

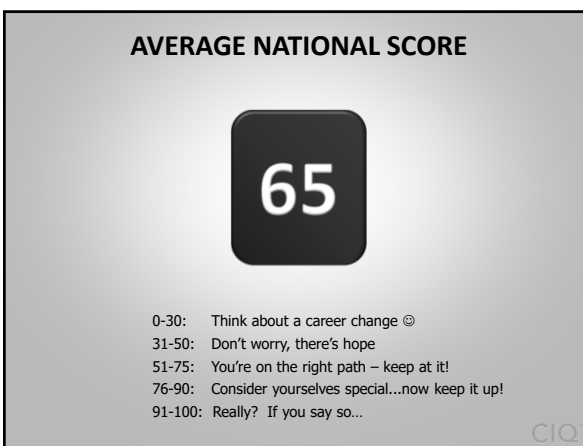
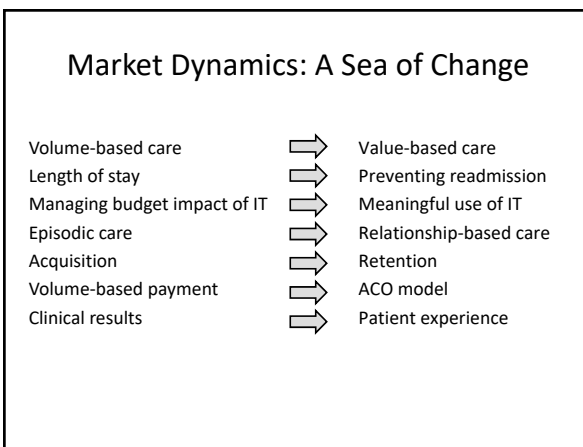
Leading Change by
Changing How You
Lead





Leading Change by Changing How You Lead

Patients Come Second



Mission, Vision, Values

8 OUR CORE VALUES ARE DEEPLY INTEGRATED INTO OUR DECISION-MAKING PROCESS



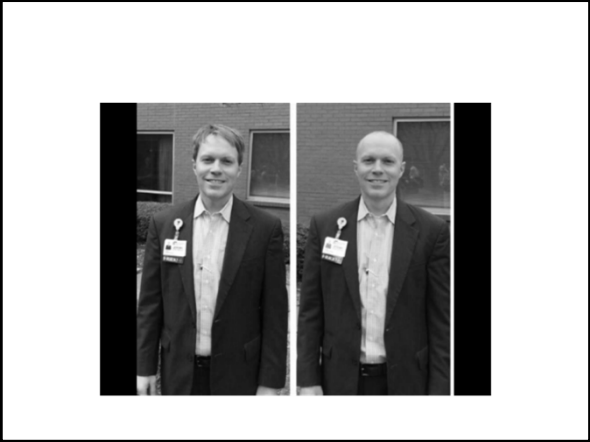
It's Not About the Nail

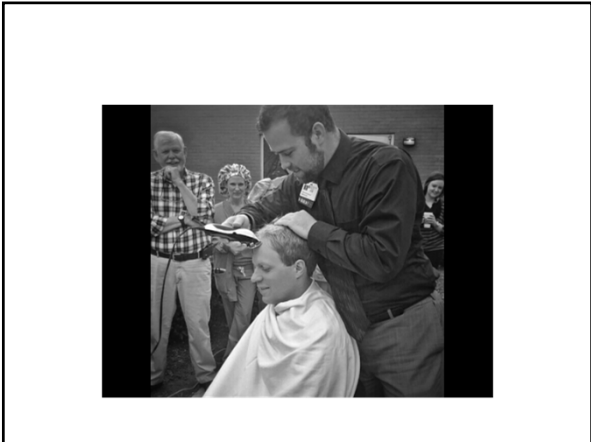


7 WE HAVE FUN AT WORK



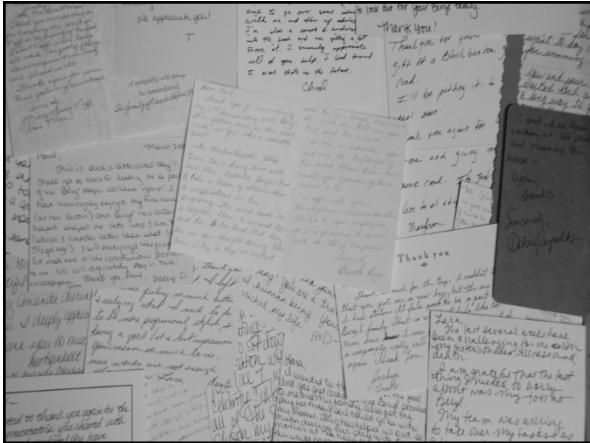
Getting in the Dunk Tank





Do We Really Care?

7 WE HAVE A SYSTEM IN PLACE TO SHOW THAT WE CARE ABOUT THE PERSONAL LIVES OF EMPLOYEES



Outside the Four Walls

7 OUR EMPLOYEES GET PERSONALLY INVOLVED IN OUR COMMUNITY SERVICE ACTIVITIES



Hiring for Fit

7 WE HIRE FOR FIT, IN ADDITION TO SKILL

CIQ

No Whiners, Losers or Jerks

5 WE QUICKLY AND APPROPRIATELY MOVE THE WRONG PEOPLE OUT OF THE ORGANIZATION

CIQ

Do the Math

7 WE REGULARLY MEASURE EMPLOYEE ENGAGEMENT, CREATE ACTION PLANS AND COMMUNICATE RESULTS

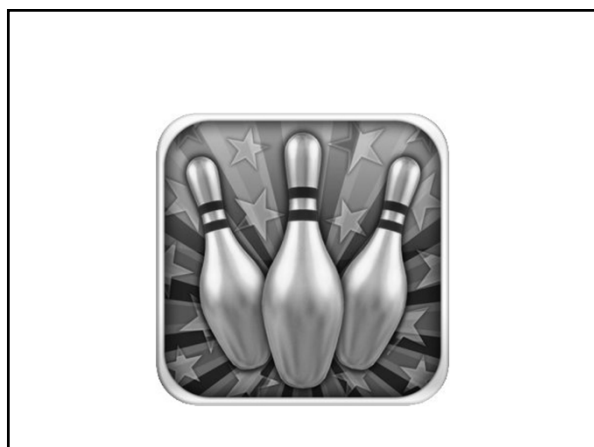
CIQ

It Ain't About the Money

6 WE HAVE A ROBUST REWARD AND RECOGNITION PROGRAM

CIQ





We're Teachers

7 WE REGULARLY
DEMONSTRATE OUR
COMMITMENT TO
GROWING AND
TRAINING OUR
EMPLOYEES

CIQ



Purpose

7 OUR EMPLOYEES FEEL LIKE THEY ARE HERE FOR A PURPOSE BEYOND JUST THEIR JOB

CIQ

How Do We Do this?

A large, solid black square that fills most of the lower half of the slide.

10 Takeaways

- Top Ten Takeaways**
1. Find a Purpose and Meaning
 2. Know Yourself
 3. Imagine How Good it Could Be
 4. Find the Winners, Workers and Goofs
 5. Love Your Team
 6. Weed the Garden!
 7. Keep Score
 8. Celebrate Your Small and Big Accomplishments
 9. Inspire Others
 10. Repeat

Contact

Take the Test

Patientscomesecond.com

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