

Becoming a Great Boss to Your Staff and a Trusted Partner to Your Colleagues



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NATIONAL RESIDENCY CURRICULUM

Speakers



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Leadership

Why?

Role Models/Mentors

Emotional Intelligence

Level five leadership

The journey

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What Emotional Intelligence is **Not**



Emotional Intelligence

- Self-Awareness
- Self-regulation
- Motivation
- Empathy
- Social Skill

Emotional Intelligence

- **Self-Awareness**
 - Knowing one's strengths, weaknesses, drives, and impact on others.
- Self-regulation
- Motivation
- Empathy
- Social Skill

Emotional Intelligence

- Self-Awareness
- **Self-regulation**
 - Controlling or redirecting impulses and moods
- Motivation
- Empathy
- Social Skill

Emotional Intelligence

- Self-Awareness
- Self-regulation
- **Motivation**
 - Relishing achievements for its own sake
- Empathy
- Social Skill

Emotional Intelligence

- Self-Awareness
- Self-regulation
- Motivation
- **Empathy**
 - Understanding other people's emotional makeup
- Social Skill

Empathy



Emotional Intelligence

- Self-Awareness
- Self-regulation
- Motivation
- Empathy
- **Social Skill**
 - Building rapport with others to move them in desired directions

Leadership

- Why do we care?
- Role models/Mentors
- Emotional Intelligence
- **Level five leadership**
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Level 5 Leadership

- Jim Collins: *Good to Great (2001)*

Good to Great

- Abbott (Upjohn) – Health Care
- Circuit City (Silo) – Retail
- Fannie Mae (Great Western) – Financial Services
- Gillette (Warner-Lambert) – Consumer Goods
- Kimberly-Clark
- Kroger (A&P) – Retail
- Nucor (Bethlehem Steel) – Steel
- Philip Morris (R. J. Reynolds) – Tobacco
- Pitney Bowes (Addressograph) – Business Services
- Walgreens (Eckerd) – Retail
- Wells Fargo (Bank of America) – Banking/Financial Services

Level 5 Leadership

- Level 1: Highly capable individual
- Level 2: Contributing team member
- Level 3: Competent manager
- Level 4: Effective leader

- LEVEL 5: Builds enduring greatness through a paradoxical combination of **PERSONAL HUMILITY** plus **PROFESSIONAL WILL**.

Leadership

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The Journey

- The leadership journey began the day you started medical school!
- Your responsibilities have increased exponentially with the lengthening of your white coat.
- Never forget that as Dr. Jack Hughston once said “As long as you're green you're still growing. Once you're ripe, you're next to rotten.”
- Thank the people around you everyday for the work they do to make you successful, and they will pay back in hard work.
- This journey is a lifetime commitment.

Leadership Pearls

- The team is always stronger than the individual.
- We are all expendable.
- Active listening is critical to strong leadership.
- You need to earn peoples trust before they show you loyalty
- How you behave when things turn to #\$\$@# will demonstrate your true leadership skills.
- If people around you fail, it often means you have not provided them with the tools they need to succeed.

What Does a Great Partner Look Like?

- Creates a Good Culture
- Shared Vision and Goals
- Highly Motivated and Passionate
- Good Problem Solver
- Team Player

What Does a Great Partner Look Like?

- Ability to Build Relationships
- Fiscally Responsible
- Conflict Resolution Ability
- Support of Partners and Leadership

Summary

- We know everyone of you has the potential to be a great leader and a great business partner.
- Our hope is that you stay humble, always strive to improve yourself, stay empathetic, and always appreciate those who work around you.
- Finally, the day you think you have reached level 5 leadership, can not by definition, be the day that you do.