

12-22-20 Leadership Lessons from COVID-Inclusivity, Care, P...

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Hey, everyone, welcome to another episode of legendary leaders. Thank you for hanging in with me this week, I know that this topic has been heavy. I've been talking obviously about the top 10 leadership lessons that came out of COVID field hospitals, right? dealing with the unknown, dealing with change all around them, how did they solve for that change? How do they work together as a team, in order to save lives, if we can learn from them how to deal with change, and take some of those best practices and apply it to our business, we should be able to grow and move forward in the same way that they save lives. And that's the point, right? That's where we want to be. Now I know these are heavy topics. But I also know that you have been focused on maybe spending some time with family winding down a little bit in preparing for Christmas. And so hopefully, you're taking my very fast focus on these 10 lessons. And you're thinking about how to apply them to your business. That's the whole point. Can you apply it to your personal business, that's where I want you to be, I want you to take these lessons, I want you to weave them in to your 2021 plans, I want to see you just Excel and be so successful that I can't wait to celebrate you. And so are there any of these 10 that you can take and apply as you move your business forward? That's what I want you thinking about? So let's dive into these last three. Right? Remember where this came from? I have to give credit Richard Bomer.



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And team wrote an article put it in the Harvard Business Review about these COVID filled hospitals, I want you to go check it out. If you've got questions, he goes into more detail, but I'm giving you the cliff notes. And I'm putting it into the view of business, so that you

can really take this and put it into your startup. Okay. So today, we're tackling three, the last three, the first one is called or I'm calling it inclusivity. So in the field hospitals, they were inclusive, and they displayed inclusivity by bringing in family and friends to help with a problem solving and decision making for the patient. Right. I mean, whether you've had experiences at hospitals, or you know, whether you just watch Grey's Anatomy, right, maybe a little bit of both, you know, that the physicians go and have are the health care providers, maybe not physicians, but health care providers go and have a conversation with the family, or whoever's around that help bring that patient in, so that they can better understand what that patient was, you know, what happened to them? What are they involved in, what kind of medication do they take all of these different facts, and they can paint the full picture that they can't otherwise get just by looking at the patient's body or having, hopefully a conversation with just the patient right now, in your business, you can bring in inclusivity. And that is done by bringing in your customer, right the person you're serving, and get their thoughts and feedback and overall input on what you're trying to accomplish. Let them tell you what to do to be successful. Let them tell you what they need. And what they like about what you're putting forth and what they don't like. And what they need more of or less of right? Let them tell you. That's how you can be inclusive in your business, from a leadership perspective, right from getting the answers from someone outside of just your team. So that's number one. Number two, caring for your teams. Now in the field hospital, it was about providing mental health counseling, and being sensitive to all that they have been going through. And I can only imagine I'm sure you can only imagine all the things that they went through, and the fact that they absolutely needed some counseling and some support, and some, just some care and concern. Right. Now, we talked about taking care of your team all of the time. That's one of the things that I weave in and out of all of these episodes, in some capacity, we have to cater for our people. We have to we're in the business of relationships, if we're in the business of relationships, everything else is going to happen. And so we've talked a lot about being empathetic to your employees or to the team that works for you. And that's what we're talking about here recognizing how others may feel and are feeling. And you've got to help prevent the burnout and provide the support for your teams. And then last but not least, number three, as a leader is just showing up. Just showing up, be present and what is happening. When leaders showed up into the field hospitals to check and see and listen and understand and provide support and say, Hey, I'm right here with you and you're not doing this alone. It's a sign of a good leader. Right? So for you again, it's being present and what's happening when your business is going through change. Are you there in the thick of it? Are you getting that feedback in person? Are you asking questions? are you celebrating and appreciating or challenging? are you leading by example. Are you Sending words of encouragement and appreciating the teams are you hiding? Are you fearful that it's going to fail? Because here's the deal, you have to be present. And you have to show up. Because by your presence or absence, it's going to tell the team, what

you think is going to happen in this situation. If you're off hiding, you may be saying to yourself, I'm just off playing golf, or I'm off on this vacation because I trust my team. But your team is going to perceive that as this, this person doesn't care. They don't care about what's happening. I'm here working my butt off, and I'm so worried and stressed out and this is my job. This is their company, why are they not worried about it? Right? If it's your business, don't put them in that situation, don't lose the trust of your team show up. Be right there willing with them be willing to step into it, answer the hard questions, encourage them, appreciate them. They need to see you in times of uncertainty, they need to see their leader. So those are the 10 leadership lessons. And I would ask you, you know, where they groundbreaking know, where they life changing? Maybe, right. Some of them may be they may change your life and the way in which you lead I hope that's the case.



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But remember, this leadership lessons are supposed to be like, the heavens are opening up and all things are just start to flood into you. Right? That's not what leadership lessons are supposed to be. You know how to be a good leader. But many times our tasks become our higher priority than our people. And we've talked about that right? Or we feel like all the problems are on our shoulders instead of the team's look back over the past year. Look back over 2020 and ask yourself, how many of these 10? Did you positively display because you were in an unknown as well, if your business was up and running? You were in an unknown situation with COVID? Just in theory, similar to the COVID field hospitals? Did you display all of these usefully any of these? Were there some that you could have done better? How do you take them and apply them? Starting tomorrow? Starting today? Again, as you prepare for 2021, which ones of these are you going to add to your arsenal of skills, I want you to use these nuggets or leadership gifts, right? To take yourself and your team to the next level. And that's why I'm sharing them with you. Because I think they will mean Little things like showing up and just showing care and empathy for your team and being inclusive and you know, not delaying and all of the different things that we talked about. It's okay to say that you it's you're uncertain when you're uncertain. Be that leader that's an amazing leader. And that's a leader that will lead through change as your business goes through change and you will be able to navigate it successfully. So I want you to digest this one today. Come back to it if you need to listen to it several times. I had to think through these several times myself. They're so powerful and so good. So simple, yet so good. And that's the point. Go and be legendary