



Behavioral Based Leadership for Physicians

Lead to the One by Understanding the Origins of Human Behavior

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Objectives

Learn

Learn methods to
lead to the one

Enhance

Enhance interoffice
team dynamics

Identify

Identify techniques
to dissect natural
human internal drive

What is Leadership?

- “THE ONLY DEFINITION OF A LEADER IS SOMEONE WHO HAS FOLLOWERS.” – PETER DRUCKER
- “LEADERSHIP IS INFLUENCE – NOTHING MORE, NOTHING LESS.” – JOHN C. MAXWELL
- “LEADERSHIP IS THE ART OF GETTING SOMEONE ELSE TO DO SOMETHING YOU WANT DONE BECAUSE HE WANTS TO DO IT.” — DWIGHT D. EISENHOWER
- “GREAT LEADERS ARE ALMOST ALWAYS GREAT SIMPLIFIERS, WHO CAN CUT THROUGH ARGUMENT, DEBATE, AND DOUBT TO OFFER A SOLUTION EVERYBODY CAN UNDERSTAND.” — GENERAL COLIN POWELL

Common Leadership Traits

Honesty and
integrity

Confidence

Inspire others

Commitment
and passion

Good
communicator

Decision
making
capabilities

Accountability

Delegation
and
empowerment

Creativity and
innovation

Empathy

Resilience

Emotional
intelligence

Humility

Transparency

Vision and
purpose

“15 Leadership Qualities That Make Good Leaders” Sarmad Hasan

Leadership Resources



15,000 Books



880 articles in 1 google search



100s of Leadership Certificates



Endless Workshops

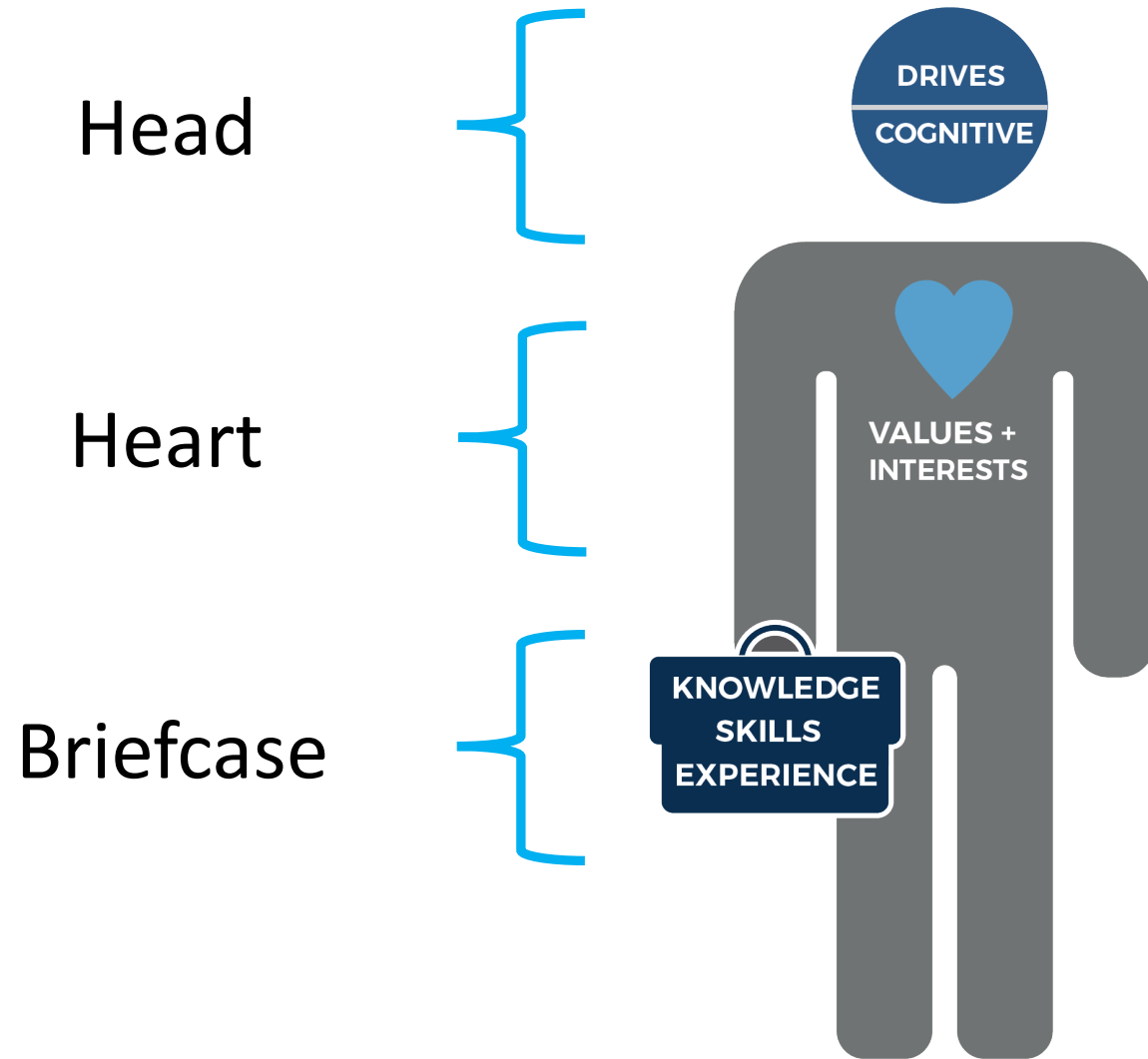
Value of Behavioral Data

- Create Awareness of Self and Others
- Improve Communication and Interaction
- Define Expectations
- Develop Clarity
- Excel at Leadership

VALUE OF BEHAVIORAL DATA



OBSERVATION VS. DATA



The Whole
Person
Shows Up

THE WHOLE PERSON

DRIVES, NEEDS, BEHAVIORS

Natural Drives

Learned/Adapted

Cultural Expectations

Expectations of Others

Habits

Emotions

Impaired

Mental Illness

Crisis

Fear



WHY DO PEOPLE BEHAVE THE WAY THEY DO?

PEOPLE HAVE
DRIVES

DRIVES CREATE
NEEDS

RESPONSE TO NEEDS:
BEHAVIORS

You're
guessing at
these

If you only
see these

THE WHOLE PERSON



Behavioral Assessments

DISC

Myers Briggs

Hogan

AcuMax Index

Predictive Index



Fact-based relationship building

COLLECTING DATA



THE PREDICTIVE INDEX – Behavioral Assessment

DOMINANCE

The drive to exert one's influence on people or events

A

EXTRAVERSION

The drive for social interaction with other people

B

PATIENCE

The drive for consistency and stability

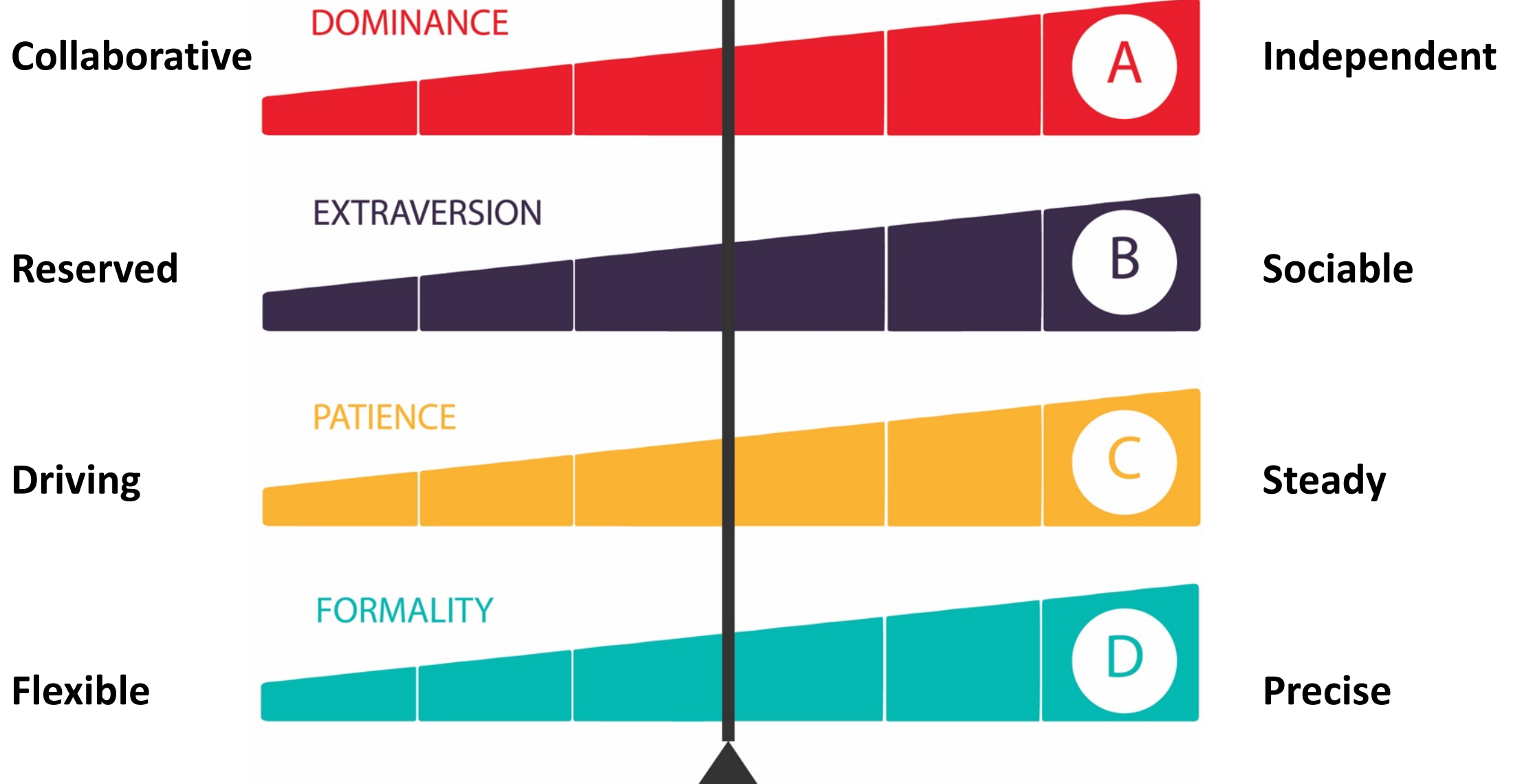
C

FORMALITY

The drive to conform to rules and structure

D

THE 4 DRIVES



THE INTENSITY OF THE DRIVES

Task Focused	People Focused
Communication	
Proactive	Responsive
Response to pressure and listening	
Comfortable with Risk	Cautious with Risk
Decision making	
Quick to Connect	Takes Time to Connect
Connect with others	
Informal	Formal
Casual with the Rules	Careful with the Rules

BEHAVIORAL RESPONSE

Adaptation

When can it help?

- Situationally
- Seasonally

When can it hinder?

- Occupationally
- Chronic

IS ADAPTING GOOD OR BAD?

What is the potential workplace impact when others have opposite drives (or similar drives)?

ANALYSIS

What is the potential workplace impact when others have opposite drives (or similar drives)?

ANALYSIS



Office
Manager

Front
Desk

Nurse

Medical
Assistant

ANALYSIS

1. Awareness

- Get to know yourself better.
 - How do you lead?
 - What are your strengths?
 - What are blind spots?
 - Where can you stretch?
- Find time to meet with your team and learn more about them.

2. Interaction With Others

- Reflect positive and negative on your interactions
- Do the same with interactions with the team
- Use the data – eliminates the drama

3. Expectations

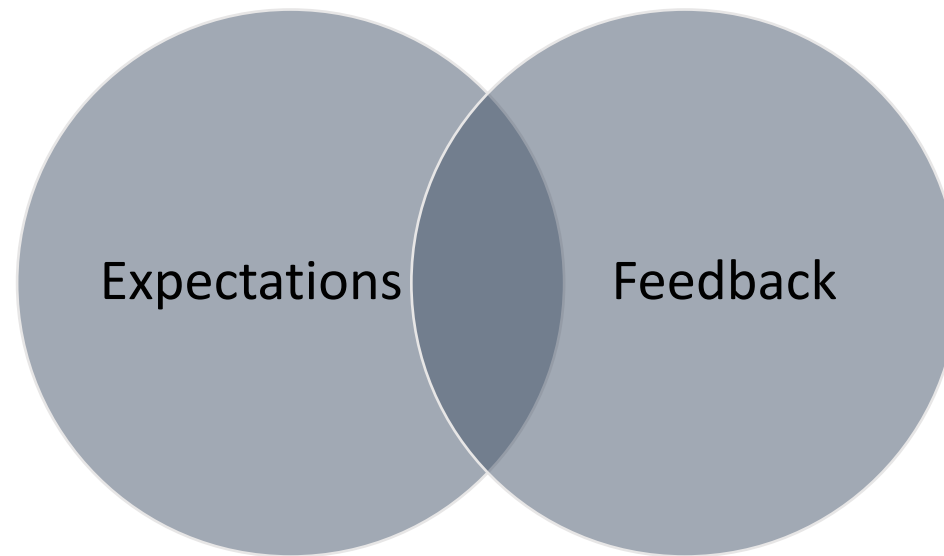
- How does knowing this information change my expectations of myself and the people I am around?
- Example: Do I have unfair expectations of myself, or does my data reveal that I am more capable than I thought? Are my expectations of those around me fair?

The greatest source of frustration is an unmet expectation.

EXPECTATIONS

4. Clarity

- Clarity comes at the intersection of expectations and feedback.



5. Leadership Development

- Based on the information I now have; how will it change the way I lead?

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Thank
You

IN2GREAT

DISCUSSION