

EFFECTIVE LEADERSHIP
A BASIC FACTOR IN QUALITY OF LIFE AND CARE AND
HIGH SATISFACTION LEVELS AMONG RESIDENTS, THEIR FAMILIES
AND EMPLOYEES

Sara V. Sinclair, RN, CNHA, Fellow of ACHCA

Source used to develop this chart: Maxwell, John C., *Talent is Never Enough*, published 2007.

Talent + answers to the following questions: Why are we here? Who do we serve? How will we be when successful? What do we stand for? How will we use our gifts and talents to serve? + The right choices = success!

What are the right choices?

- Believing in ourselves, in what we are doing, and in our mission
- Passion---it's contagious you know! **YOU ARE THE ROLE MODEL! YOU ARE THE PERSON YOUR EMPLOYEES, RESIDENTS AND THEIR FAMILIES LOOK TO AND EMULATE!**
- Knowing our prime customers---residents, their families, our employees
- Knowing our priorities
- A persistent willingness to work for what we want
- Focus on results
- Being prepared---educated, trained, organized
- Being willing to practice and develop
- Patience, perseverance
- Doing the right things, even when it is easier to do the wrong things
- Binding ourselves (emotionally, intellectually, physically and spiritually) to our mission, values and goals---to those we serve---our prime customers
- Never giving up
- Being courageous---willing to take risks
- Being teachable
- Avoiding excessive pride (comes from feelings of superiority)
- Having character---self-discipline, core values, sense of identity, integrity
- Building positive relationships---this is the core of our work
- Taking responsibility (our culture overvalues talent and under values responsibility) beyond ourselves by serving others
- Avoiding placement of blame
- Finishing what we start
- Never forgetting others are depending on us
- Building trust by doing the things listed above
- Teamwork built on trust and clear goals and expectations is what we need to achieve quality of life and care and high levels of satisfaction in our facilities. It divides the effort and multiplies the effect---SYNERGY and COMMUNITY RESULT

ONCE YOU HAVE TEAMWORK, BUILT ON TRUST, CLEAR GOALS AND CLEAR EXPECTATIONS, YOU ARE ON YOUR WAY TO CONSISTENT QUALITY OF LIFE AND CARE

