Practicing Excellence:
Doing Locally While Leading Nationally

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Common Challenges

- Going from **Me** to **Us**
- Isolated and separated from each other
- Different approaches in leadership, clinical care, team interactions and the patient experience

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What Are the Activities That…

- Balance diversity and consistency
- Reduce variance
- Tap local talent AND build reliability

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Activity #1

Simple Rules

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Simple Rules

- Easy to communicate
- Mutually created
- Well understood
- Defended
- Non-negotiable
- Allow adaptive behaviors

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#2: We Do What We Ask of Others

- What we do is the "proxy" for the importance of the Common Ground effort
- We are the "Elevator"

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#3: Ask for Feedback

- Breaks hierarchy
- Amplifies effort
- Connects teams

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#4: Give Feedback

- We don't do this well
- A measure of the importance of the Common Ground

Thanks for the feedback !

WOW! He listened?

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Giving Feedback

- Affirm
- Common ground
- Observation
- Impact of behavior
- "What can I do to help?"/"Is everything OK?"

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#5: Mindset

"Whether you think you can…or can't, you are right…"

Henry Ford

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Mindset is…

- Hope and belief
- Optimism
- Be good over "look good"
- Embraces feedback
- Failure as learning

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How Do You Lead?

- Think of the greatest team experience you've ever had
- What was it, and how did that make you feel?
- We have the chance to do things like that…all the time

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Let's Do This...

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