



# CCS in the era of Stellar Leadership

Presented by:

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Altarum



- What do I do about staff who are resistant to CCS?
- How do I get staff to stay?

# Build Relationships

- Listen first
- Demonstrate respect
- Right wrongs
- Show loyalty



A man in a dark suit, light blue shirt, and red tie is pointing his right index finger towards a digital interface. The interface consists of four square icons arranged vertically, each with a corresponding text label to its right. The top icon is a square with a white outline. The second icon is a square with a white outline. The third icon is a square with a white outline and a glowing white hand cursor pointing at it. The bottom icon is a square with a white outline. The background is a solid light blue color.

**Skills**

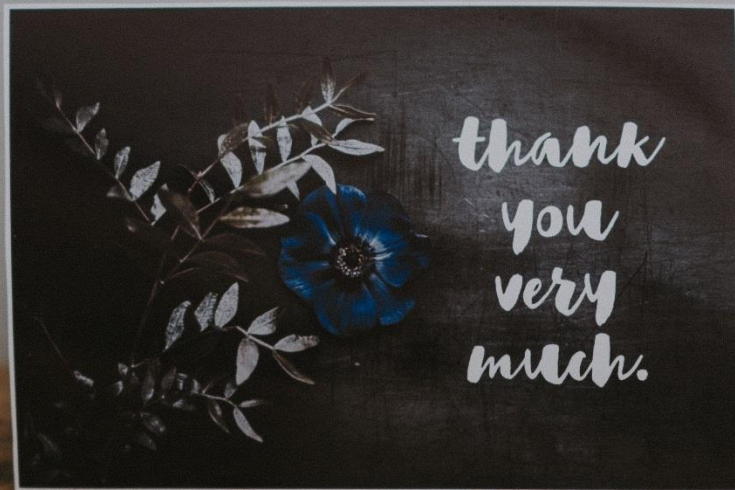
**Personal Development**

**Knowledge**

**Talents**



# Show Appreciation







51% of U.S.  
employees say they  
are actively looking  
for a new job or  
watching for  
openings.



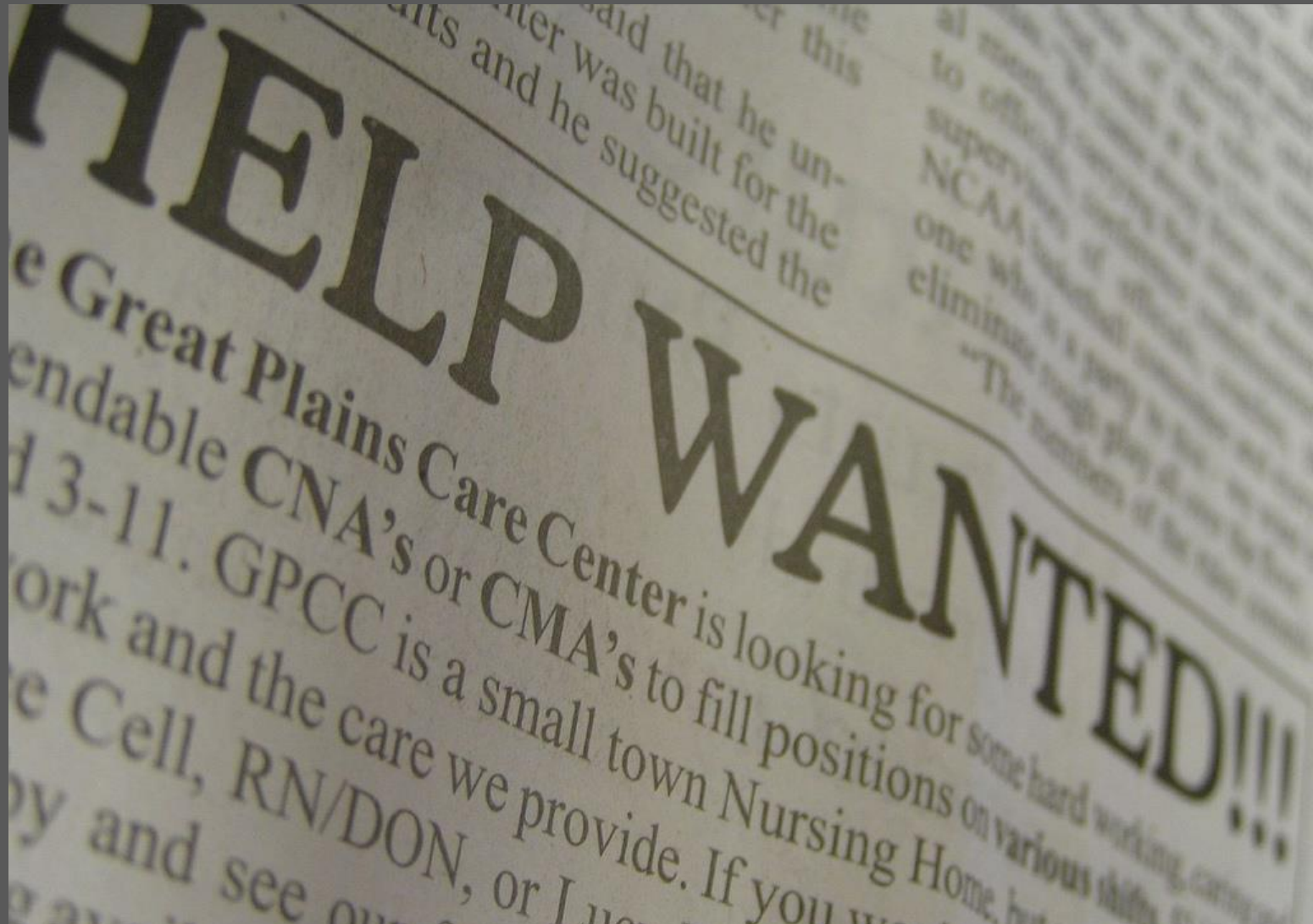


60% of employees say the ability to do what they do best in a role is 'very important' to them.



# Hire for your Culture

- Share expectations
- Highlight soft skills
- Design a test





Foster Buy-In:  
Give them a  
Compelling  
Purpose



# Gallup-How to Transform your workplace

Change from a culture of “paycheck” to a culture of “purpose.”



“Leadership is communicating to people their worth and potential so clearly that they come to see it in themselves.”

Stephen R. Covey

Give People  
a Role





Give Flexibility





# Give and Get Feedback

“So many leaders have serious blind spots they never come to grips with because no one knows how to give them feedback. People are too fearful of rupturing a relationship or having their personal future compromised by “taking on” their boss.”





# Give and Get Feedback

Acknowledge it-Thank the person who gave it to you

Balance the feedback with the “larger picture”

Consider the source, your own values and other feedback you’ve received

Look for patterns, if you see a pattern, consider the action to take

As a leader, you may have access to more information than the person giving the feedback, or you may have a different point of view

# Generational Insights



- Millennials will soon be 50% of the workforce
- Millennials are much more willing to change jobs, every 3 years on average
- Millennials will likely quit a job with sub-standard technology and are influenced by a company's workplace tech when deciding to take a job.



# Gallup-How to Transform your workplace

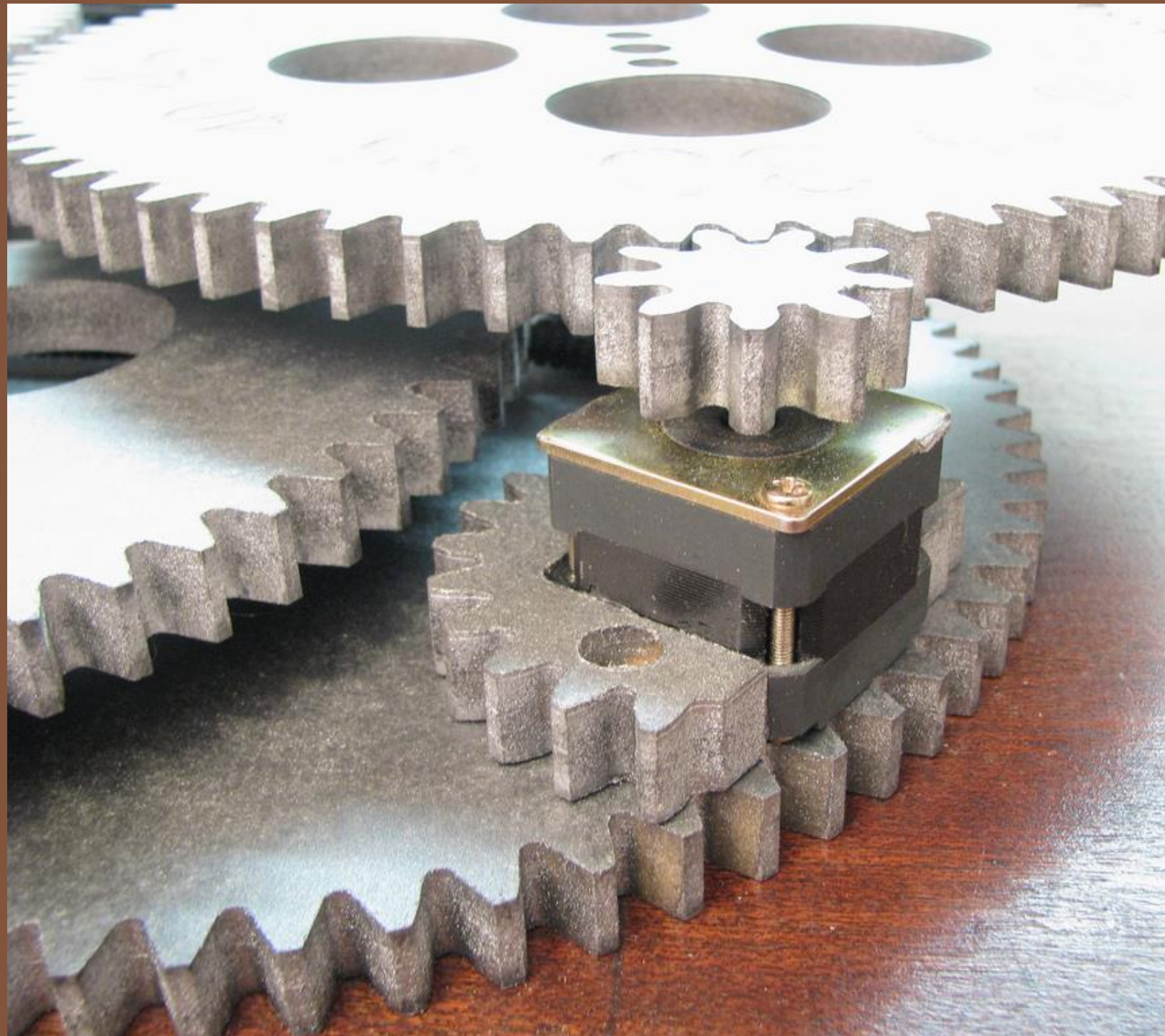
Switch from a culture of “employee satisfaction” — which only measures things like how much workers like their perks and benefits — to a “coaching culture.”

# Gallup-How to Transform your workplace

Require all employees to take an assessment so your organization recognizes each individual by their God-given strengths. Institute a leadership philosophy of developing strengths versus fixing weaknesses.



# Align Systems



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“The devil is in the details. Success is in the systems.”

J.W. Marriott, Jr.

# Align Systems

“Systems will override rhetoric every day of the week.”

Stephen R. Covey



**#1**

Do something



SOLUTIONS THAT MATTER. HEALTH CARE THAT WORKS.

# Questions & Discussion







Thank  
You