

Leadership That Lifts

5 RAYS TO SHINE



BY JUDY KAY
MAUSOLF

For more about
Judy Kay, see her
full bio on page 4

When we talk about leadership in the dental profession many of us think of the doctors and managers. The dictionary describes Leadership as “a process of social influence which one person can enlist the aid and support of others in the accomplishment of a common task...in other words “organizing a group of people to achieve a common goal”. So in essence wouldn’t we all be considered leaders? Don’t we all enlist the help of others on a daily basis to care for our patients? So regardless of whether we hold a management position or not we are in fact all leaders.

I love this quote about leadership by Dwight Eisenhower,

“Leadership is the art of getting someone else to do something you want done because he wants to do it.”

Continued on page 20

The real key to leadership is inspiring others to want to enthusiastically follow and support our lead! Whether you are a doctor, manager or a team member here are 5 rays that excite others to follow our lead!

DIRECTION

Clear direction is vital if we want others to be excited to follow our lead. It is important to define our lead — where we are going and the end results or outcome we desire. Otherwise, how can we expect others to follow and support our lead if we don't even know where we are going? When we become clear on our goals and objectives we can clarify our expectations and what actions are necessary to support our leadership.

ACTION PLAN:

- Clarify goals and objectives for the year – What do you want to accomplish this year? Write them down and prioritize the list.
- Define who can help you achieve what you want to achieve. Are there relationships you need to develop?
- Develop step-by-step action plan – Answer what, when, where, why, and how to establish your steps?
- Establish timelines – Write down by what date will you accomplish each step (be specific, example by the first quarter, or by a certain month). Accountability happens when you set timelines for each step.
- Monitor your progress monthly. Once a month review your progress. Are you where you need to be to succeed at reaching your goals in the timeline you established? If not, focus on completing the steps necessary to get you back on track.

MODEL THE WADDLE

In other words walk the walk! If leaders don't "lead by example," it is next to impossible for a team to work together successfully. How can anyone trust a leader who says one thing, but does another?

Everything really does come from the top down. Set standards, don't allow double standards; live and maintain those standards. If you want your team's focus to be what's in the best interests of the patients and the practice, yours must be as well. Actions always speak louder than words.

If you say one thing and do another they will start to doubt and be suspicious of everything you tell them. They may lose trust that you're doing the right thing, or that you even know what you're doing. The vision you're trying to make happen will falter when your team doesn't trust or respect you anymore resulting in plummeting performance.

Instead lead by example! Show up enthusiastic and on time to see your first patient or to the team huddles and meetings. Work in an emergency patient even when you don't feel like it. Be positive, upbeat, and available to your team and your patients. In other words, do what you said, when you said and how you said

you would do it! It takes strength of character, perseverance and a strong commitment to do the right thing. Make sure the quality, service, and value are what you promised your patients. Motivate your people with positive energy, inspiration, trust, respect, and vision.

Leading – and living – by example isn't as hard as it might sound. It's really the easiest path. If your team knows that you'll also do whatever you expect from them, they'll work hard to help you achieve your vision.

ACTION PLAN:

- Be willing to roll your sleeves up and do it together
- If you ask a co-worker to do something, make sure you'd be willing to do it yourself.
- If you implement new rules for the office, then follow those rules just as closely as you expect everyone else to follow them.
- Look closely at your own behavior. If you criticize people for something, but you constantly do it yourself, you need to fix this.
- If you don't follow your own rules your team may become angry and stop supporting you in other ways.

INTEGRITY

Integrity means sticking firmly to a moral code, reflected in honesty and harmony in what one thinks, says and does. Integrity means doing the right thing, even if nobody is watching.

*“Integrity is what we do,
what we say,
and what we say we do.”*

DON GALER

My parents raised me to believe that your word and name were golden. No matter what events happened in life, you could overcome all things if you always kept your word. Keeping your word meant you had integrity. You were considered rich if you had integrity. Family, friends, and colleagues would gladly lend their help and support. Their willingness to help was based on trust, respect, reliability, and honesty, the main characteristics of one who has integrity.

ACTION PLAN:

- Tell the truth even the small things.
- Enlist the help of others with difficult decisions.
- Acknowledge mistakes, apologize, and make amends.
- Develop a work and home environment that supports the personal integrity of others.

- Be true to yourself and follow your own path.
- Keep your word.
- Have a cause or a purpose not just about you.
- Let your actions speak louder than words.
- Lead by example.
- Promote those who show an ability to be trusted.
- Have ethical consistency and predictability.

POSITIVE INSPIRATION

Positive Inspiration lifts others up to shine! Every day we have a choice — we can choose to impact others in a positive manner.

*“Optimism is the heart
and soul of leadership.”*

Most people see what’s negative and wrong in their environment. If we want to inspire others to follow our lead we need to change the focus to the positive. Daily positive inspiration happens when we create a culture of acknowledgement or what I refer to as a Kudos environment. We can create a Kudos environment by verbally rewarding and praising each other daily for positive and good behavior. In a very short time the entire team will begin to feel recognized, important and cared about because they know they are being seen and praised on a daily basis. I love this kudos stuff because it really works. It only takes one person to get the ball rolling and it can be anyone. You don’t need permission to start. You just start by rewarding what is positive and good; good moods, good attitude, uplifting mindsets, even just a smile. Inspired teams inspire peak practice performance.

ACTION PLAN:

- Find something to create awareness to remember to smile for yourself and others. I promote the use of my orange rubber bracelet inscribed with the words Smile & Shine. Smile energy is extremely powerful and wide spreading. A smile instantly creates positive energy in the environment and uplifts the mindsets of the giver, the receiver, and everyone

in the vicinity.

- Start your day out with a positive quote for the day, what I refer to as a Ray for the Day. You can find uplifting quotes by Googling uplifting quotes or by following my daily Facebook post at facebook.com/judykay.mausolf. Reading a positive quote at the start of the day helps kickoff the day with positive energy and inspiration.
- Create a Kudos environment by focusing on what is positive and good and verbally reward each other with statements such as I am proud of you, great job, way to go, thank you, or just kudos.

FORGIVE

Forgiveness doesn’t come easy for many of us. It means excusing someone for a mistake, misunderstanding or wrong doing even when we may feel hurt or angry. However, it is imperative to forgive in order to allow others to overcome their less-than moments. It is only when we forgive that we enable them to grow and move forward. If we are unwilling to forgive we are in essence holding other’s forever to their mistakes.

I would like you to think about the worst thing you have ever done in your life. Now imagine if that was written in permanent marker on your forehead for the entire world to see. Your worst mistake was as good as you were ever allowed to be in the eyes of the world. When we are unwilling to forgive others that is in essence what we are doing. In our eyes we see them only as their worst action or behavior. It becomes their reputation forever. In order to nurture an environment of growth it is necessary to foster forgiveness. We start by forgiving others.

ACTION PLAN:

- Meet with the person you want to forgive.
- Come from an energy, tone, and place of care and concern.
- Find out the why behind their behavior.
- Listen to what they have to say.
- Discuss and agree on how to avoid in the future.
- Tell them you are sorry if you caused them any discomfort or hurt feelings.
- Tell them you forgive them and you would like to start fresh and move forward.