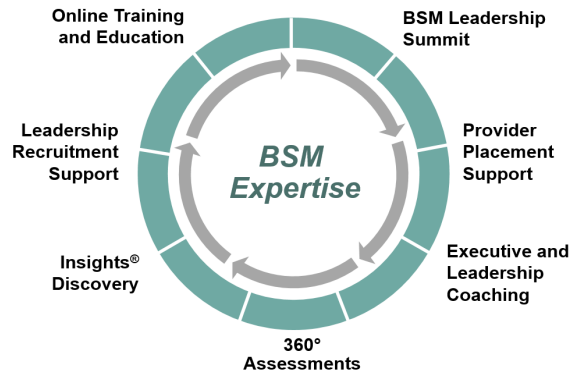


What is **one thing** you can begin to work on in your practice or ASC to develop a culture of leadership?



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Thank You!

Laura Baldwin, *Senior Consultant*
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Continued Education



1 CE CONTACT
HOUR PER
ATTENDEE.
(MUST BE LICENSED NURSE)



COMPLETE COURSE
EVALUATION BY
FRIDAY 5/3.



ALLOW 2 WEEKS
FOR PROCESSING
OF YOUR
CERTIFICATE.



ANY QUESTIONS
REGARDING CE
CREDIT, CONTACT
LYN@PSS4ASC.COM

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The 2019 Webinar Line Up!

DATE		CE	WEBINAR TOPIC	SPEAKER
May	20 min		Culture of Safety	Crissy Benze
June	60 min	✓	Developing the Leader Within Part II	Laura Baldwin Vanessa Sindell
July	20 min		Cultural Sensitivity	Debra Stinchcomb
August	60 min	✓	Sterilization Best Practices	Phenelle Segal
September	20 min		Medication Shortages and How to Handle Them	Greg Tertes
October	60 min	✓	Documentation Best Practices	Crissy Benze
November	20 min		Annual Survey Watch Report	Leanne Gallegos
December	60 min	✓	Informed Consent	Debra Stinchcomb Will Miller