



health services associates

Leadership and Conflict Resolution

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Participants will:

- Categorize different leadership styles
- Create an environment of teamwork and collaboration
- Implement conflict resolution strategies

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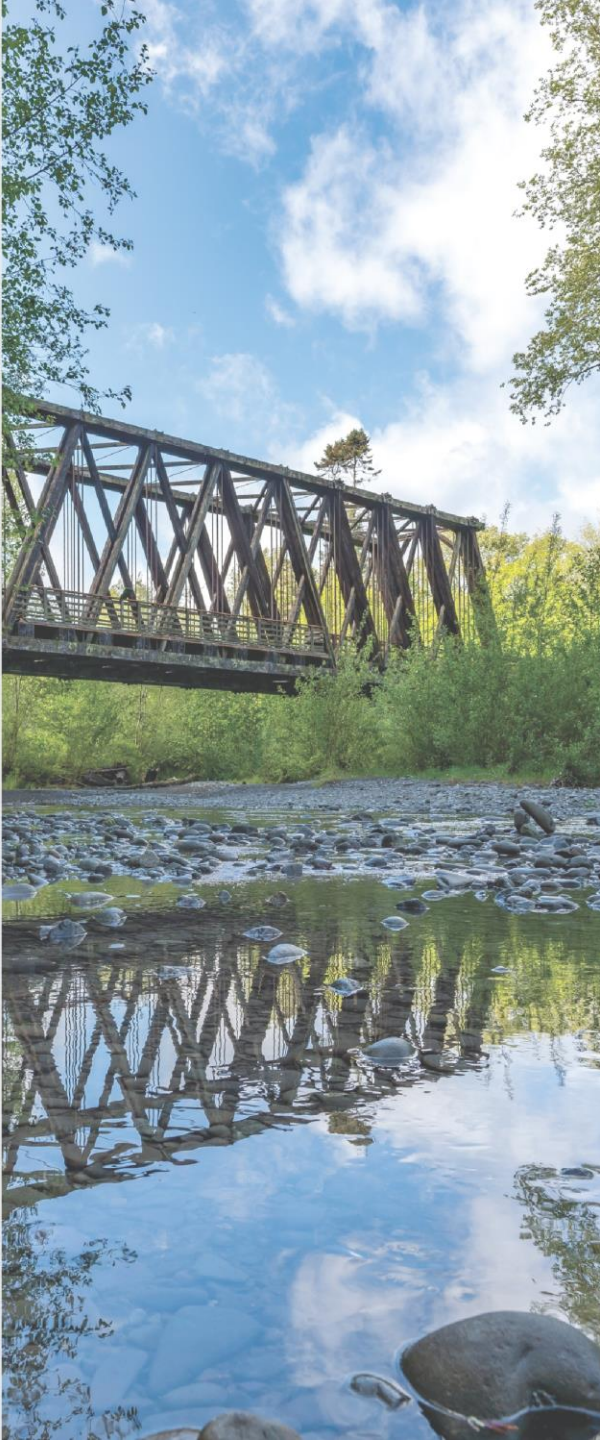


What makes a good leader?

- Helping the team accomplish goals
- Providing tools and opportunities for staff
- Recognizing talent and passions in the group
- Creating an environment of belonging

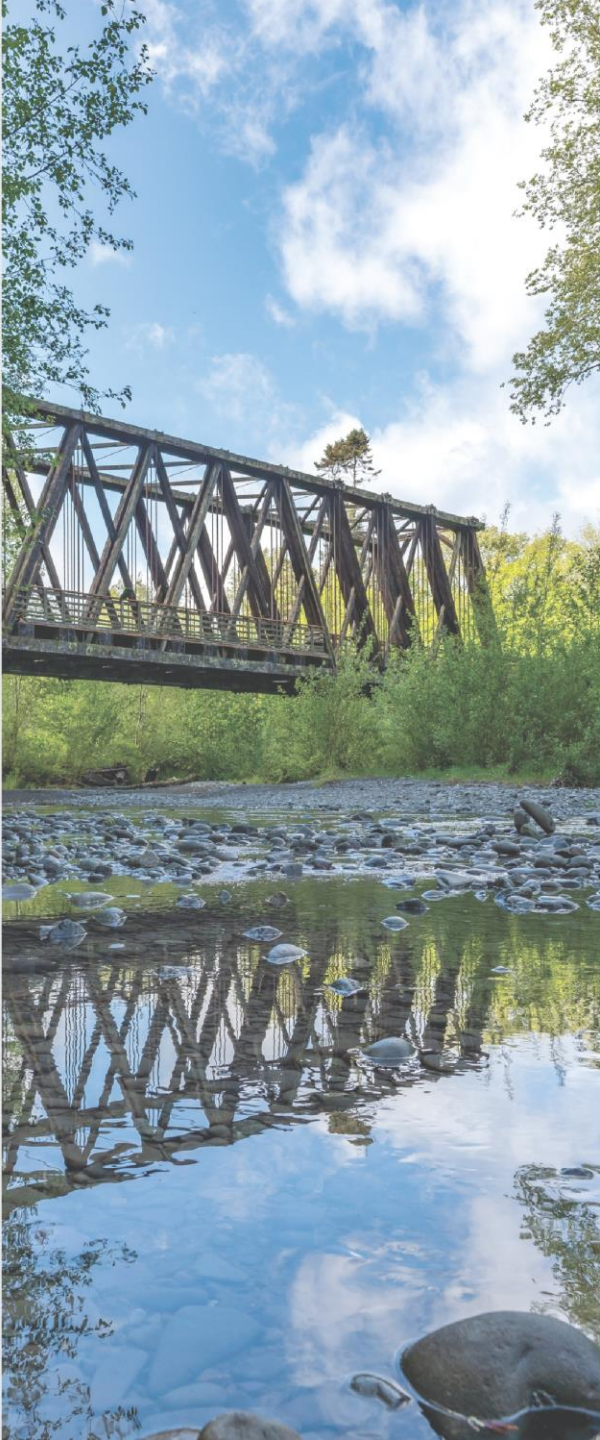
What makes a good leader?

- Leaders know their own strengths and weaknesses
- We don't have to know all of the answers
 - “I don't want to be the smartest in the room ... I invite others to the table.” Dr. Buckingham
- Build a team to support and fill in gaps



What makes a good leader?

- Get input/feedback from those DOING the work
- Know how each member connects to the team and completes their tasks
- Utilize their expertise





Leadership Styles (Harvard Business)

- Coercive (aka Dictator)
 - Top down decision making
 - Demanding
 - “Do what I say”
 - Yields short term results long term negative impact
 - High staff turnover
 - Disengaged workforce
 - May be effective in crisis situations



Leadership Styles (Harvard Business)

- Authoritative
 - Motivating team members by connecting work to larger goal
 - Adds purpose to daily tasks
 - Clear guidelines
 - Not micromanaging
 - Trusts staff
 - Most inspiring/effective style
 - Most useful in times of change/uncertainty



Leadership Styles (Harvard Business)

- Pacesetting
 - Holds self and others to a high standard
 - Sometimes focuses on failures instead of success
 - Constantly pushes for productivity and results
 - Pressure cooker environment
 - Perfection mindset can make employees fail to see how they fit
 - Burnout



Leadership Styles (Harvard Business)

- Affiliate
 - Builds strong emotional bonds
 - Sense of collaboration
 - Positive/supportive workplace
 - Team members feel a sense of belonging, freely share ideas and feedback, work together on common goals
 - Cohesive community instead of administrative machine
 - Doesn't always address performance issues/challenges



Leadership Styles (Harvard Business)

- Democratic
 - Empowering team to have a voice
 - Gathers input
 - Listens to concerns/perspectives
 - Gives staff sense of ownership/responsibility
 - Doesn't always address crisis well and relies on team experience



Leadership Styles (Harvard Business)

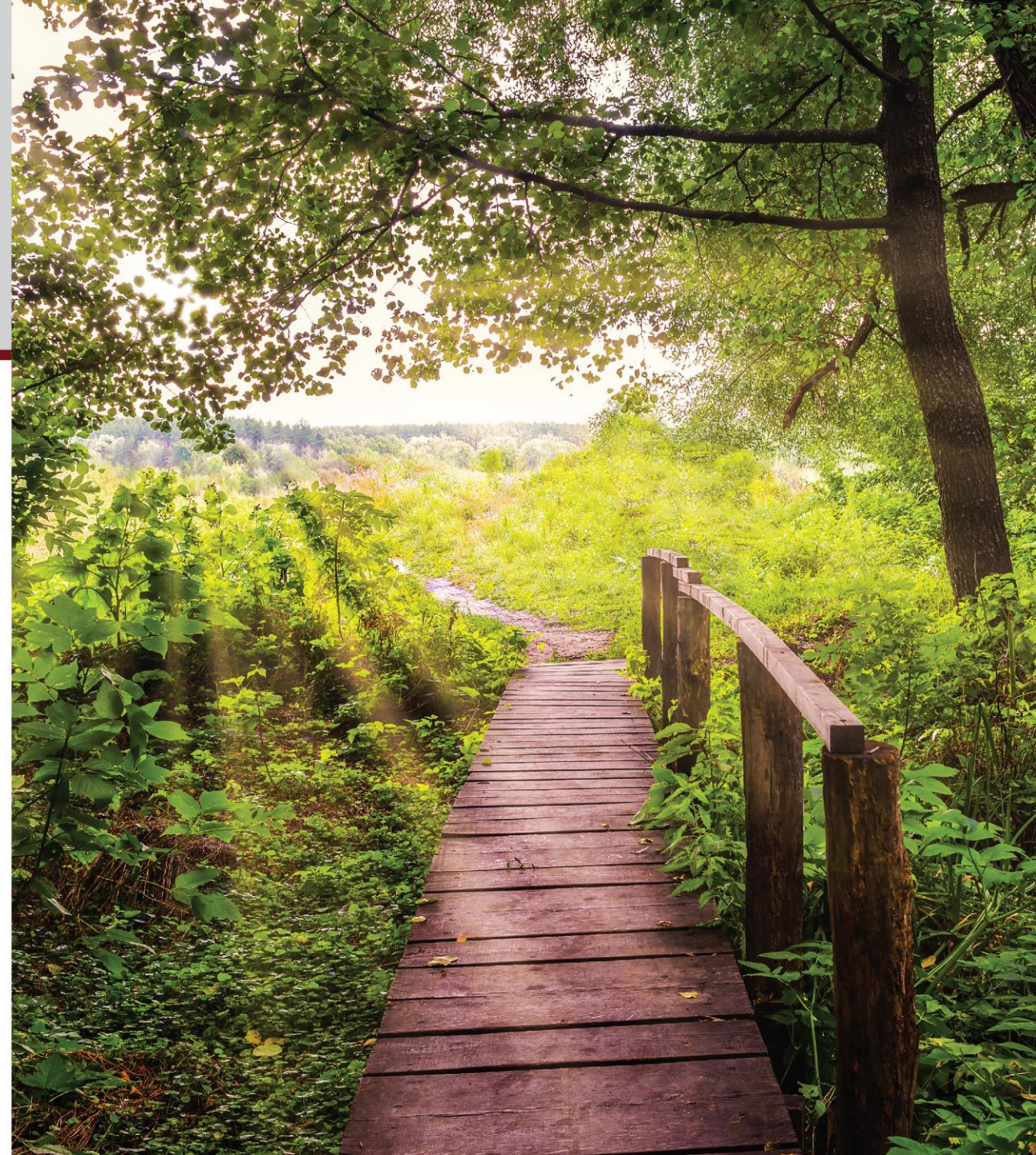
- Coaching
 - Focused on individual growth
 - Understands team's overall goals
 - Encourages employees to work on aspirations
 - Employees feel valued

Teamwork

Teamwork requires more than just communication skills, coordination or even mutual goals. As a guiding principle, effective teamwork requires a collaborative mindset that recognizes the inherent value of the team model and a commitment to building effective relationships.

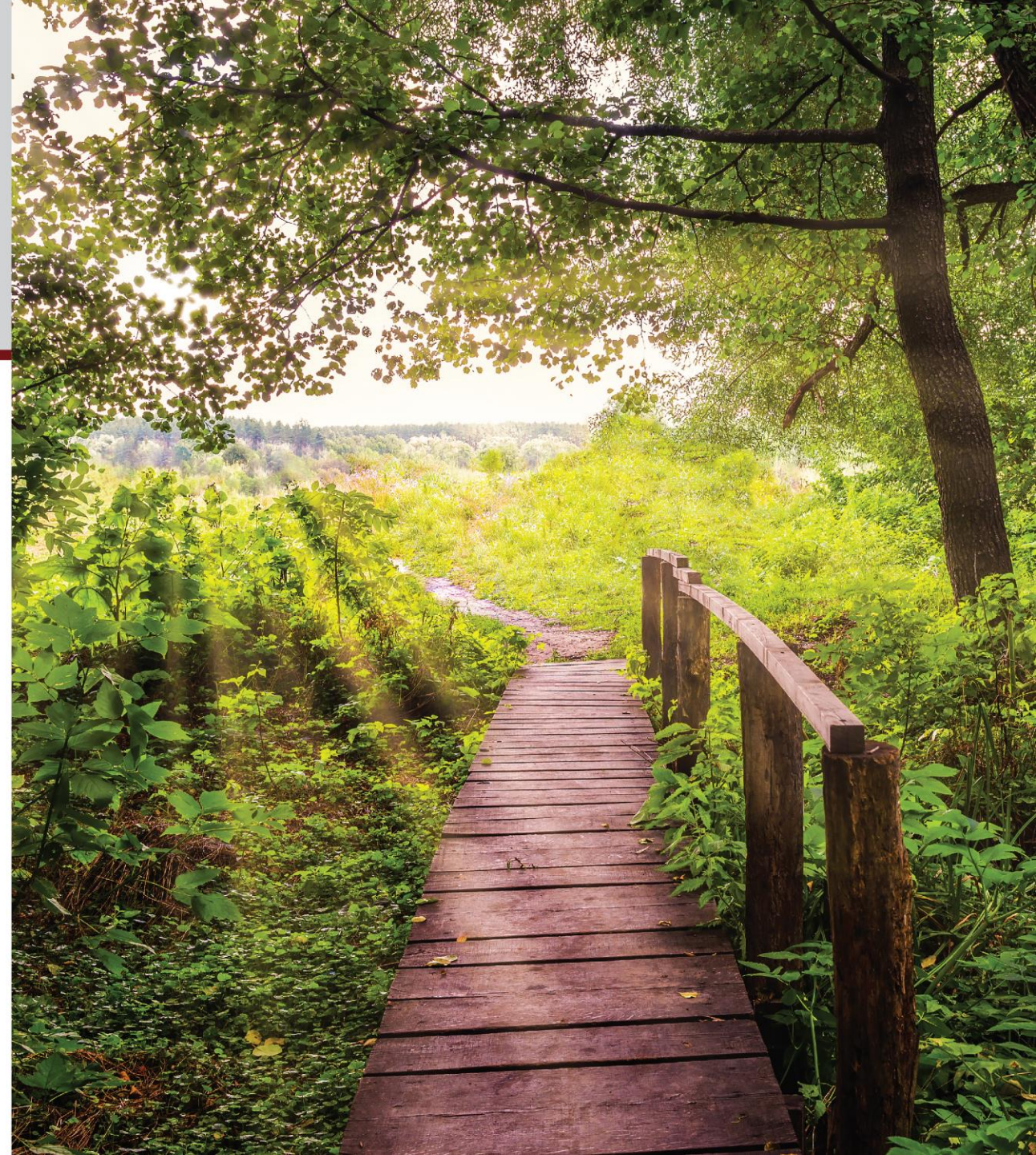
Ted A. James, MD

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Good Morale

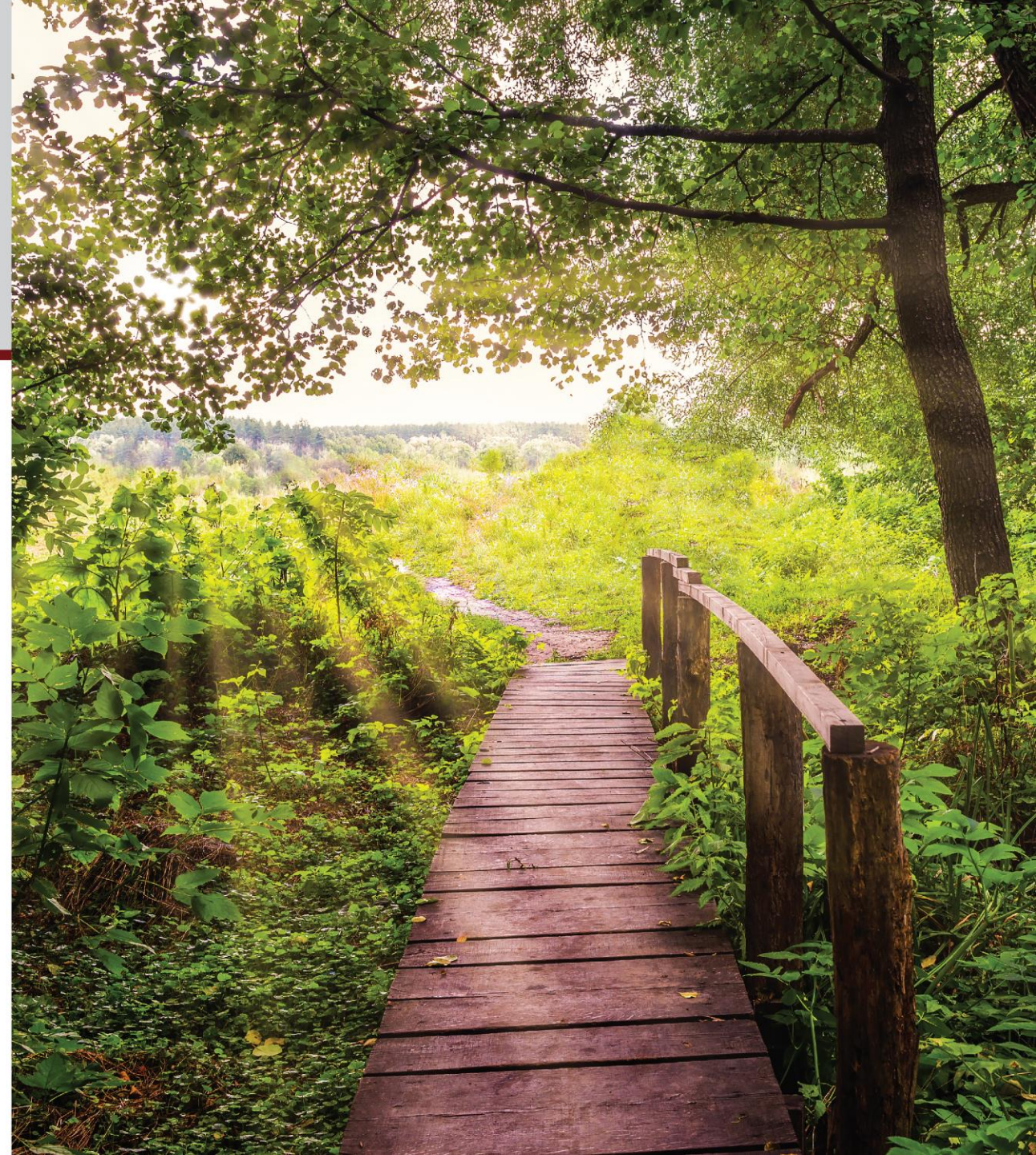
- Most people will give back when they feel appreciated and cared for. This benefits everyone.



Team Work

- Team members must all play some vital part of the work
- Team must be united in purpose and goals
- Great teams exhibit sincerity, transparency, and vulnerability
- Team members need to be in the right position
- Communication is CRUCIAL

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Team Work

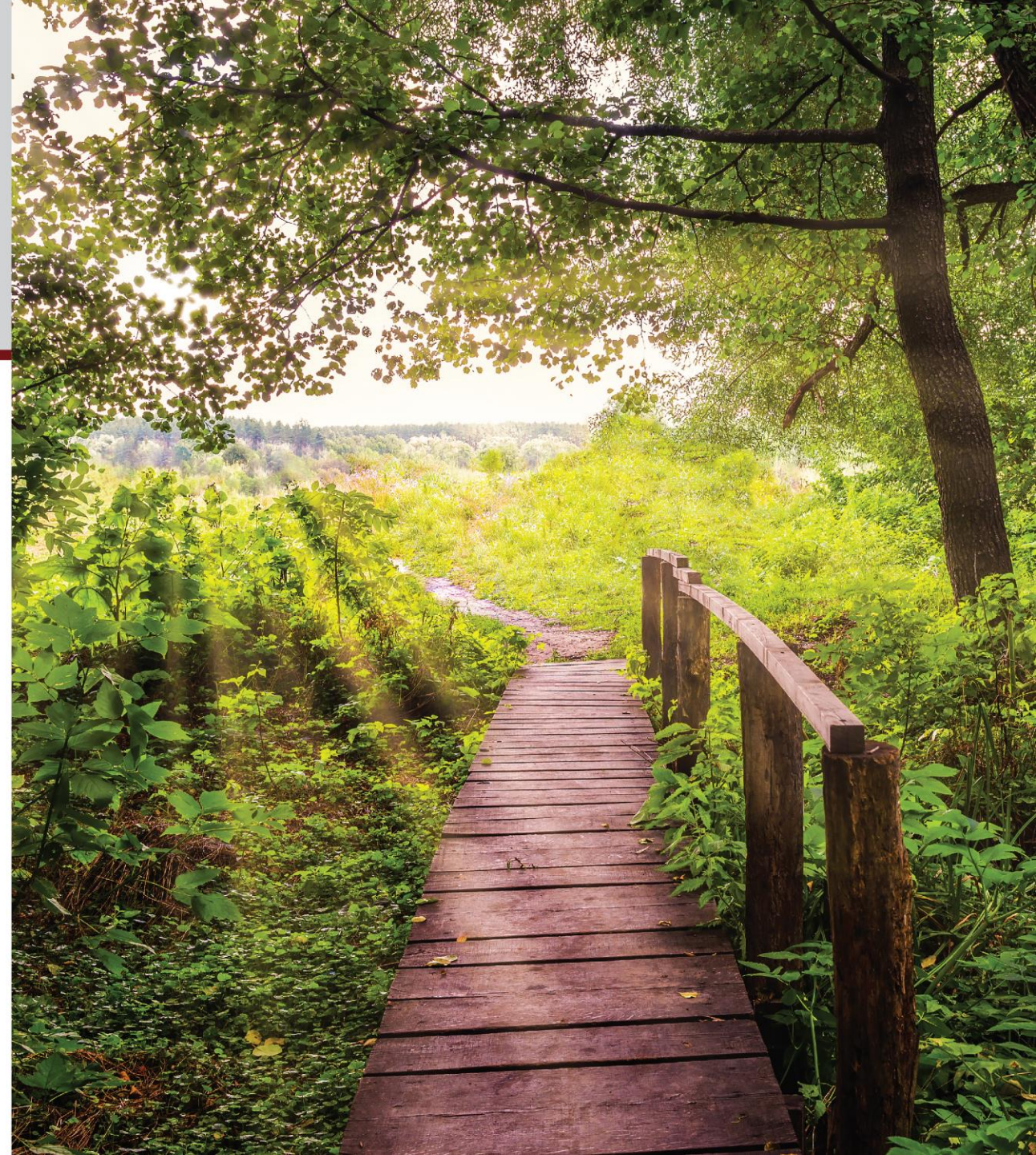
- Remove the bad apples
 - Identify the ringleaders
 - Hold them accountable
 - Work with them to correct their attitude or weed them out
 - ONE ON ONE
 - Identify extenuating circumstances
 - Explain the problems that are being caused
 - Set clear expectations
 - Monitor and Document
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Collaborative Mindset

- Respect for the individuals on our team
- Awareness of how our actions affect our teammates
- Awareness of how our actions affect clinical outcomes
- Must be a core value

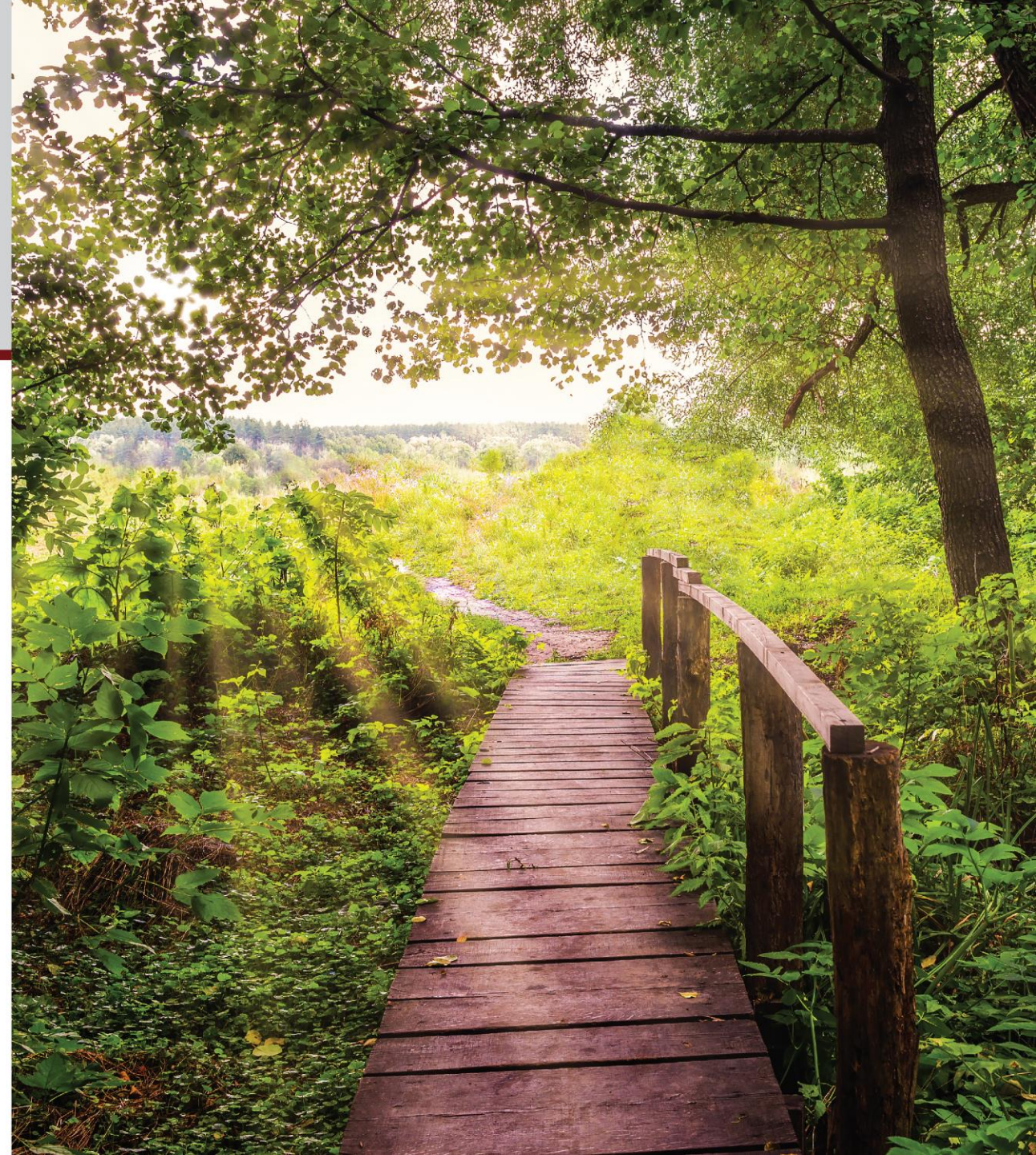
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Collaborative Mindset

- Know your team
- Build a great foundation
- Know the office deficiencies
- Recognize the strengths and use them
- Create a positive atmosphere

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Conflict Resolution

- Cup of coffee conversation
 - When issues first arise
 - Non-punitive
 - Empathetic
 - Starbucks LATTE



Conflict Resolution

- Cup of Coffee Conversation
 - LATTE
 - Listen
 - Acknowledge
 - Take action
 - Thankfulness
 - Explain



Conflict Resolution

- Cup of Coffee Conversation
 - LISTEN
 - Control emotions
 - Rational
 - Deal with assumptions
 - Safe environment
 - Creates space for others to express thoughts and opinions



Conflict Resolution

- Cup of Coffee Conversation
 - ACKNOWLEDGE
 - Connection
 - Forgiveness
 - Common lens



Conflict Resolution

- Cup of Coffee Conversation
 - TAKE ACTION
 - Accept
 - Let go of ego
 - Resolution
 - Embrace



Conflict Resolution

- Cup of Coffee Conversation
 - THANKFULNESS
 - Opportunity to deal with conflict
 - Reinforces relationship
 - Mutual respect



Conflict Resolution

- Cup of Coffee Conversation
 - EXPLAIN
 - What caused the problem
 - Learn from the problem



Conflict Resolution

- RND
 - Request
 - Negotiate
 - Do
- Klob Sandwich
 - Strength
 - Area of improvement (critique)
 - Strength



“Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.”

-William James





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