



IGNITING THE SPARK OF A CARING CULTURE

A Leadership Journey



Igniting the Spark

Curiosity

Passion

Purpose

Job

Career

Calling

Excellence

Achievement

Fulfillment



Vision of a
Caring
Culture

Do what you **love**

In **Service** of Others

Who **love** what you do

Foundational Principles

Purpose

Praise

Participation

Positivity

Passion

Proficiency

Privacy

Presence

Progress

Stanford Study

Good Boss

- Great listener
- Encourager
- Communicator
- Courageous
- Sense of humor
- Shows empathy
- Decisive
- Takes responsibility
- Humble
- Shares authority

Bad Boss

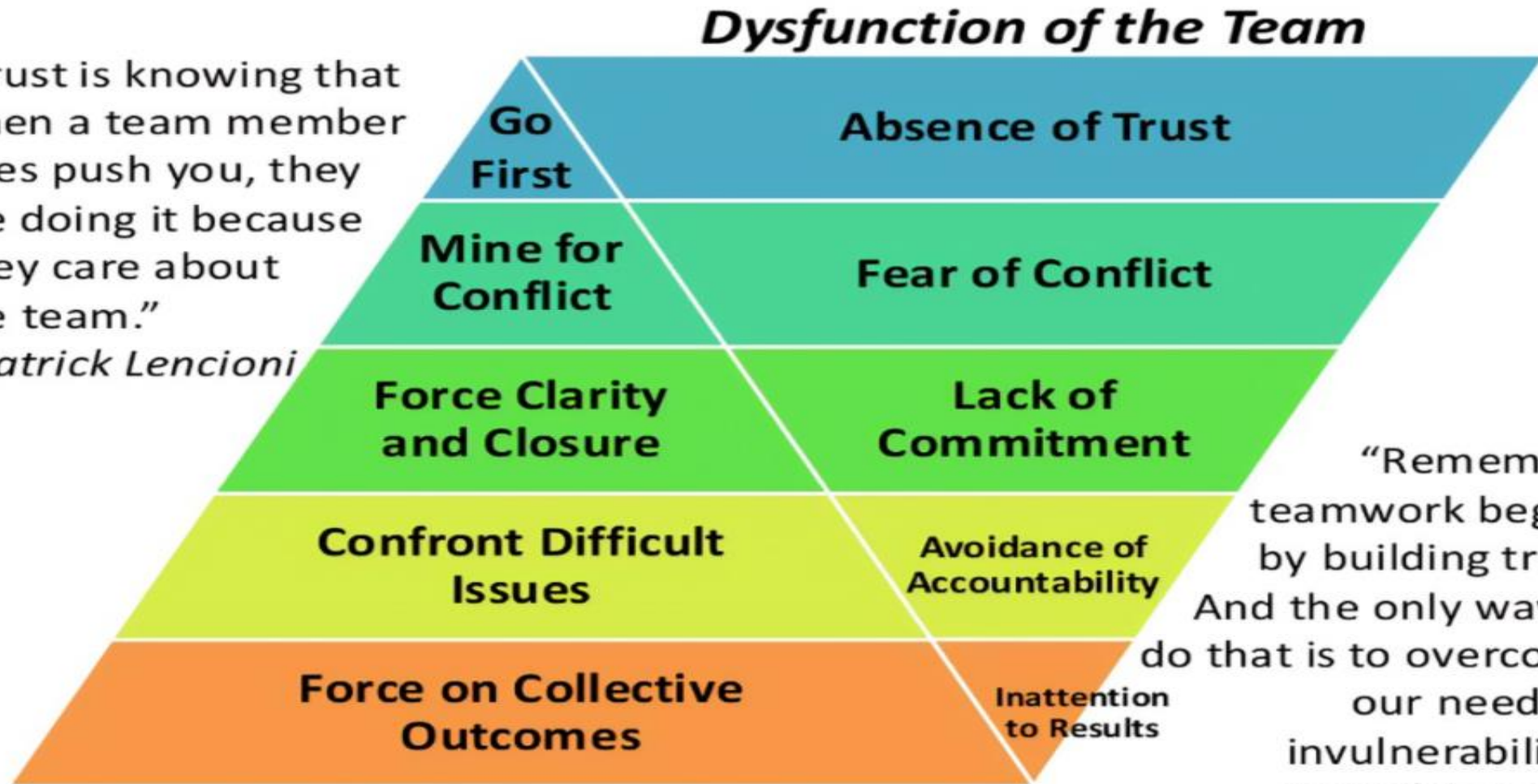
- Blank wall
- Doubter
- Secretive
- Intimidating
- Bad temper
- Self-centered
- Indecisive
- Blames
- Arrogant
- Mistrusts

Principle of FIRST TEAM – Strong Structure

Patrick Lencioni's Five Team Dysfunctions

"Trust is knowing that when a team member does push you, they are doing it because they care about the team."

- Patrick Lencioni



"Remember teamwork begins by building trust. And the only way to do that is to overcome our need for invulnerability."

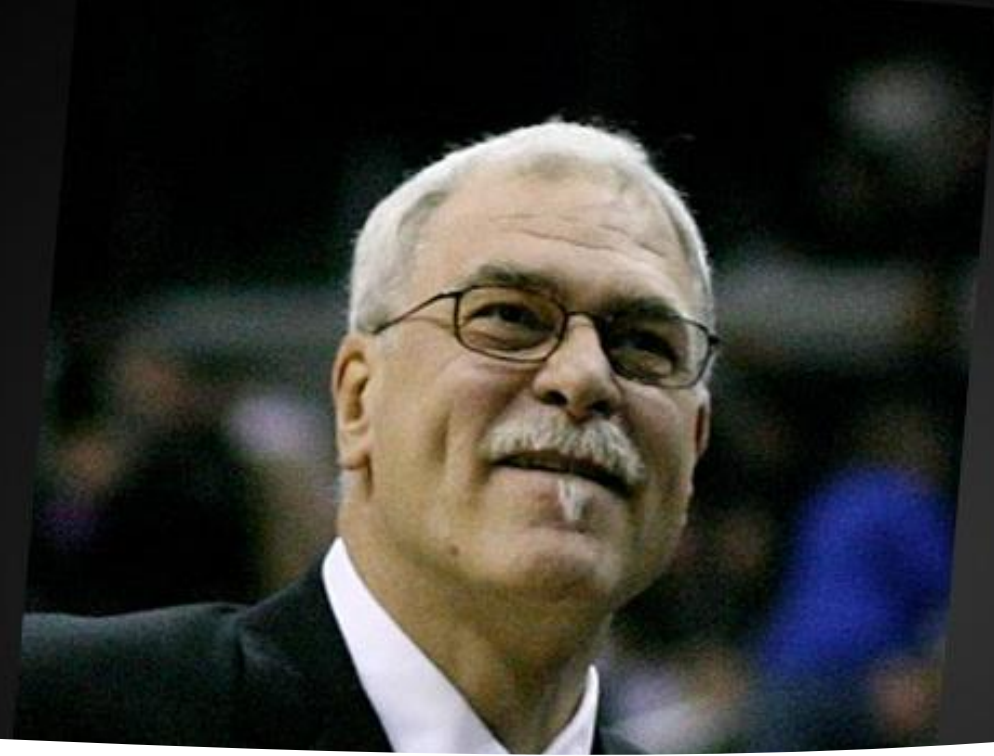
- Patrick Lencioni

Stratego model

- Strengths Focus – double down on their gifts
- Selection is so important
 - *Social proof, technical skills; minimum specs*
 - *Behavioral hiring*
 - *FLOW questions*
 - *Job – Career – Calling*
 - *Emotional intelligence – Team or ME*
- Development right next to it
- Capacity to grow and contribute



Good teams become great ones when the members **trust each other** enough to surrender the **Me for the We.**



Foundation - TRUST

- The Leader must go first
- Personal histories exercise
- Team effectiveness exercise – positive and constructive (mini-360)
- Full 360 feedback
- Personal analysis, DiSC
- Experiential – quarterly gatherings, volunteering

Mine for Conflict

Concept of Healthy Conflict

Teams engaged with conflict:

- Have lively, interesting and productive meetings
- Include all points of view and team members
- Manage tensions
- Solve problems – often quickly
- Minimize silos, hoarding, politics and turf wars
- Put critical topics and issues on the agenda



Conflict is growth
trying to happen.

Helen LaKelly Hunt

Lack of Commitment

- Goals – Clear decisions (clarity) and buy-in from the team
- Hurdles
 - **Consensus** –strong discussions, tap into the collective wisdom, support decision
 - **Certainty** – perfection doesn't exist; cannot be right 100% of the time; ability to admit wrong course and pivot
- Tools
 - Elevator speech and cascading messaging
 - Fist of Five public voting
 - Deadlines (standards)
 - Best/Worst/Most Likely Scenario planning
 - Thin slicing for low-risk decisions



TEAM COMMITMENT

Accountability



In developing teams, I don't believe in rules. I believe in standards. Rules don't promote teamwork, standards do.

Mike Krzyzewski

Outstanding

Performance

- ☐ OUTSTANDING (2%)
- ☐ EXCELLENT
- ☐ GOOD
- ☐ POOR

Rewards

- ☐ EVERYTHING
- ☐ GOOD
- ☐ POOR
- ☐ NOTHING

PERFECTION IS A PRISON

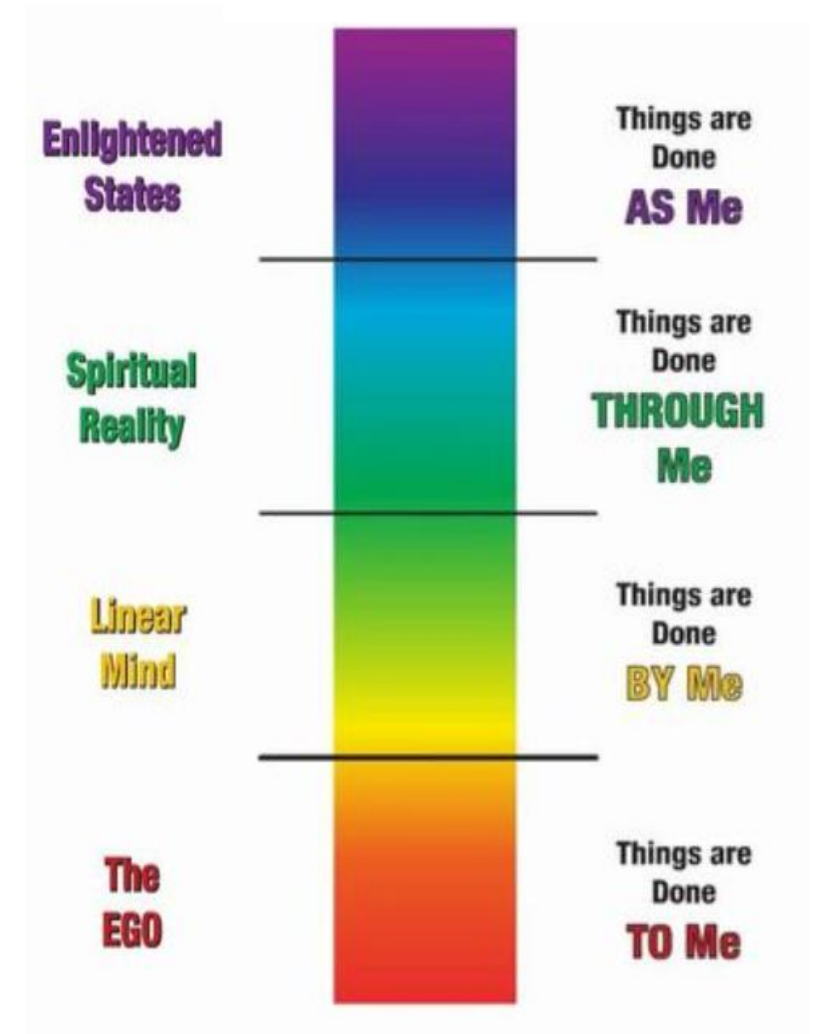
Focus on Collective Outcomes

- Where focus goes, energy flows
- Outcomes
 - Organizational
 - System (Divisional, Regional, Local)
 - Line of Business (Medical Group)
 - Finance Team
 - Individual
- Purpose – the big Why
- Goals – Leading/Lagging indicators
- Actions/Priorities/Autonomy



Entrainment

- Rhythmic syncing
- Entrainment is a universal phenomenon that can be observed in physical (e.g., pendulum clocks) and biological systems (e.g., fire flies) when one system's motion or signal frequency entrains the frequency of another system
- Drum Circle; Audiences applause
- Living organism - soccer
- David Hawkins Energy Model
- Synchronicity



Understand and appreciate their World – what is their Spark?

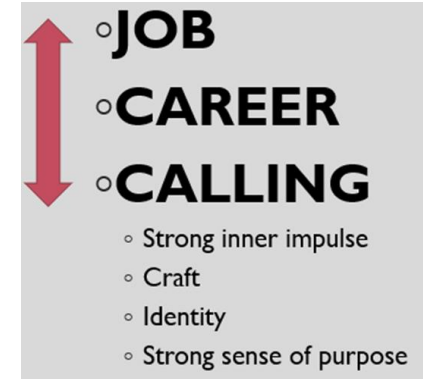
- Know me, Care for me, Ease my way
- What do you love, hate? Excited about? Proud about?
- Personal and professional wheels of life
- Where are they living? Emotional fuel of choice
 - Low energy states of suffering (guilt, shame, anxiety, fear, grief, desire, anger)
 - Middle energy states of willingness, acceptance, courage, reason
 - High energy states of Love, Joy, Peace

Indeed Survey

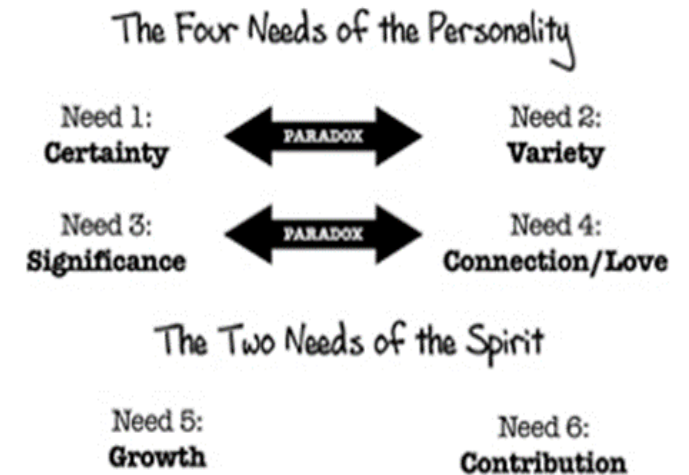
Indeed surveyed 1,001 workers between the ages of 18 and 41 to understand their working habits and preferences when it comes to remote vs in-person work in 2022.

Survey Question	Generation Z	Millennials
Would you take a job that required 100% in person full time attendance?	6% Yes 94% No	16% Yes 84% No
Would you quit your current job if asked to attend in-person full time?	88% Yes 12% No	69% Yes 31% No
Do the benefits of working from home outweigh the perks of going into an office full-time?	87% Yes 13% No	89% Yes 11% No
Do you feel a lack of connection with your colleagues due to working fully or partially at home?	94% Yes 6% No	66% Yes 34% No

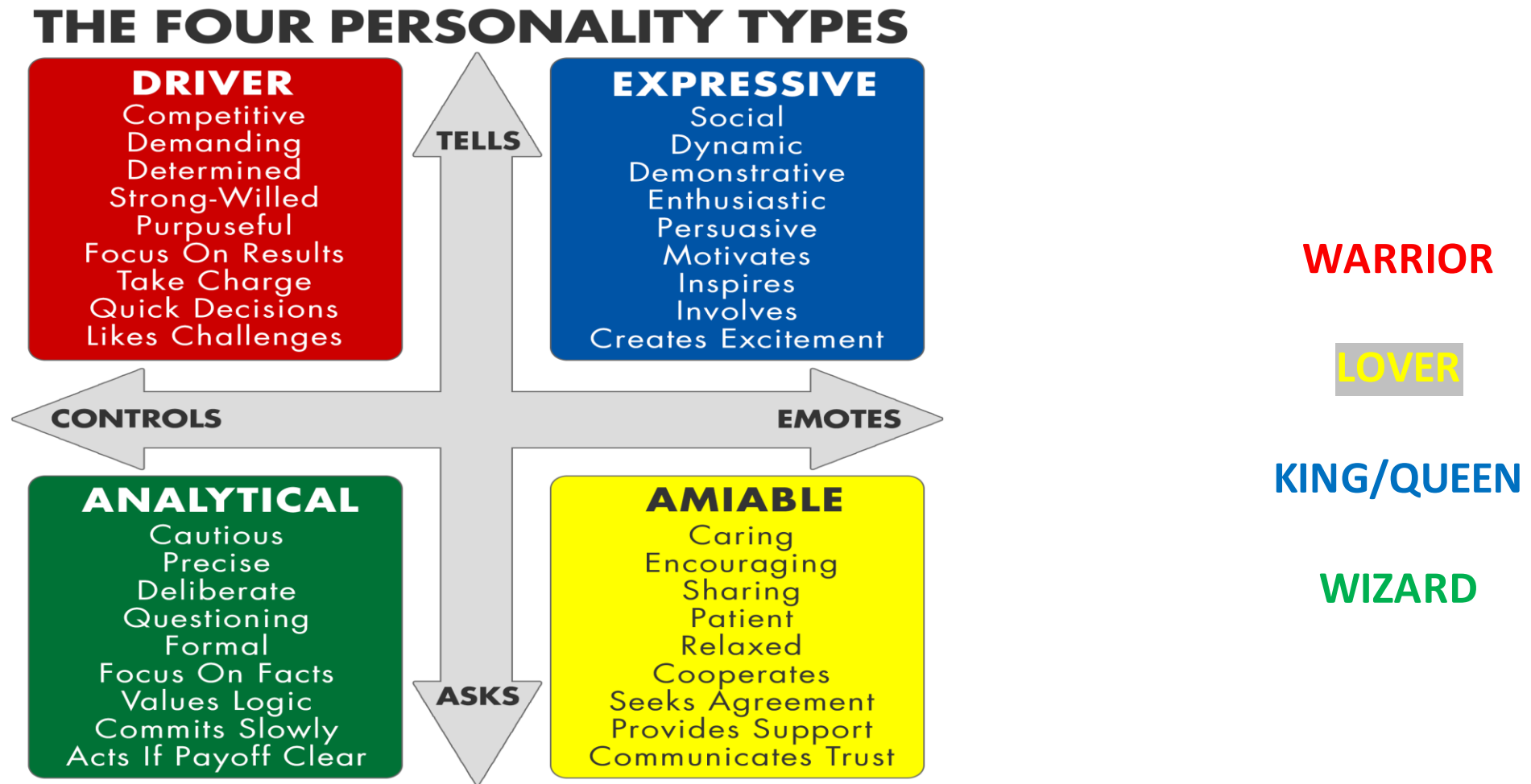
On-going individual communication



- Importance of the 1:1
 - Sacred time – Intimate presence; fully engaged in life that is steeped in suffering
 - Tell me something great – pattern interrupt, focus (where focus goes energy flows)
 - Engagement meter
 - Active listening – what’s being said and not said
 - Curiosities, Passions, Purpose
 - Words matter
 - Default mode is drift; 80% of our thoughts are negative



Mental Model – Personalanalysis/Jungian Archetypes



Repetition is the Mother of Skill - Structure

- Set up the practice to optimize reps and win - Structure
 - Childhood shooting drill image – 10 touches a practice maybe; once in a while we'd get the scrimmage
 - Shadow United model – 200 touches per session
 - *Individual skills – 30 min*
 - *Small sided skills – 30 min*
 - *The Game – 30 min*
- What are teams individual training points, small team, large team/game?
 - 1:1's, small group projects, team meetings, presentations, larger org projects, individual trainings

Repetition is the Mother of Skill - Self

- **Centering self is a key individual skill**

- Sacred Silence
- Reflections
- Gratitude Journal
- Meditation
- Mindfulness
- Prayer/Incantation
- Letting Go
- Moving from the head to the heart (stay in your head you're dead)
- Go inward first (put on your mask first)
- Know yourself as much as you know your craft
- Move up the energy scale
- Symptoms of Inner Peace/Bliss

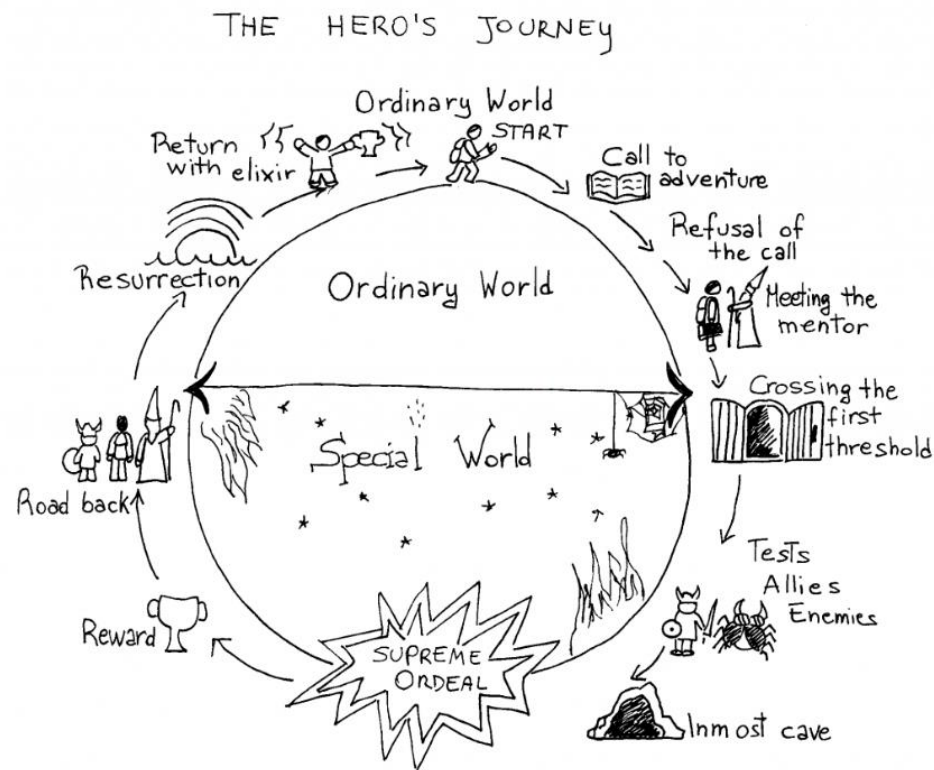


Repetition is the Mother of Skill - Team

- Creating magic moments
- Team meetings (purpose, praise, participation)
- Celebrating accomplishments – quarterly, annual story in review
- Quarterly team gatherings/socials
- 1:1 lunches
- Soup kitchen volunteering, garbage pickup, house building
- 5 dysfunctions of a team model
- Personalysis
- Education/Retreats
 - Immersion
 - Pattern interrupt
 - Growth

Journey Mindset

- Hero's Journey



Here are a few questions Berger told me he might ask if he were coaching you in such a quest: [OBJ] To what extent do you have a true sense, and maybe a grounded sense, of who you are? [OBJ] To what extent do you appreciate your own strengths? [OBJ] To what extent do you appreciate and own your limitations? “Until you are clear on those things, you cannot fully utilize the training that I might have given you in things like communication skills, people skills, or self-management skills,” he said. “So your quest becomes to really get to know who you are.”

Steve Farber

Love is Just Damn Good Business: Do What You Love in the Service of People Who Love What You Do

"I DONT STOP
WHEN IM TIRED
I STOP WHEN
IM DONE"

"EVERYONE THAT
YOU FIGHT IS NOT
YOUR ENEMY AND
EVERYONE WHO
HELPS YOU IS NOT
YOUR FRIEND."

MIKE TYSON
EXTRAWADNESS.COM

do
everything
with
love.

Faith
★OVER★
Fear

Do everything in love.
1 Corinthians 16:14



But they that wait
upon the LORD
shall renew their strength;
they shall mount up
with wings as eagles;
they shall run,
and not be weary;
and they shall walk,
and not faint.

Isaiah 40:31

Everyone teaches you something.
Some teach you what to do, and
others teach you what not to do.

Hilarie Chatton

This too
Shall Pass



When the student
is ready the teacher
will appear. When
the student is truly
ready...the teacher
will disappear.
~ Lao Tzu

In the end, it's not the years
in your life that count.
it's the life in your years.

Abraham Lincoln

The Master in the Art of
Living draws no distinction
between his work and his
play, his labor and his leisure,
his mind and his body, his
education and his recreation,
his love and his religion. He
hardly knows which is which.
He simply pursues his vision
of excellence through
whatever he is doing and
leaves it to others to
determine whether he is
working or playing. To
himself, he is always doing
both.

James Michener

Be grateful for your challenges,
setbacks, adversity and
disappointments. Be grateful
for your opportunity to
overcome every single one,
because doing so contributes to
your growth & your ability to
help others overcome theirs.

Hal Elrod

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Be the change you wish
to see in the world.

Mahatma Gandhi

THIS TOO SHALL PASS
IT MIGHT PASS LIKE
A KIDNEY STONE,
BUT IT WILL PASS

I'M THANKFUL FOR MY STRUGGLE

BECAUSE WITHOUT IT
I WOULDN'T HAVE
STUMBLLED ACROSS
MY STRENGTH

DAYSTAR

LET ALL
THAT
YOU DO
BE DONE
in love.

1 CORINTHIANS 16:14

When I run after what I think
my days are a furnace of stress and
anxiety; if I sit in my own place of
patience, what I need flows to me,
and without pain. From this I
understand that what I want also
wants me, is looking for me and
attracting me. There is a great secret
here for anyone who can grasp it."

~Rumi

Everything passes,
only truth remains.

Fyodor Dostoyevsky

YOU'RE KILLING
ME SMALLS

THE SAMBO

The purpose of life is to create your Self anew,
in the next grandest version of the greatest
vision ever you held about Who You Are. It is
to announce and become, express and fulfill,
experience and know your true Self.

Helen Gossard Welch

Final Thoughts

- Ignite the Spark
- Servant leadership – do what you love in service of others who love what you do
- Create a compelling future
- Develop a supportive structure
- Set the game up to win!
- Shared mindset - Enjoy the journey
- Keep Going - Parable of the sower

Questions

Thank you!