

# Directing Staff & Performance Management

Maine Health Care Association

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## Welcome/Introduction

### **The Leadership Challenge**

- Understand your role as a Leader in communicating expectations, providing clear direction and continuously monitoring performance.
- Discuss the secrets of delegation, flexibility, accountability and trust.
- Learn ways to provide meaningful feedback to staff regarding job performance.
- Understand ways to coach poor performance and draw out the best in others.

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## It's All About YOU!



People skills account for **80%** of your success as a leader

Technical Skills account for **80%** of success as an Individual Contributor

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## 1. Change your mindset as a leader

Individual Contributor Mindset	Leader Mindset

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## 2. Connect With Each Individual

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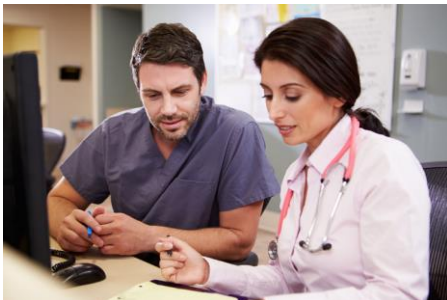


How long an employee stays and is productive is directly related to their relationship with you, their immediate supervisor!

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## 3. Plan with your team, not for the team

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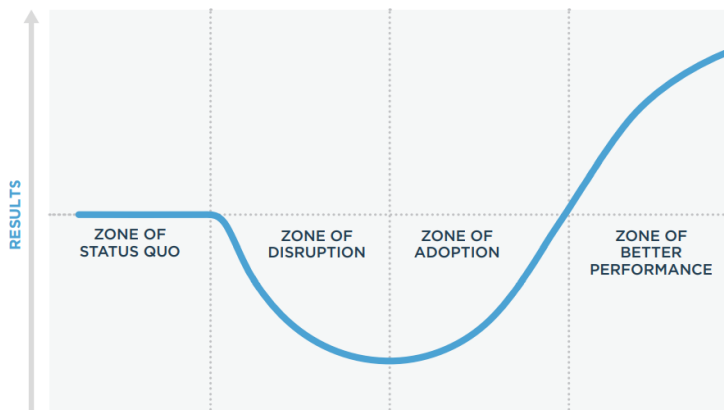
## 4. Feedback isn't Fixing



Unleash  
potential!

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## 5. Help Your Team Navigate Change



1. How do people feel in this zone?
2. What action do you need to take as a leader?
3. What's the key take away for this zone?
4. How can you prepare for the next zone?

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## 6. Don't neglect your wellness

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## The Leadership Challenge Begins with You

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- Releasing that which binds us

<b>Leadership Instruments Available to Us</b>	<b>Capacity Required</b>	<b>Barriers to Engagement</b>	<b>Barriers Keep Us locked in a state of ...</b>
Open Mind	Intelligence Quotient	Voice of Judgement	
Open Heart	Emotional Intelligence	Voice of Cynicism	
Open Will	Spiritual Intelligence	Voice of Fear	

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Exercise 3 Name a personal leadership challenge you face in the organization where you lead.  
What would each voice say about this?

1. Voice of Judgement
  2. Voice of Cynicism
  3. Voice of Fear
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## Segment 3 The Leadership Challenge

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- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart

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