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"Uncover the infinite possibilities in the business of the medical healthcare industry"

The Power of Influence: Leadership in Action

Kimberly Jolivette Williams

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2024 AAPC Richardson, Texas Chapter President

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Kimberly Jolivette Williams has over 20 years of medical auditing, coding, and/or billing expertise in the business of healthcare industry. She has over 10 years upper management experience and over 7 years as a medical healthcare educator with Dallas County Community College and AAPC. In 2020, Kimberly bridged over into the compliance arena.

During her distinguished career, she has played a pivotal role in the training and/or coaching of staff and medical providers on medical coding, compliance, billing, and auditing services. Currently, Kimberly Jolivette Williams is employed as a Compliance, Coding, & Billing Analyst at Texas Health Physicians Group-THPG, an Adjunct Instructor for Purpose Medical Institute and AAPC Virtual Instructor Learning Training (VILT)Program. Additionally, a current member of the AAPCs Billing (CPB) Advisory Committee, and Subject Matter Expert (SME). Kimberly is the 2022 Richardson, Texas Chapter President.

Jolivette MediCoding Institute (JMCI) is Kimberly career training preparatory institution. She is honored to serve and facilitate students to earn credentialing certification in Medical Coding, Compliance, Auditing and/or Billing either on-site and/or online as an AAPC PMCC Approved Instructor.

She has accomplished credentials as a Certified Professional Compliance Officer (CPCO), Certified Professional Coder (CPC), Certified Professional Coder Instructor (CPC-I), Certified Professional Biller (CPB), Certified Anesthesia and Pain Management Coder (CANPC), Certified Cardiology Coder (CCC), Certified Evaluation and Management Coder (CEMC), AAPC Fellow under AAPC and Certified Professional Medical Auditor (CPMA) under AAPC/NAMAS. Kimberly holds memberships with National Alliance of Medical Auditing Specialists (NAMAS), American Health Information Management Association (AHIMA) and American Academy of Professional Coders (AAPC).

Kimberly takes pride in championing and coaching people by encouraging resources toward accomplishments of key business objectives.

Kimberly Jolivette Williams is an advocate for community service and is an active member of her neighborhood. She serves as a leader at Christ Community Church in Richardson, TX, with a prominent role in the Praise Team, Technical Arts (Media) & Photography Ministry. Kimberly is married to the love of her life, Joseph for 25 years, and a mother of two adult children Wendell & Raven and is blessed with her 7-year-old granddaughter, Sage Dillon.

She also started her own medical healthcare businesses Jolivette MediCoding Institute (JMCI) in 2018 and Jolivette Business Solutions, P.A. (JBS) in 2013. Kimberly Jolivette Williams is a native of Opelousas, LA.
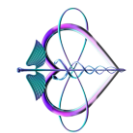
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Agenda

Key Components of Influence in Leadership

Various Types of Influences

Discuss traits of Influential Leaders

Examples of Influential Leaders

Challenges in Influential Leadership

Leadership Framework and Philosophy

Beneficial Leadership Resources

The Ripple Effect and Q&A

Definition of Influence

- the capacity to have an effect on the character, development, or behavior of someone or something, or the effect itself.
- have an influence on.

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Importance of Influence in Leadership

- Influence is the cornerstone of effective leadership, serving as a powerful tool to motivate, guide, and inspire others towards a common goal. A leader's ability to influence is crucial in gaining trust, fostering collaboration, and driving change within an organization.

- By harnessing influence, leaders can cultivate a positive work culture, empower team members to achieve their full potential, and navigate challenges with agility and resilience. Ultimately, leadership influence is not just about achieving results, but about making a lasting impact that inspires others to grow and succeed.

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The Essence of Destiny

Watch your thoughts, for they become words.
Choose your words, for they become actions.
Understand your actions, for they become habits.
Study your habits, for they become your character.
Develop your character, for it becomes your destiny!

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There is POWER in Influential Leadership
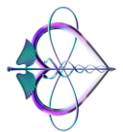
Key Components of Influence in Leadership

Self-Awareness

Needs of Others

Common Ground

Relationship Capital

Reciprocity and Exchange

Follow-Through

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Types of Influence

Personal Influence

- Power of individuals to sway or control the purchasing decisions of others

Positional Influence

- Positional influence is the power or influence that is tied to a title or position.

Expert Influence

- The ability to influence others because of your expertise in a specific area will mean people gravitate toward you

Relational Influence

- Those that involve interactions between people, such as family, friends, and peers.

INFLUENTIAL LEADERSHIP TRAITS

- Visionary
- Empathetic
- Integrity
- Inspirational
- Adaptability

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LEADING BY EXAMPLE

Setting a good example is essential in leadership, as it establishes credibility, builds trust, and inspires others to follow suit. Leaders who embody the values and behaviors they expect from their team members demonstrate integrity and authenticity, creating a culture of accountability and respect.

By consistently modeling positive attitudes, work ethic, and interpersonal skills, leaders can influence their team's performance and morale, fostering a cohesive and high-performing environment. Moreover, setting a good example extends beyond the workplace, impacting how leaders are perceived and the legacy they leave behind.

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LEADING BY EXAMPLE

One example of a leader who led by example is Martin Luther King Jr.:

A prominent leader in the American civil rights movement, King advocated for nonviolent resistance to racial segregation and discrimination.

His leadership and speeches inspired millions and played a key role in advancing civil rights in the United States.

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Which type of influence do you believe is most powerful in leadership:

Personal Influence

Positional Influence

Relational Influence

Influencing Strategies

- Persuasion techniques
- Negotiation skills
- Motivation and Inspiration

A FEW INFLUENTIAL LEADERS|WOMEN'S HISTORY MONTH

Michelle Obama

Dolly Parton

Dr. Kizzmekia Corbett

Helen Keller

Anna May Wong

Maya Angelou

Mother Teresa

Sally Kristen Ride

Cynthia Marshall
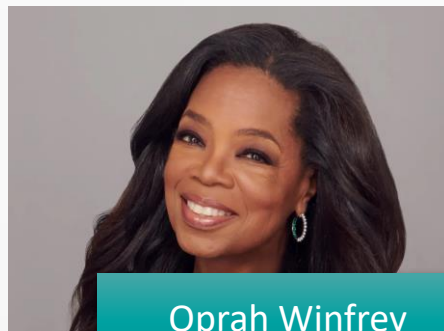
Oprah Winfrey

Isis Brantley

Kamala Harris

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CHALLENGES IN INFLUENTIAL LEADERSHIP

Overcoming resistance, dealing with criticism, and maintaining integrity are key challenges that leaders often face. To overcome resistance, leaders must effectively communicate their vision, address concerns, and involve others in the decision-making process.

Dealing with criticism requires leaders to remain open-minded, seek feedback, and use criticism as an opportunity for growth and improvement. Maintaining integrity is essential for building trust and credibility.

Leaders must uphold ethical standards, be consistent in their actions, and lead by example. By overcoming resistance, handling criticism constructively, and maintaining integrity, leaders can navigate challenges effectively and inspire others to follow their lead.

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Trust is the bedrock of effective leadership, essential for fostering collaboration, open communication, and a positive work environment. When team members trust their leaders, they are more likely to be engaged, motivated, and committed to achieving shared goals.

Trust enables leaders to make difficult decisions with confidence, knowing that their intentions and integrity are unquestioned. Moreover, trust encourages transparency and honesty, building strong, enduring relationships that are crucial for long-term success.

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BUILDING TRUST AND CREDIBILITY

Communication: Foster open and transparent communication with your team. Regularly update them on important matters, encourage feedback, and actively listen to their concerns.

Consistency: Demonstrate consistency in your actions, decisions, and behaviors. Consistency builds predictability and reliability, key elements in earning trust.

Integrity: Lead with honesty, integrity, and ethical behavior. Be true to your word, admit mistakes when they occur, and uphold high moral standards.

Empathy: Show empathy and understanding towards your team members. Take the time to understand their perspectives, feelings, and challenges, and provide support when needed.

Accountability: Hold yourself and others accountable for their actions and commitments. By taking responsibility for mistakes and delivering on promises, you reinforce trustworthiness.

Competence: Continuously develop and demonstrate your competence in your role. Show expertise, make informed decisions, and provide guidance based on knowledge and experience.

Respect: Treat everyone with respect and dignity, regardless of their position or background. Respectful behavior fosters a positive and inclusive environment where trust can thrive.

Empowerment: Empower your team by delegating authority, giving them autonomy, and trusting them to make decisions. This shows confidence in their abilities and encourages ownership.

Transparency: Be transparent about your intentions, goals, and decision-making processes. Transparency builds trust by reducing uncertainty and creating a culture of honesty.

Follow-through: Follow through on your commitments and promises. By consistently delivering results and meeting expectations, you build credibility and reliability

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Examples of Trust-Building Actions

- Sharing Information
- Seeking Input
- Keeping Promises
- Admitting Mistakes
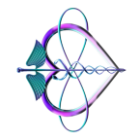- Providing Recognition
- Being Consistent

Which traits do you consider most essential for influential leadership:

Integrity

Empathy

Strategic Vision

Adaptability

Effective communication is paramount in leadership, serving as a linchpin for success in various aspects. One crucial component of effective communication is listening skills. Leaders who actively listen to their team members demonstrate respect and empathy, fostering trust and understanding. By listening attentively, leaders gain valuable insights, identify issues, and make more informed decisions.

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EMOTIONAL INTELLIGENCE

Emotional Intelligence (EI) plays a crucial role in leadership, as it enables leaders to understand and manage their own emotions, as well as those of others. Leaders with high EI are better able to inspire and motivate their teams, build strong relationships, and navigate complex social dynamics. They are also more adept at resolving conflicts, communicating effectively, and making sound decisions.

Developing EI skills is essential for leaders looking to enhance their effectiveness. This can be achieved through self-reflection, mindfulness practices, and seeking feedback from others. Developing empathy, emotional self-control, and effective communication are key components of EI development.

Additionally, leaders can benefit from learning to recognize and manage stress, as well as developing a positive outlook and resilience in the face of challenges.By developing their EI skills, leaders can enhance their ability to lead effectively, build trust and rapport with their teams, and create a positive and productive work environment.

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Foundational Components of Leadership

Leadership means providing purpose, direction, and motivation to your team – empowering them to exceed their commitment to the business

Values

[Be]

Integrity

Stewardship

Commitment

Respect

Loyalty

Trust

Competencies

[Know]

Business Acumen

Thought Leadership

Analytical Rigor

Talent Development

Lean Mindset

Behaviors

[Do]

Accountable

Customer Centric

Transparent & Honest

Inspect What We Expect

Own Decisions

No Blame Fixing

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Development Model

Set Expectations	Identify Gaps	Measure Results
Foundation	**Feedback**	**Friction**

We should focus on influencing leaders within while also seeking to bring in accomplished leaders from the outside.

Foundation
- Communicate the vision
- Define expected behavior
- Explain consequences of deficiency

Feedback
- Self-assessment
- 360-degree tools
- Performance reviews

Friction
- Manager involvement
- Constructive contention
- SMART goal setting

*Leadership does not come by virtue of position/title
*Leadership is a developed behavior

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Leadership Philosophy Overview

Leadership Philosophy Content

How to Develop a Leadership Philosophy

How to Deploy a Leadership Philosophy

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My primary role as a leader is to influence others by providing purpose, direction, and motivation…

What is Believe

What is Expect

I believe in the power of the team and surrounding myself with people who want to achieve more on a daily basis.

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...while accomplishing our company's goals, improving our organization, and helping the members of our team reach their full potential.

What may be Expect
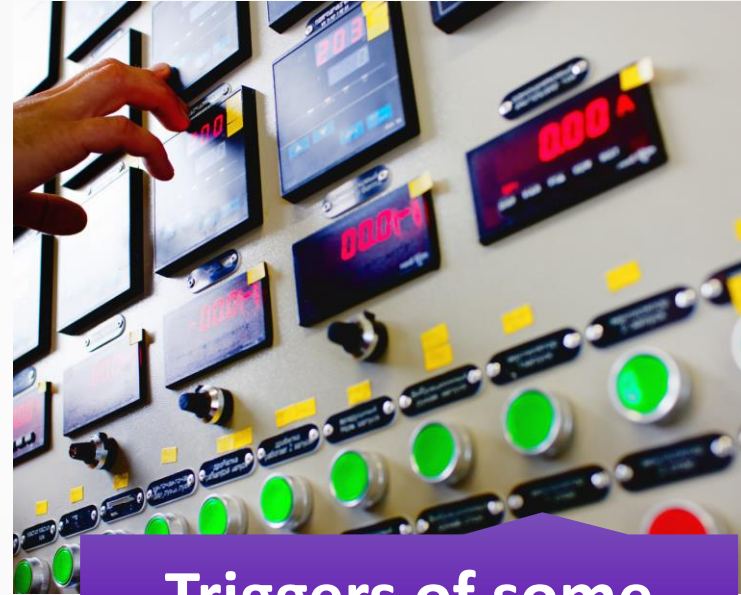
Triggers of some Leaders

I believe people want to be a part of something larger than themselves – and for their work to have meaning.

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Do you think **_trust and credibility_** are more important than [authority](#) in leadership influence?

YES

NO

NOT SURE
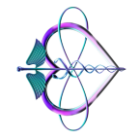
EMPOWERING OTHERS

Delegating authority is crucial for effective leadership as it allows leaders to focus on high-level tasks, while empowering their team members to take on more responsibility and develop new skills. By delegating tasks, leaders can encourage the growth and development of their team members, providing them with opportunities to learn and expand their capabilities.

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THE RIPPLE EFFECT OF INFLUENCE
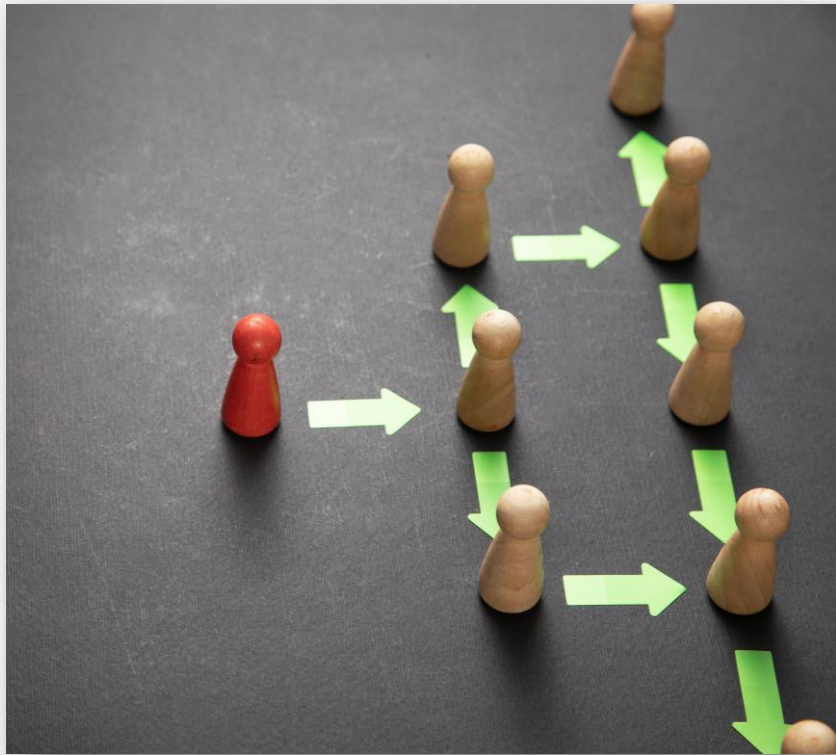
Leadership influence spreads through direct interactions within the organization and beyond, inspiring positive change. Leaders set examples for their teams, influencing behavior and fostering a culture of excellence. They also influence other leaders, collaborate, and share best practices, amplifying their impact.

Understanding Key Components in Influencing Leadership

Various Types of Influences

Traits of Influential Leaders | Examples of Influential Leaders

Building Trust And Credibility

Communication Skills

Emotional Intelligence

Influencing Strategies

Empowering Others

The Ripple Effect of Influence

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Continual Education Resources
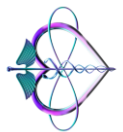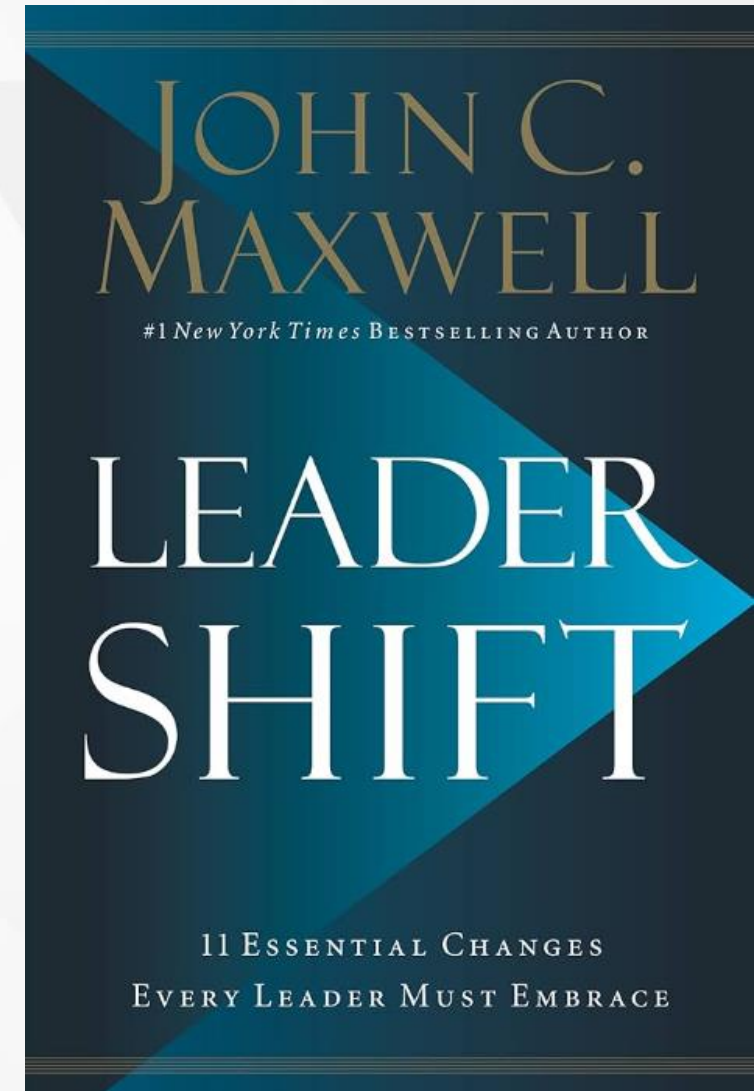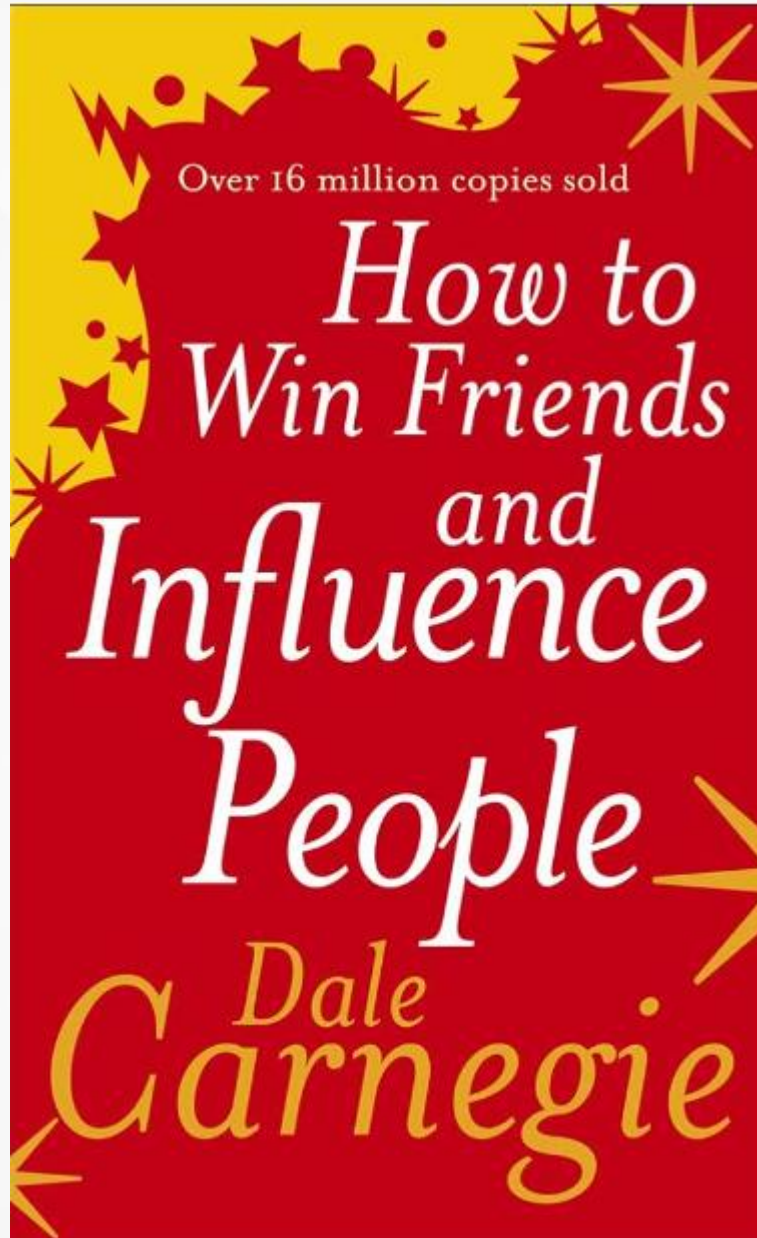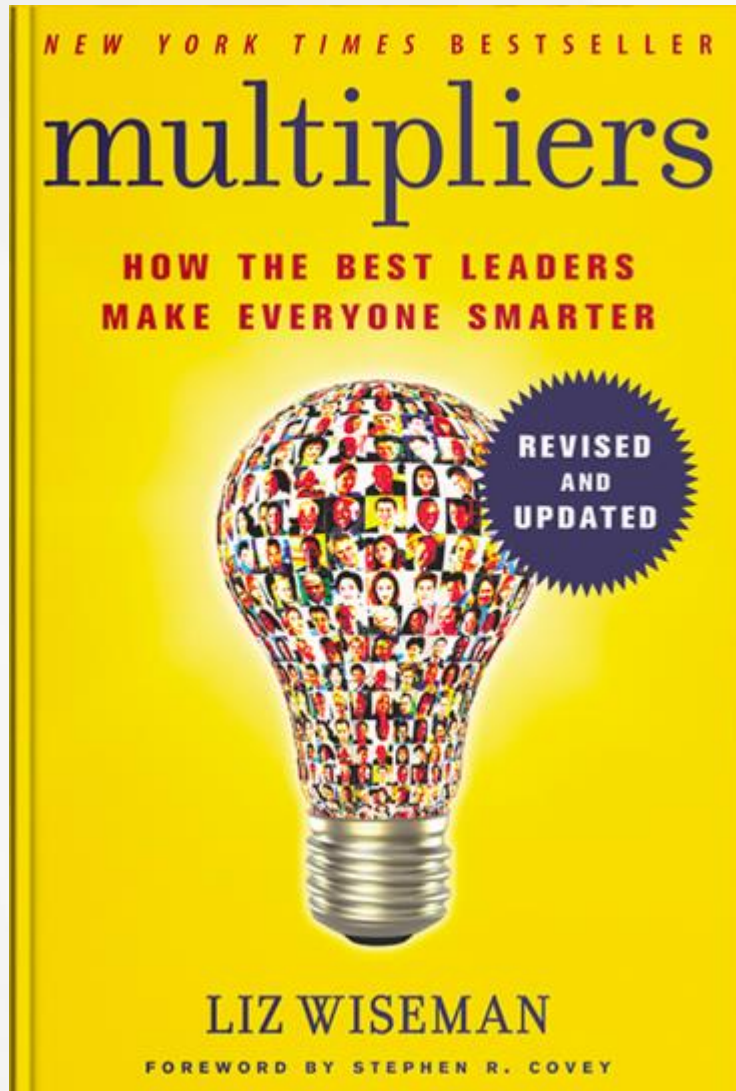
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Questions?

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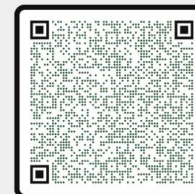
Online

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CPMA REVIEW SESSION

zoom

May 04, 2024

11:00 AM - 4:00 PM CST

$107.00 | 5 CEUs | CPMA/Core A

kmvmw@jmcipro.com

Lecturer:

Kimberly Jolivette Williams

CPCO, CPC, CPB, **CPMA**, CPC-I, CANPC, CCC, CEMC AAPC Fellow, and Approved PMCC Instructor

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JOIN NOW!!

CPMA Review Session will cover:

- **Compliance and Regulatory Guidelines**
- **Medical Records Documentation**
- **Audit Scope Methodologies**
- **Hydration & Chemotherapy Scenarios**
- **Coding Principles/Guidelines**
- **Risk Analysis and Communication**
- **CPMA Mock Exam**
- **CPMA Q&As**
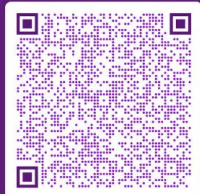
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CERTIFIED HEALTHCARE COMPLIANCE OFFICER REVIEW SESSION

Design to facilitate knowledge of the compliance arena and/or prepare you for potential success on the AAPC Certified Professional Compliance Officer (CPCO) Certification Exam.

May 18th, 2024
11:00 AM CST - 3:00 PM CST

$107.00

4 CEUs

INSTRUCTOR

Kimberly Jolivette Williams

CPCO, CPC, CPB, CPMA, CPC-I, CANPC, CCC, CEMC AAPC Fellow, and Approved Instructor

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thank you

IT'S MY HONOR TO SERVE!!!