

PROACTIVE LEADERSHIP

UNIVERSITY OF MISSOURI

QIPMO PROGRAM

MARK FRANCIS, MS, LNHA
LEADERSHIP COACH

AGENDA

- Foundation principles for success
- Learning
- Employee engagement
- Importance of coaching
- Proactive leadership
- Goals



- What did the man have for breakfast while he was vacationing on the beach in California?



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- A San Diego!

- A sandy Eggo!!

GET IT???



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DAD JOKE

- Why do fathers take an extra pair of socks when they go golfing?

DAD JOKE

- In case they get a hole in one!



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DAD JOKE

- WHAT DO TIGERS HAVE THAT NO OTHER ANIMALS HAVE?

BABY TIGERS!!



LEADERSHIP

- The essential for Success is _____



LEADERSHIP

- **The essential for Success is Improvement**



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LEADERSHIP

- The essential for Success is Improvement
- **The essential for Improvement is _____**



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LEADERSHIP

- The essential for Success is Improvement
- **The essential for Improvement is Learning**



LEADERSHIP

- The essential for Success is Improvement
- The essential for Improvement is Learning
- **The essential for Learning is _____**



LEADERSHIP

- The essential for Success is Improvement
- The essential for Improvement is Learning
- **The essential for Learning is Listening**



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LEADERSHIP

- The essential for Success is Improvement
- The essential for Improvement is Learning
- The essential for Learning is Listening
- **The essential for Listening is _____**



LEADERSHIP

- The essential for Success is Improvement
- The essential for Improvement is Learning
- The essential for Learning is Listening
- **The essential for Listening is Humility**

Humility

is not thinking less of yourself
but thinking of yourself less
- CS Lewis

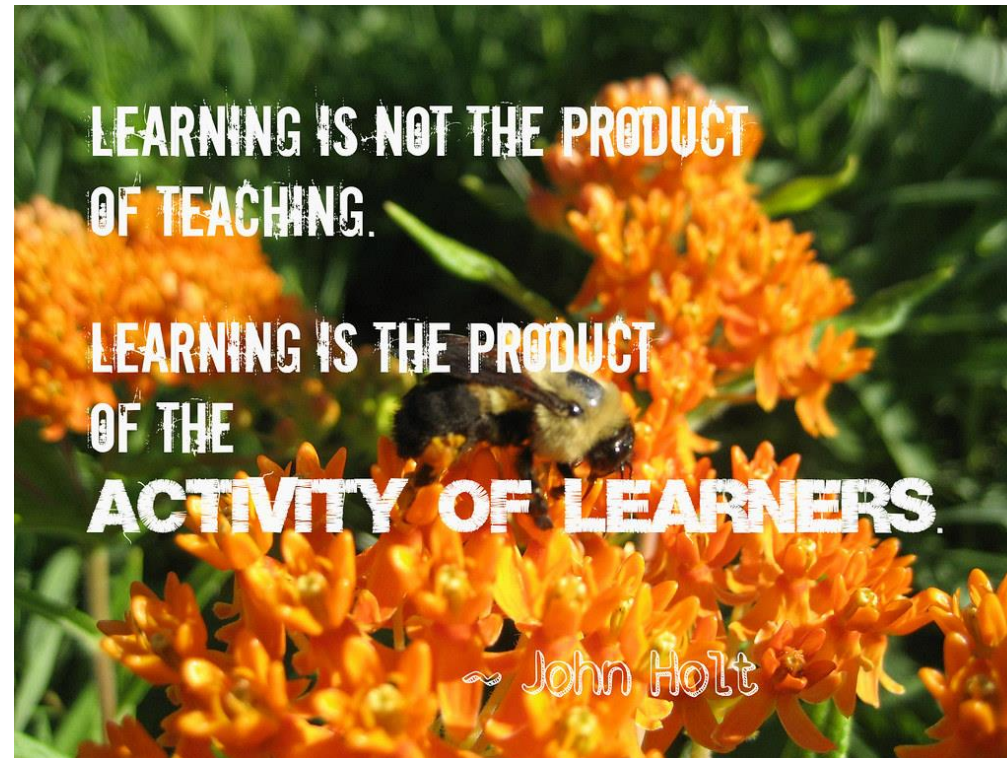
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GROWTH/LEARNING

Agree/Disagree

Teaching someone is the same as helping them learn

GROWTH/LEARNING



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GROWTH/LEARNING

- What are you currently doing to educate/grow yourself?
- What are you currently doing to help your staff grow?
- How could you increase this? Brainstorm ways to help your staff learn



LEARNING EXAMPLE

- <https://apic.org/resources/topic-specific-infection-prevention/environmental-services>
- <https://www.ahe.org/designations/chest>

GROWTH/LEARNING

What is the best way to learn something?

Learn More >>

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GROWTH/LEARNING

What is the best way to learn something?

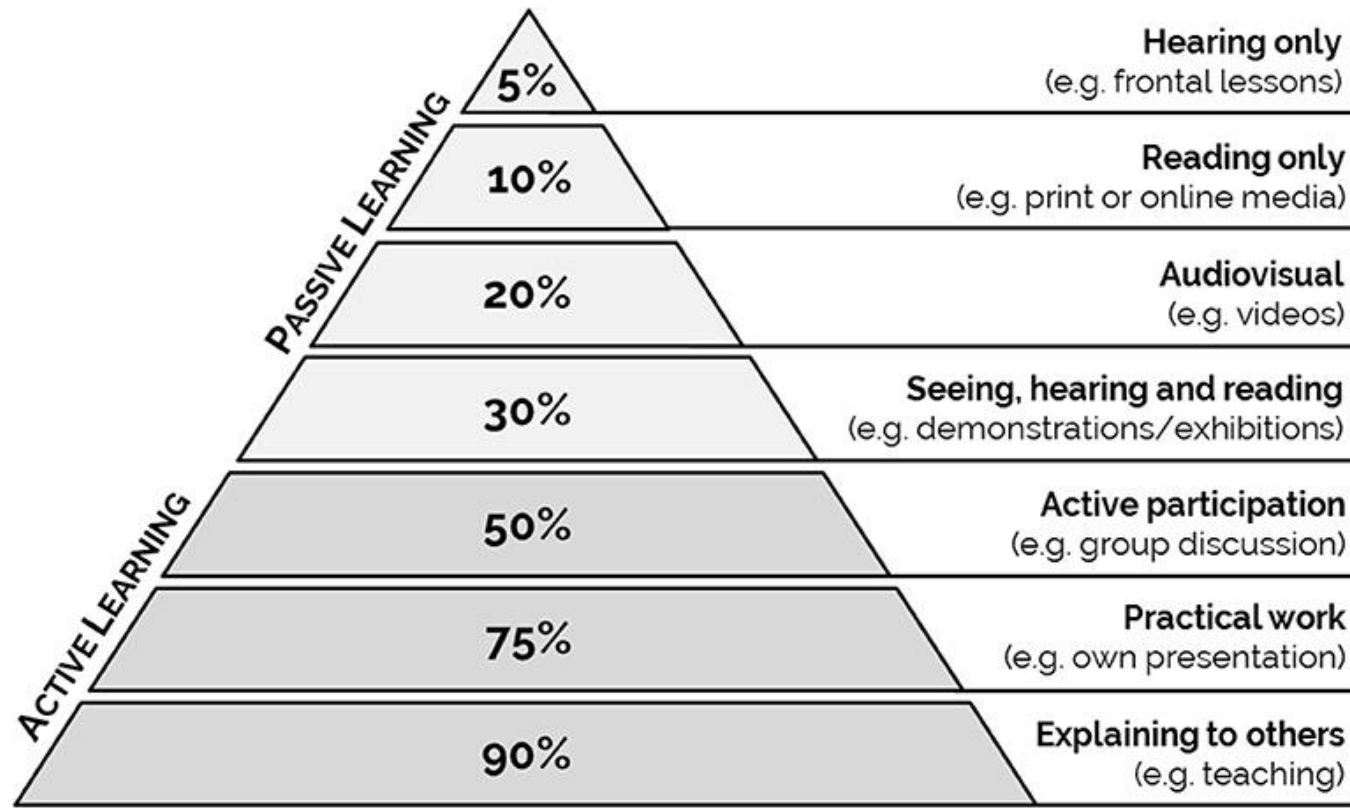
Teach someone else

(Why is that?)



GROWTH/LEARNING

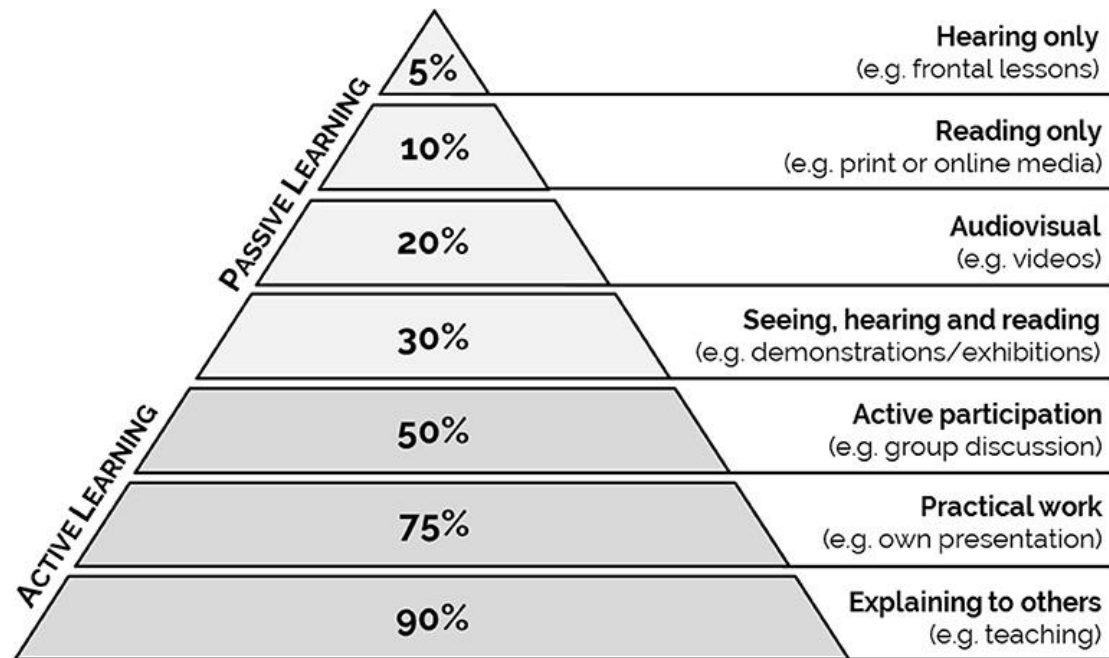
What is the best way to learn something?



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GROWTH/LEARNING

How could you use these principles to help staff learn?



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AGREE/DISAGREE

- **Mistakes are beneficial**

“Don't cling to a mistake just because you spent a lot of time making it.”

-- unknown

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GROWTH/LEARNING

2 most important questions

1. **What did I do right?**
2. **What can I do differently next time?**



Describe a recent problem/challenge your facility has been through

GROWTH/LEARNING

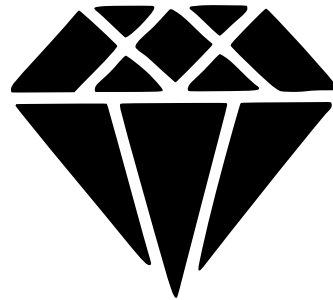
1 most important question

- **What can I learn from this experience?**

IMPORTANT

ENGAGEMENT

What is the most important asset in
your long-term care facility?



ENGAGEMENT

What is the most important asset in
your long-term care facility?

ENGAGED STAFF!!

ENGAGEMENT

WHAT IS ENGAGEMENT?



When employees feel passionate about their jobs, are committed to the organization, and put discretionary effort into their work.

Think of an existing co-worker who is genuinely engaged

ENGAGEMENT

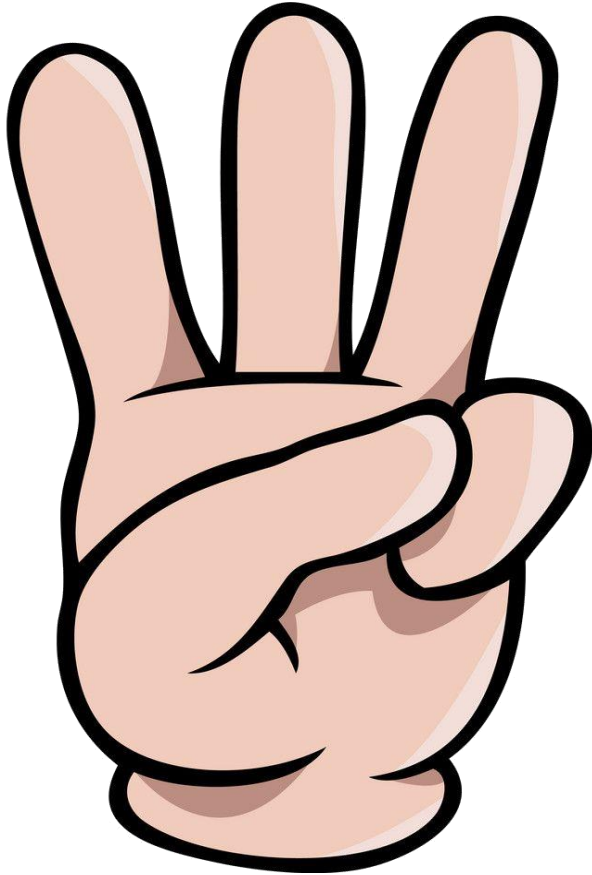
What happens when employees are engaged?

- Less absenteeism- 41%
- Less turnover- 24 %
- Less safety incidents- 70%
- Greater customer satisfaction- 10%

ENGAGEMENT

THREE FACTORS FOR ENGAGEMENT

1. Autonomy
2. Competence
3. Purpose



AUTONOMY

DELEGATION

- Right person
 - Right information (reason, results)
 - Right resources (including training)
- Right communication (what reporting, how often)
 - Right responses (trust, thanks, reward)

ENGAGEMENT

- Hives Q I2



AGREE/DISAGREE

COACHES ARE BETTER THAN BOSSES



COACHING

COACHING: Unlocking a person's potential to maximize their own performance

-John Whitmore

COACHING

COACHING: Releasing what is already there.



COACHING

- What do good coaches do?
- What do good coaches not do?
- What can hold people back from doing what they are capable of?



COACHING

What do coaches do?

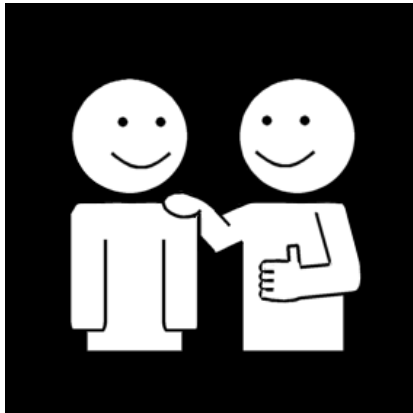
- Display more curiosity (ask more, tell less)
- Show support
- Know their people
- Focus on performance, strengths and engagement
- Identify clear expectations and performance goals



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FEEDBACK

POSITIVE FEEDBACK/COMPLIMENTS



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Sincere

Specific

Soon

FEEDBACK

GIVE COMPLIMENTS THAT INCREASE ENGAGEMENT

Give compliment

Explain meaning/significance

FEEDBACK

The biggest single motivator is when people get caught in the act of doing it right and get praised for it.



STAFF THAT AMAZE

WHAT GETS REWARDED
GETS REPEATED



COACHING

Coach/boss form



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COACHING

- Review coaching questions
- Start here



COACHING

2 most important coaching questions

1. What are you working on this week?
2. How can I help?



PROACTIVE OR REACTIVE

Proactive

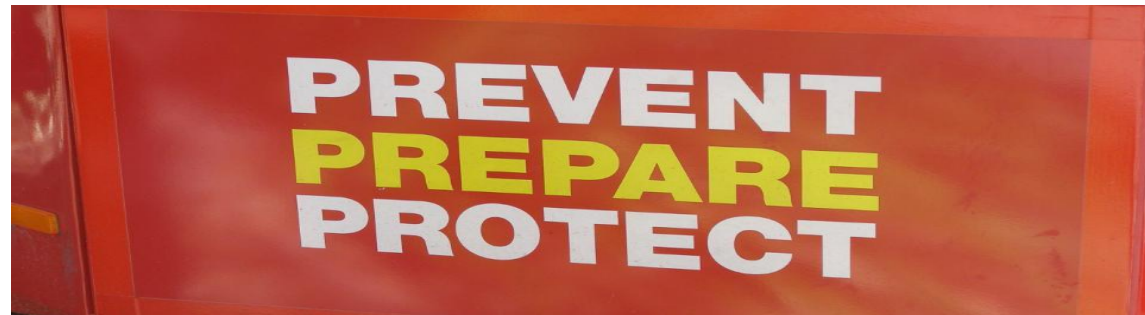
- creating or controlling a situation by causing something to happen rather than responding to it after it has happened.

PROACTIVE



PROACTIVE OR REACTIVE

- If you are **proactive**, you focus on preparing, if you are **reactive**, you spend time on repairing. John C. Maxwell



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PROACTIVE OR REACTIVE

- **Proactive** is turning the steering wheel
- **Reactive** is sitting in the back seat

Do eval form



PROACTIVE OR REACTIVE

- Reactive question: What should we do to fix this problem?
- Proactive question: What could have prevented this before it happened?



PROACTIVE OR REACTIVE

- Proactive: Setting and working toward goals you decide are important
- Reactive: Waiting until problems happen that divert your attention and resources

Discussion: What percent of your time do you spend on each?
Give examples of each.

PROACTIVE OR REACTIVE

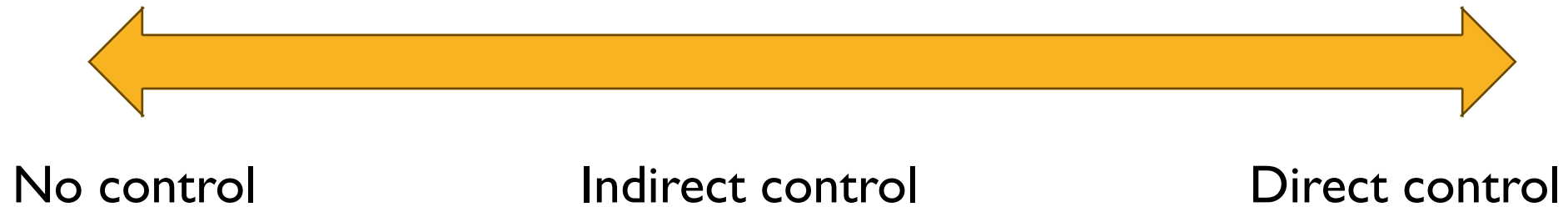
- Which is easier: Proactive or Reactive?



PROACTIVE OR REACTIVE

- 3 types of problems
 1. Direct control
 2. No control
 3. Indirect control

(Read Stephen Covey *The 7 Habits of Highly Effective People*, 1989)



PROACTIVE OR REACTIVE

Traits of proactive leaders

- Big picture thinkers
- Calm in the storm
- Surrounded by talent
- Focused on future goal
- Deliberate listener
- Organized



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PROACTIVE OR REACTIVE

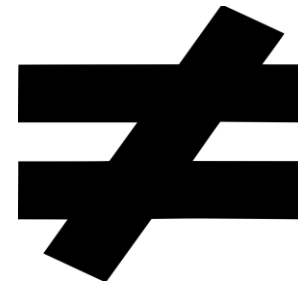
Results of proactive leadership

- Prevents some problems entirely
- Enables other problems to be solved more quickly, with fewer resources
- Increases confidence, engagement
- Encourages more creative options/solutions



AGREE/DISAGREE

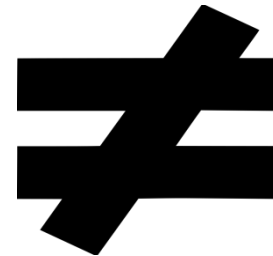
Busy equals productive



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AGREE/DISAGREE

Urgent equals important



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PROACTIVE OR REACTIVE

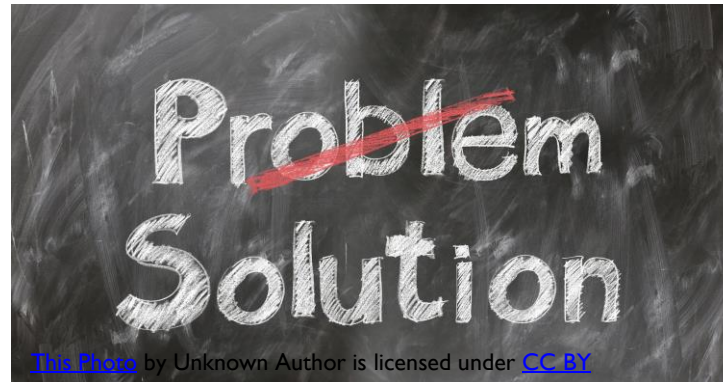
Give
examples
of each

	URGENT	NOT URGENT
IMPORTANT	<p><u>Quadrant I</u> <i>urgent and important</i> DO</p>	<p><u>Quadrant II</u> <i>not urgent but important</i> PLAN</p>
NOT IMPORTANT	<p><u>Quadrant III</u> <i>urgent but not important</i> DELEGATE</p>	<p><u>Quadrant IV</u> <i>not urgent and not important</i> ELIMINATE</p>

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PROACTIVE OR REACTIVE

- Write down several real-life problems you have been working on over the last few months
- Brainstorm reactive and proactive response to each of these



PROACTIVE OR REACTIVE

Finding the good skills in others

- Write down names of 2 co-workers
- Write down 3 skills, abilities or traits that make them a good employee



GOALS

- **What was the last goal you set?**



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GOALS

Goal setting

- **S**pecific
- **M**easurable
- **A**ttainable
- **R**elevant
- **T**ime-limited

SMART Goals



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GOALS

- What might your next long-term goal be?
- Apply SMART to that goal.



4 STEPS TO ACHIEVEMENT

#1

Agree on a **M**ost **V**aluable **P**roject

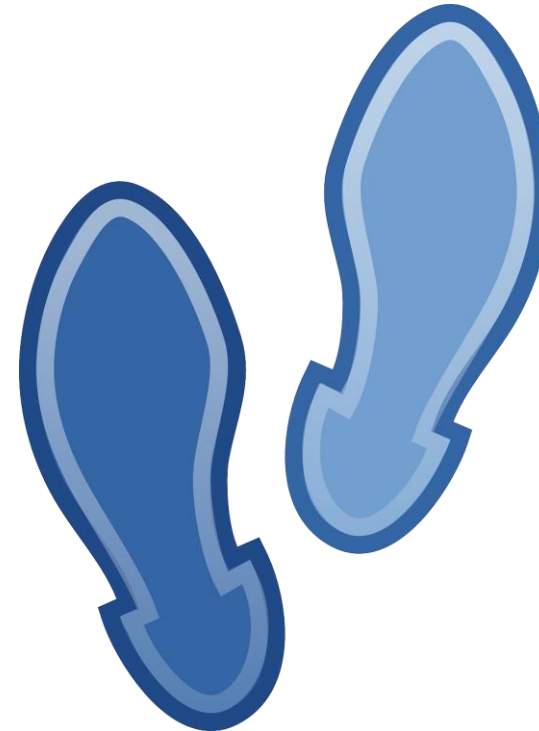


4 STEPS TO ACHIEVEMENT

#2

Find your **Daily Steps**

- Predictive, impactful
- Influenceable, changeable

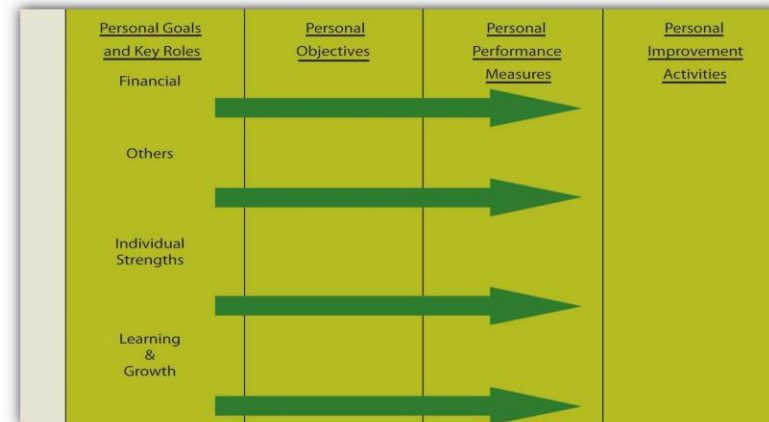


4 STEPS TO ACHIEVEMENT

#3

Create a **Score Card**

- Simple
- Clear



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4 STEPS TO ACHIEVEMENT

#4

Establish a **Routine of Accountability**

- Weekly meetings
 - Account for last week's commitment
 - Review score card
 - Make commitment for next week



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Sinclair School of Nursing
University of Missouri

4 ESSENTIALS TO ACHIEVEMENT

The 4 Disciplines of Execution (Chris McChesney, et al 2012, 2021
Simon & Schuster)

QUESTIONS



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CLINICAL EDUCATION NURSES

www.nursinghomehelp.org/qipmo-program

musonqipmo@missouri.edu



Julie Tootle

tootlej@missouri.edu

Region 1



Wendy Boren

borenw@missouri.edu

Region 2



Carolyn Gasser

gasserc@missouri.edu

Region 3, 4



Crystal Plank

plankc@missouri.edu

Regions 5, 6



Debbie Pool

poold@missouri.edu

Region 7



INFECTION CONTROL TEAM

www.nursinghomehelp.org/icar-project
musonicarproject@missouri.edu



Julie Cones
conesj@missouri.edu
Region 1, 3, 4



Shari Kist
kistse@missouri.edu
Regions 5, 6



Nicky Martin
martincaro@missouri.edu
Region 2 SNFs



Sue Shumate
shumatese@missouri.edu
Region 2 (ALFs/RCFs), 7 (all)

LEADERSHIP COACHES AND ADMIN TEAM

www.nursinghomehelp.org/leadership-coaching
musonqipmo@missouri.edu



Mark Francis
francismd@missouri.edu
Regions 1, 3



Penny Kampeter
kampeterp@missouri.edu
Region 7



Nicky Martin
martincaro@missouri.edu
Region 2



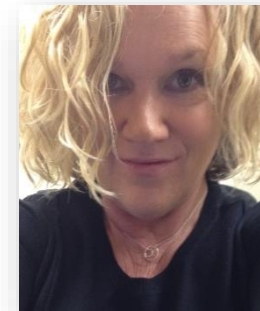
Libby Youse
youseme@missouri.edu
Regions 4, 5, 6



Marilyn Rantz
Project Director



Jessica Mueller
Sr. Project Coordinator
muellerjes@missouri.edu



Ronda Cramer
Business Support Specialist
cramerr@missouri.edu

CONTACT

Mark Francis, MS, LNHA
QIPMO Leadership Coach
417-499-9380
francismd@missouri.edu