Coaching Staff and Leadership Behavior
Leadership Behavior and Coaching Staff
Heidi Miksanek BS, MS

Disclosures

Relevant Financial Relationship(s):
Nothing to Disclose

Off Label Usage:
Nothing to Disclose
My BFF Cindy

Coaching Staff and Leadership Behavior
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• Let's back up
• Who are you?
• What do you want to be?
• What's your plan to get there?
Agenda

• Willingness
• Willingness
• Willingness

3 Words

Write down 3 words or short phrases to describe the person that has had the most positive influence on you?
What do you want to be?

- Humble
- Willing to listen
- Trustworthy
- Kind
- Interested in my opinions
- Sense of humor
- A saint
- A bug scientist

Rudy, my son, the entomologist

Humble

Sister Generose – Mayo-St. Mary’s Hospital Administrator
# Willing to Listen

- Heart
- Eyes
- Ears
- Mind

Luke, my other son, a great listener

<table>
<thead>
<tr>
<th>What kind of Listener are you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critic: Placed 2nd in high school debate tournament and won’t let it go</td>
</tr>
<tr>
<td>Faker: Pretends to listen, rather be shopping</td>
</tr>
<tr>
<td>Continual Talker: Able to hold their breath for 4 minutes underwater</td>
</tr>
<tr>
<td>I’m in a Hurry: Ain’t nobody got time for that…listening that is</td>
</tr>
<tr>
<td>Make Sure It’s Correct: Just stick to the facts, if you don’t, I am obligated to correct you</td>
</tr>
<tr>
<td>I’ve Done One Better: Waiting to jump in with their 1 degree from Kevin Bacon story</td>
</tr>
<tr>
<td>Hand on the Doorknob: Get to the point…not interested in the details or “how it makes you feel”</td>
</tr>
<tr>
<td>Finish the Sentence For You: Thinks this proves they are listening and care</td>
</tr>
<tr>
<td>Rapid Note Taker: Thinks this issue may need documentation if it goes to People’s Court</td>
</tr>
</tbody>
</table>
**Fast & Furious**

- True or False
- We speak at 125 -150 mph
- We listen and comprehend at 600 mph

Elvis liked his pink Cadillacs

**Your Personal Brand - Trustworthy**

The Mayo Clinic Building – Rochester, MN
Kindergarten

• What is a typical 6 year old’s personal brand?
• Curiosity
• Kind

Yes, me in Kindergarten

Are you curious about what makes you you?

• Achiever
• Arranger
• Learner
• Positivity
• Responsibility

Executing
Influencing
Relationship Building
Strategic Thinking

Rath, Tom. StrengthsFinder 2.0 (01 February 2007)
### Fearful or Fearless

<table>
<thead>
<tr>
<th>Others expect me to solve problems</th>
<th>I like helping others</th>
<th>I receive recognition</th>
</tr>
</thead>
<tbody>
<tr>
<td>It makes me feel smart</td>
<td>I like a challenge</td>
<td>It gives me a sense of accomplishment</td>
</tr>
<tr>
<td>If they fail to fix it, it reflects on me &amp; I'm accountable</td>
<td>Perception there is no time—problems need to be solved right away</td>
<td>Afraid to admit that I don't know how to coach</td>
</tr>
</tbody>
</table>

### Start Small

- How can you get an extra 62 gallons of milk per year from a cow?

  - Drs. Catherine Douglas and Peter Rowlinson
  - Newcastle University

Interested in Their Opinion

• De-Escalate in < 90 seconds or less
  • You are angry
  • You are frustrated
  • You feel disrespected

Plan-Do-Study-Act (PDSA)

• Tool for problem-solving
• De-escalate
• Ask question you don’t know the answer
• As smart as you are, you don’t know what other people are thinking
Sense of Humor

- Informal interactions with others build trusting relationships
- Trusting relationships are able to persevere through conflict
- Conflict is inevitable

Leadership Behavior and Coaching Staff

**Leadership Behaviors**
- Humility
- Willingness
- Curiosity
- Perseverance
- Self-discipline

**Coaching Behaviors**
- Humility
- Willingness
- Curiosity
- Perseverance
- Self-discipline
The most important meal of the day…

Coffee

• PRIMARY VALUE - The needs of the patient come first.
• CORE VALUES - Respect, Integrity, Compassion, Healing, Teamwork, Innovation, Excellence, Stewardship
• Be kind to others
• Be kind to strangers

Now what?

• What 3 words would you like others to use to describe you?
• When will you schedule time in your week to contemplate and journal on how to be a positive influence on others?
• At the end of the day, what would prevent you from writing down 3 good things about your workday before you leave?
  • Amusement, awe, gratitude, inspiration, interest, joy, hope, pride, serenity
Acknowledgments and References

• Catalysis - Toussaint MD, John S. Ehrlich MD, Susan P. Five Changes Great Leaders Make to Develop an Improvement Culture.

• Emotional Intelligence (EQ) - Noll, Douglas E. De-Escalate.

• Lead With Humility - Shingo Institute, Shingo.org

• Top 5 Strengths - Rath, Tom. StrengthsFinder 2.0 (01 February 2007)

• Types of Listeners - Wood, Julia, T. Communication in Our Lives.

QUESTIONS & DISCUSSION
Next Upcoming Webinar

Lab Design

Mike Baisch
September 11, 2019