Leadership in a Healthcare Environment
Barry Dore, Barry Dore Communications Ltd.
A Webber Training Teleclass

Leadership in a Healthcare Environment
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The Principles of High Effectiveness
• Challenging beliefs
• Understanding choice
• The Circle of Influence
• The Emotional Bank Account
• Beginning with the End in Mind
• Focusing on the Truly Important
• Adopting a Win-Win Mentality
• Listening for Understanding

Challenging Beliefs
Quantum leap improvements require us to first see things differently

SEE
GET
DO

Hosted by Debbie King debbie@webbertraining.com
www.webbertraining.com
Emotional Bank Account

- The Emotional Bank Account you maintain with others requires a focus on deposits to ensure they exceed withdrawals.
- Consider the balance of your Emotional Bank Accounts in all those important relationships you have (personal and professional). How many are currently 'overdrawn'?
- What deposits can you make in the Emotional Bank Accounts of all those people?

Beginning with the End in Mind

- The principle behind 'Begin with the End in Mind' is that all things are created twice - with a mental creation preceding physical creation.
- If you can create a mental picture of what you want to achieve you will greatly increase your chances of successful physical creation.
- This can apply at all levels, from your next meeting with your boss, to your next project, or year at work ....or to the rest of your life.

Focusing on the Truly Important

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<th>URGENT</th>
<th>NOT URGENT</th>
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<tr>
<td>I</td>
<td>Urgent and Important</td>
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<tr>
<td>IMPORTANT</td>
<td>The quadrant of necessity</td>
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<td>II</td>
<td>Urgent, not Important</td>
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<tr>
<td>NOT IMPORTANT</td>
<td>The quadrant of deception</td>
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Adopting a Win-Win Mentality

Listening for Understanding

- We should always diagnose before we prescribe, diagnosis comes through listening
- Too often when we listen, we listen for the right to reply, not to truly understand the other person
- The highest form of listening is empathic listening, when we are truly listening for understanding

British Teleclasses in 2006

Jan. 17  Infection Control – Everybody's Business
Mar. 21  Leadership in the Healthcare Environment
May 16  Product Selection & Evaluation
July 18  Free Teleclass – Necrotizing Fasciitis
Sep. 26  To Be Announced
Nov. 21  Catheter Associated UTI

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