



# Chamber of Commerce – Leadership Presentation

August 23, 2024

# Connect to Purpose



[https://www.youtube.com/watch?v=cDDWvj\\_q-o8](https://www.youtube.com/watch?v=cDDWvj_q-o8)

# Mission Statement



“Above all else, we are committed to the care and improvement of human life.”

# Personal Mission

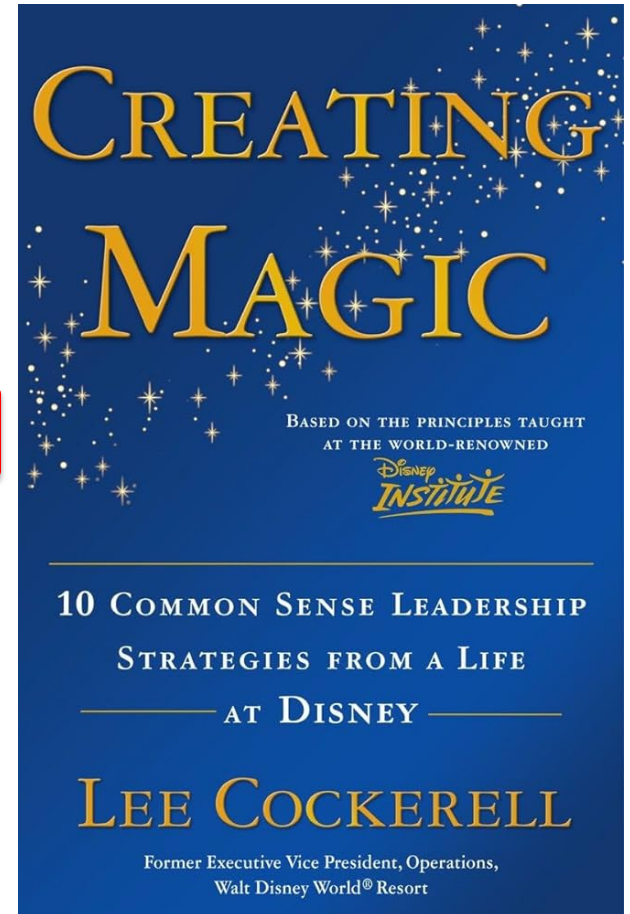


1. Be the hospital where employees want to work.
2. Be the hospital where physicians want to practice.
3. Be the hospital where patients want to receive care.

# Creating Magic



1. Remember, everyone is important
2. Break the Mold (change)
3. Make your people your brand
4. Create Magic through training/development
5. Eliminate Hassles
6. Learn the Truth
7. Appreciation, Recognition, Encouragement
8. Stay ahead of the pack (lifelong learning)
9. Be careful what you say and do
10. Develop character



# Everyone is Important

- We are all in the people business.
- We are all caregivers.
- We are all cast members.
- We all play a role.
- “People will not remember what you said, but they will remember how you made them feel.”

# Make your people your brand



- Core Principles

- You may not compete on size but you can always compete on experience.
- “If you want your employees to deliver excellent service, you’d better provide them with excellent leadership.”
- “People who say they had a memorable experience with a cast member invariably give an excellent rating and they are also far more likely to return on their next vacation.”

# Appreciate, Recognize, Encourage

- RAVE
  - Respect, appreciate and value everyone
- Everyone wants to be recognized.
- “Be curious, not judgmental.” – Ted Lasso
- Lagniappe



# Is it really magic?



# Conclusion



“Taking on a challenge (Leadership) is a lot like riding a horse, If you’re comfortable while doing it, you’re probably doing it wrong.”

Ted Lasso



# Discussion