

Leadership Best Practices: Inspire and Influence

Pre Assignment Review

Please list 3 things that you would like to get out of this Leadership Workshop.

1.

2.

3.

Let's get started!

What Kind of Leader Are You? What Kind of Leader do YOU Aspire to Be?

My Style:

My Pace:

My Priority:

Leadership Best Practices: Inspire and Influence

Learning Objectives

- * **Create a clear vision and strategy for your practice**
- * **Discover the 6 ways to motivate and inspire your team**
- * **Communicate with confidence to patients and staff**
- * **Improve behavior issues with clarified expectations**
- * **Track practice outcomes and adjust leadership strategies**
- * **Cultivate a patient-focused culture that encourages teamwork**

Top 10 Qualities of a Great Leader

Nature or Nurture?

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Differences between Manager & Leader

1. Managers focus on process and procedure. Leaders focus on _____
2. Managers administrate. Leaders _____
3. Managers maintain. Leaders _____
4. Managers measure projections. Leaders _____
5. Managers ensure things are done right. Leaders ensure the _____
_____.
6. Managers make sure rules are followed. Leaders _____
_____.
7. Managers deal in detail. Leaders focus on _____/_____
8. Managers magnify corporate policies, process and procedures.
Leaders magnify the _____.
9. Managers deal in the probable. Leaders deal in the _____.
10. Managers are implementers of rules, organizers of details and
reinforcers of compliance. Leaders are _____ of rules
and casters of _____

Think of past supervisors. Give an example of which you have experienced and tell why you believe he/she was either.

Differences between Manager & Leader

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Building High-Performing Teams

Have Them After “Hello”: Staff Engagement!

Name one frustration you have getting your staff to do what they’ve signed on to do :

_____.

Why do you think they’re NOT doing what you want them to do?

_____.



Characteristics of High Performing Teams

-
-
-
-
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10 Reasons They Don’t

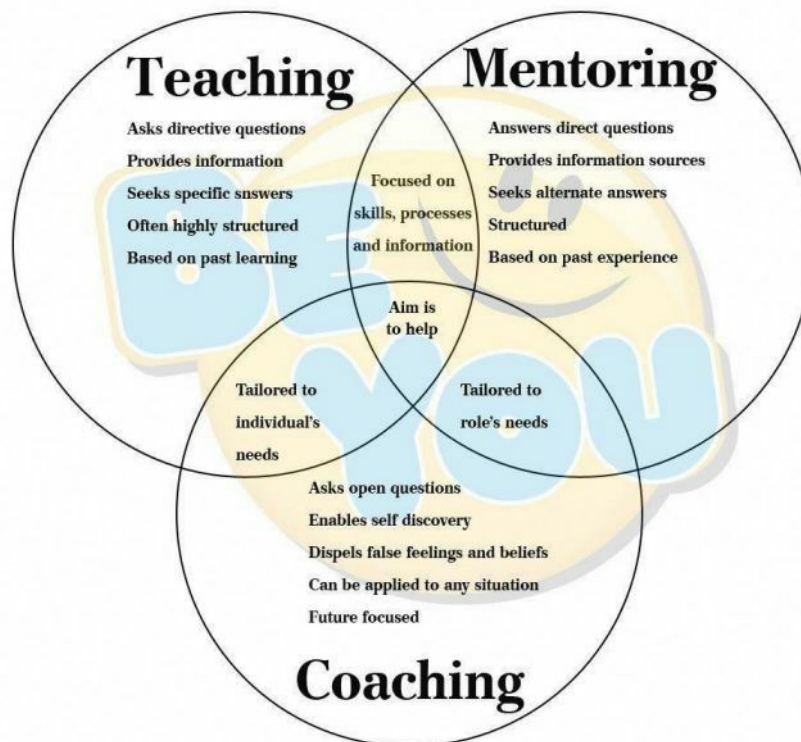
- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Your Rx Quick Fix

Coaching and Developing Others

Approaches That Help Any Team Win

1. Talk **with** them not at them
2. Be realistic on situations/behavior
3. Talk about **behavior** not attitude
4. Don't assume they know a problem exists
5. **Always** follow up
6. Reward improved behavior **immediately and often**
7. **ASK** more , Tell less
8. Practice Random Deposits
9. **Individualize** motivation and appreciation



*Management is nothing more than
motivating other people.*

Lee Iacocca

4 Behaviors That Lead to Results

Setting Expectations

First things first: your employees need to know what you expect of them in order to succeed. In this module, we will work through the four steps of setting expectations.

1. Define the requirements.
2. Identify opportunities for improvement and growth.
3. Discuss the requirements.
4. Put it all in writing.



Try an Expectation Chat:

Defining the Requirements

Here are some questions to help you get started, focused around the five W's and the H.

How does the task tie into organizational goals?

Why are we doing this task?

What are the key parts to the task?

What steps will be involved?

What should the end result look like?

Who will the employee need to talk to?

When should the employee report back?

Vision & Strategy

Define what success looks like for your practice:

Exercise: Write your practice vision in 2 sentences below:

Vision: _____

Vision: _____

Can every team member recite and connect with the practice's vision & mission? Why or Why not?

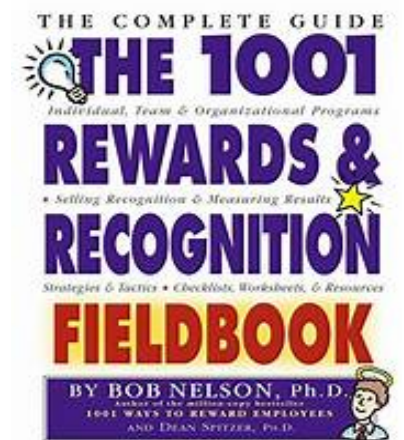
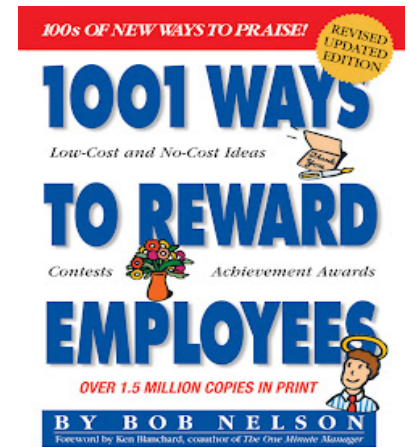
6 Ways to Motivate and Inspire

- Recognize achievements
- Provide growth opportunities
- Model positive behavior
- Set clear goals
- Foster trust
- Create shared wins

Reflection: Which 2 methods do you use most often?

Share a specific example of what you do or say:

Which 1 will you strengthen?



Team Motivation Chart

Name	Style	Likes	Frustrated	Skills		Custom Appreciation
				My View	Team View	
				+	--	

Types of Communication Styles

Communicating with Confidence



Going forward, we'll talk about:

- What each of these communication styles looks like,
- When is an appropriate time to use a particular communication style, and
- Phrases that will get you in the mindset of a certain style.

Leadership communication style #1: Listening

- Ask follow-up questions,
- Listen more than they speak,
- Share their speaker's interests,
- Let others take their time when speaking, and
- Focus on learning (which makes them great at summarizing what they've heard).

Use this style when:

- Employees are trying to explain a problem they're having.
- Resolving workplace conflicts,
- Conducting one-on-one meetings,
- Receiving feedback from employees,
- Performing employee evaluations, or when

Useful phrases to support listening communication style

1. Go on...
2. I'm all ears...
3. I'm listening...
4. Could you clarify this?
5. Please, tell me more...

6. Please give me more details...

7. So what I'm getting from you is...

8. Let me see if I understood you correctly...

9. Please continue, I'm following what you're saying.

10. I'm familiar with the issue, but I'd love to hear your thoughts on it.

Leadership communication style #2: Coaching

This style of communication is like teaching and advising styles.

Keep in mind this style is meant to:

- Inspire others,
- Communicate effectively,
- Teach and train future leaders,
- Show genuine interest in their team,
- Make their employees feel emotionally safe,
- Guide and empower those under their leadership, and
- Ask the right questions, ensuring that employees retain their autonomy and ownership.



Use this when:

- You are certain that an employee only needs a little support,
- There's enough time to achieve the goal,
- Employees need your advice to make progress with a task or project, or
- You see that your employees are struggling with getting started with a project.

Useful phrases to support coaching communication style

1. *Let's start over.*
2. *What isn't working?*
3. *Who can you consult?*
4. *What are we dealing with?*
5. *What can you do to make this work?*
6. *Let's identify the underlying problem.*
7. *What would you do in this situation?*
8. *Have you learned something from this?*
9. *I want to help you overcome this obstacle...*
10. *I see your point but let's view this from another angle...*



Leadership communication style #4: Directing

The directing style of communication allows leaders to **specify the steps employees should take to make progress** on a project.

As such, this style is particularly helpful **when employees are struggling with finishing a project** or are **stuck on a certain task**.

Use this to:

- Support new employees with their daily tasks, or
- Ensure the completion of less creative and even mundane tasks.

Careful not to **confuse directing with dictating**; provide instructions, rather than orders.

Instead, strong directors should:

- Provide clear instructions and guidelines,
- See the “big picture” behind every project,
- Successfully navigate stressful situations, and
- Value and respect diverse perspectives and viewpoints.

Use the following phrases to get into the directing spirit:

1. *Let's go with...*
2. *Let's go over...*
3. *Who can take over...?*
4. *You should try to do this...*
5. *Could you do... by tomorrow?*
6. *Why don't you consider the... approach?*
7. *Let's all take a break and return to this later.*
8. *Let me know if anything about these instructions is unclear.*



Leadership communication style #3 Advising

Most leaders will be able to provide advice to help employees resolve a misunderstanding or handle a tricky situation.

Use this style to:

- Clarify a specific situation,
- Answer employees' questions,
- Provide an alternative perspective,
- Help a team go through a roadblock, or
- Resolve conflict between employees.



In those situations, a leader acting as an advisor can be a **positive role model** by:

- Showing their expertise,
- Taking everyone's opinion into account,
- Helping achieve result-driven objectives,
- Creating a [collaborative work environment](#),
- Being passionate about tackling new challenges, and
- Having a genuine interest in providing constructive advice to others.

Careful not to overuse the advisory style, or you may shortcut team members autonomy.
Your advice should promote your employees' professional development.

When in advisory mode, try using these phrases:

1. *I would advise...*
2. *I can recommend...*
3. *In my experience, ...*
4. *It might be wise to...*
5. *Perhaps ... is worth a try.*
6. *Maybe it's a good idea to...*
7. *Have you thought about...?*
8. *Can I give you advice on this?*
9. *Would you like to hear what I think?*
10. *When I had this problem, ...worked for me.*



Leadership communication style #4 **Motivating**

Knowing how to **motivate employees** is an integral part of a leader's job description. Thanks to a strong **call-to-action approach**, good motivators are able to help people move forward and inspire them to do their best work.

Leaders who use this style of communication tend to be pretty **optimistic**. They also:

- Support teamwork,
- Have a clear vision and goals,
- Inspire employees to do their best,
- Praise and reward individual achievements, and
- Recognize the importance of effective communication.



However, the successful implementation of this style of leadership communication **depends on the leader's perception**.

Know your people and the motivation methods they respond to.

(See Team Motivation Chart in the back of your workbook for more detail)

Building a high-performance team isn't just about getting talented people in a room. It's about crafting an environment where individuals become greater than the sum of their parts. Here's a no-fluff, actionable blueprint:

1. Define a Clear Mission – Aim the Arrow

- **Set a North Star:** Ensure everyone knows the *why* behind the work.
- **Communicate Goals Clearly:** Break long-term visions into bite-sized milestones.
- **Tie Individual Roles to Impact:** People need to see how their contribution matters.

👉 *“What’s measured improves; what’s meaningful inspires.”*

2. Hire for Culture Fit AND Skill – Talent + Attitude = Gold

- **Values Alignment:** Skills can be trained; integrity, mindset, and grit can't.
- **Look for Collaborative Spirits:** Lone wolves create friction. Seek those who thrive in teamwork.
- **Hire Slow, Fire Fast:** Toxicity spreads—don't let it.

3. Foster Psychological Safety – Let Them Fail Safely

- **Open Feedback Culture:** Reward questions and honest feedback.
- **Normalize Failures:** Teams innovate when they know mistakes won't result in blame.
- **Lead by Example:** Show vulnerability—your team will follow.

4. Master Communication – Overcommunicate Without Overwhelming

- **Regular Check-ins:** Weekly sync-ups keep the train on track.
- **Transparent Tools:** Use task managers like Asana or Monday for visibility.
- **Ask Better Questions:** Move from “What's the update?” to “What's blocking you?”

5. Empower Autonomy – Trust, But Verify

- **Delegate Outcomes, Not Tasks:** Give people ownership and watch them shine.
- **Encourage Experimentation:** Let people test new ideas, even if some fail.
- **Hold Accountable:** Autonomy without accountability leads to chaos.

6. Prioritize Well-Being – Burnout Kills Performance

- **Flexible Work Models:** Productivity isn't about hours logged.
- **Encourage Downtime:** A well-rested brain is a productive one.
- **Lead by Example:** Take breaks, disconnect—show that balance is possible.

7. Celebrate Wins – Big and Small

- **Public Recognition:** Acknowledge contributions openly.
- **Celebrate Progress, Not Just Outcomes:** Momentum drives performance.
- **Build Team Rituals:** Happy hours, kudos channels—moments of fun matter.

8. Measure and Iterate – Data Is Your Friend

- **Set KPIs, but Be Flexible:** What works now might not work later.
- **Gather Feedback Frequently:** Check in with the team on what's working—and what's not.
- **Adjust Without Delay:** Nimble teams outperform rigid ones.

Remember to enjoy the journey along the way.

Strive for a HIGH ROI (Return On [Every] Interaction).

Open vs. Closed Communication: Manager to Team Member

Below are three examples, showing specific phrasing for both **open** and **closed communication** between a manager and a team member in the aged care industry.

1. Performance Feedback

- **Open Communication:**

- *"I noticed your interactions with clients have been thoughtful, but there are a few areas we can improve to make their experience even better. Let's brainstorm ways to manage your time more efficiently so you can engage more with each client. How can I support you?"*

👉 *Outcome:* The team member feels appreciated and motivated to improve, knowing support is available.

- **Closed Communication:**

- *"You're not meeting expectations. You need to do better."*

👉 *Outcome:* The team member feels criticized without guidance, leading to frustration and disengagement.

2. Addressing Mistakes

- **Open Communication:**

- *"I noticed there was a delay in delivering the client's medication. I know these things can happen. Let's look at what caused the delay and figure out how we can avoid it next time. What do you think could help?"*

👉 *Outcome:* The team member feels safe to admit mistakes and work toward solutions.

- **Closed Communication:**

- *"You missed the medication delivery again. This can't keep happening."*

👉 *Outcome:* The team member feels blamed and discouraged, creating fear of future mistakes.

3. Delegating a Task

- **Open Communication:**

- *"I need your help coordinating the holiday activities for our clients. I trust your creativity, and I'd love to hear your ideas on what might work best. What do you need from me to make this successful?"*

👉 *Outcome:* The team member feels empowered, valued, and motivated to take ownership of the task.

- **Closed Communication:**

- *"You're in charge of the holiday activities. Just make sure it gets done."*

👉 *Outcome:* The team member feels pressured without clear direction or support, leading to stress and potential burnout.

Summary:

In each example, **open communication fosters collaboration, trust, and accountability**, while **closed communication creates resentment, confusion, and disengagement**. When managers communicate openly, team members are more likely to take ownership, feel valued, and perform at their best.

Open vs. Closed Communication Among Team Members

Here are three scenarios showing **open** and **closed communication** between team members in an aged care setting, with specific phrasing to highlight the difference.

1. Helping a Team Member with a Task

- **Open Communication:**

- *“Hey, I noticed you’re swamped today. Can I help you with anything? Maybe I can assist with the client rounds or finish up some reports for you.”*

👉 *Outcome:* The teammate feels supported and knows help is available, building team trust.

- **Closed Communication:**

- *“You always look overwhelmed. You really need to figure out how to manage your time better.”*

👉 *Outcome:* The teammate feels criticized and isolated, damaging team morale.

2. Sharing Feedback on Missed Duties

- **Open Communication:**

- *“I noticed the room wasn’t set up before lunch today. I know things get hectic sometimes. Do you need a hand with it next time, or should we adjust the schedule to avoid these overlaps?”*

👉 *Outcome:* The feedback is constructive, fostering teamwork and problem-solving.

- **Closed Communication:**

- *“You forgot to set up the room again. Can’t you keep track of your responsibilities?”*

👉 *Outcome:* The teammate feels attacked, which can lead to defensiveness and resentment.

3. Collaborating on a New Project

- **Open Communication:**

- *“I was thinking about organizing a special therapy session for the clients. What do you think? Do you have any ideas to make it fun? I’d love to hear your input and work on it together.”*

👉 *Outcome:* The teammate feels included and encouraged to collaborate, improving creativity and engagement.

- **Closed Communication:**

- *“I’m handling the new therapy project. Just let me know if you want to help with something.”*

👉 *Outcome:* The teammate feels left out, reducing engagement and discouraging future contributions.

Summary:

In each case, **open communication builds collaboration and trust**, creating an environment where teammates feel supported and motivated to contribute.

Closed communication leads to tension, isolation, and disengagement, hurting both team dynamics and overall performance.

My Action Plan

List 3 leadership actions you'll commit to after this course:

1. _____
2. _____
3. _____

Notes:

Scan QR Code for handouts to all my DDS Programs!



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