Coaching Staff and Leadership Behavior
Leadership Behavior and Coaching Staff
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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

Humble
Willing to Listen

• Heart
• Eyes
• Ears
• Mind

Luke, my other son, a great listener

What kind of Listener are you?

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

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**Your Personal Brand - Trustworthy**

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Elvis liked his pink Cadillacs

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The Mayo Clinic Building – Rochester, MN
**Kindergarten**

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

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*Are you curious about what makes you *you*?*

- Achiever
- Arranger
- Learner
- Positivity
- Responsibility

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Rath, Tom. *StrengthsFinder 2.0* (01 February 2007)

Fearful or Fearless

- Others expect me to solve problems
- I like helping others
- I receive recognition
- It makes me feel smart
- I like a challenge
- It gives me a sense of accomplishment
- If they fail to fix it, it reflects on me & I’m accountable
- Perception there is no time—problems need to be solved right away
- Afraid to admit that I don’t know how to coach

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

http://www.ncl.ac.uk/press/news/legacy/2012/01/namesgivecowsalottabottle.html
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