

Leadership, Personality, and Development





What is a Type A Personality?

Type As are known for being highly organized, analytical, rule-following, and ambitious. They have a Hermione Granger vibe, where everything must be just-so, and that hyper-focus on success drives them. These are people who are hugely productive and tend to thrive in the systems they choose to occupy, moving through goals like they're on the escalator of life.

That said, Dr. Friedman and Dr. Rosenman also characterized these high-achieving folks as impatient, easily irritable, and (oof) hostile.

-Mary Grace Garris, Well and Good



"People who are type A tend to be great at keeping details together, dialing in on logistics, and managing large groups of people. As such, they make great entrepreneurs, analysts, and leaders in any office setting."

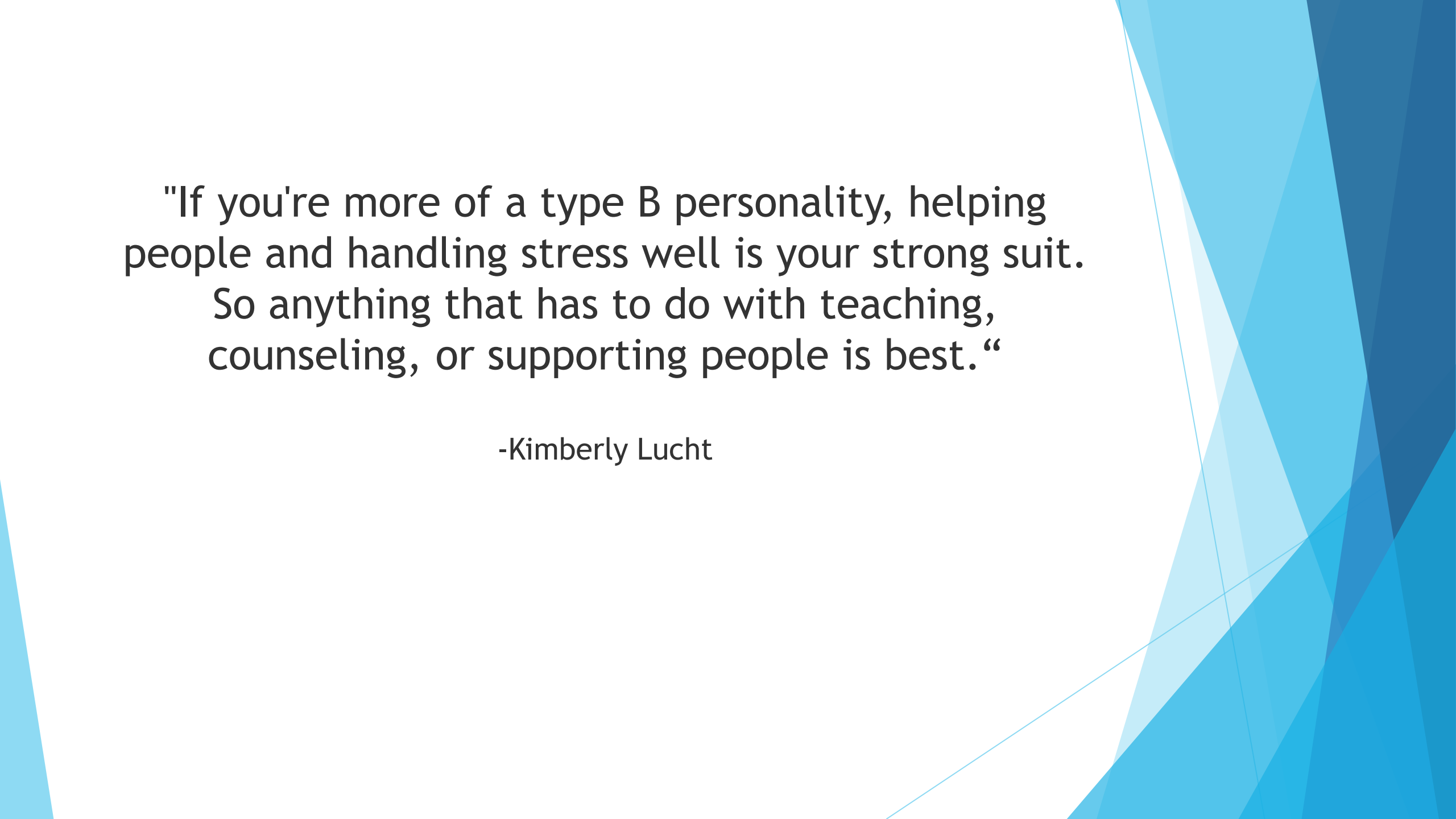
-Kimberly Lucht, Life and Career Coach

What is a Type B Personality?



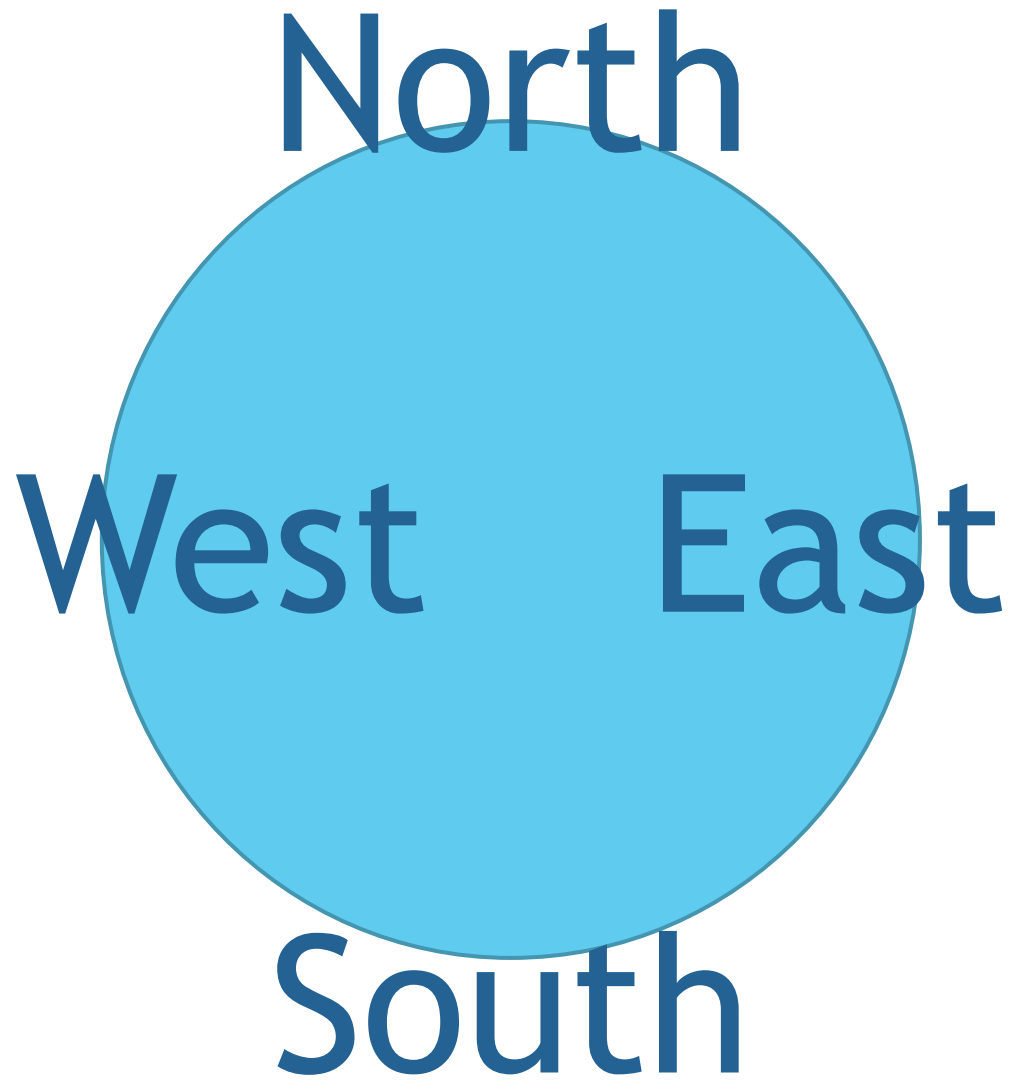
While Type B behavior patterns feel less clearly defined than Type As, a large asset of theirs is an inherent malleability. "People with type B personalities take a more relaxed and easygoing approach to things. They tend to be flexible and adapt well in situations." Type Bs rarely fear newer ways of thinking and doing, and they have strong artistic sensibilities. But while they're even-tempered and patient with others, they're often prone to procrastination.

-Mary Grace Garris, Well and Good

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"If you're more of a type B personality, helping people and handling stress well is your strong suit. So anything that has to do with teaching, counseling, or supporting people is best."

-Kimberly Lucht

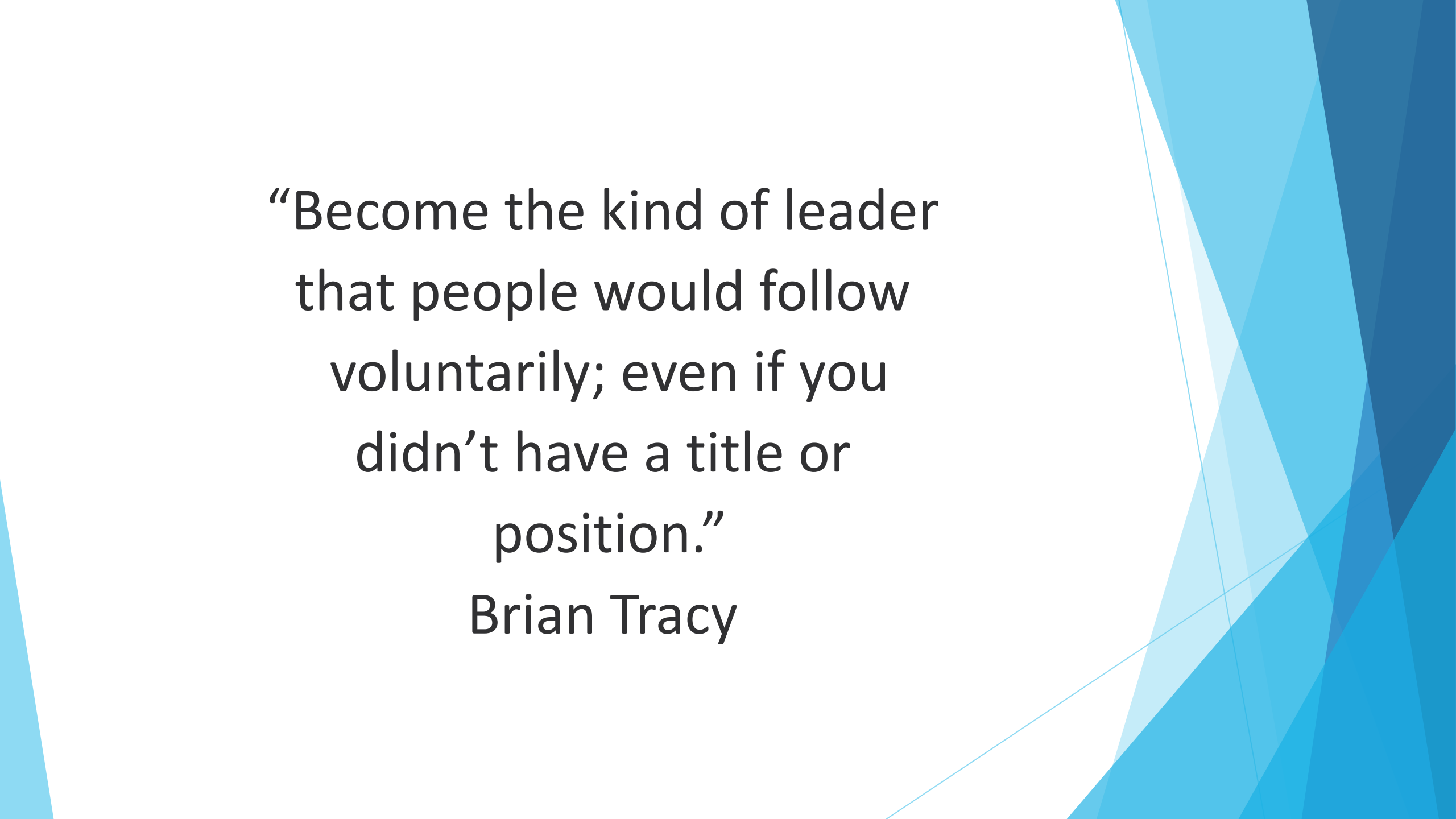


GOOD
LEADER

VS

BAD
LEADER

Are you leading by
example?

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“Become the kind of leader
that people would follow
voluntarily; even if you
didn’t have a title or
position.”

Brian Tracy

Everyone wants to work
for a good, dynamic,
leading company.

However, reality is that
good people work for
good people!

Great Leadership

- ▶ Adapts to the needs of others
 - ▶ Engages and empowers associates
 - ▶ Promotes excellent communication
 - ▶ Educates and sets expectations
 - ▶ Motivates a team to work toward and achieve a common goal
- Increases staff retention
 - Improves staff morale
 - Improves employee interactions with residents, families, co-workers
 - Increases resident retention resulting in increased occupancy
 - Increases associate, resident, and family satisfaction



“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

— Maya Angelou

Poor Leadership

- ▶ Leads to uncertainty
 - ▶ Leads to lack of engagement and motivation
 - ▶ Expectations are not clear
 - ▶ Team is not unified in reaching common goals
 - ▶ Lack of communication
 - ▶ Non-responsive
- Low staff morale
 - Staff turnover
 - Frustration and/or negativity in interactions with co-workers, families, and possibly even residents
 - Low resident and family satisfaction
 - Resident turnover due to low satisfaction resulting in decreased occupancy

Are you training the next leader?

Are you training your
replacement?

Are you a thoughtful mentor?

People are learning from you whether you make it intentional
or not.

Where do we find
excellent leaders?



Your Organization!



Leadership development from within your organization creates increased long-term employee retention, tenured and loyal employees, trust, motivation, aspiration, desired organization culture, and helps you become an employer of choice.



Growing leaders from within can also reduce onboarding and training costs associated with recruiting and hiring.



Promoting current employees helps maintain continuity of culture and positive atmosphere resulting in continued resident and family satisfaction.

How do we identify internal talent?

- ▶ Promote and maintain open and honest dialogue with associates at all levels
- ▶ Utilize 30/60/90 day and stay interviews to not only provide feedback but to also ask about career aspirations
- ▶ Be present - observe your associates, engage them, become a mentor
- ▶ Utilize tools such as career maps to help identify associates' interests, short term and long-term goals, the commitments/efforts the associate is willing to put forth, and how they can achieve those goals - you may be surprised
- ▶ Delegate and give stretch assignments - challenge your associates and observe their efforts and outcomes

Do you have a Career Map?

- What are your associates' career goals?
- How quickly will it take them to get there?
- What are you willing to invest?
- What are they willing to invest?
- What are the barriers to them reaching the goal and how can you help them remove them?

CAREER MAP

LEADER: _____

PLAN YEAR: _____

- A. Consider what would give you the most career satisfaction in the next 3-5 years. Describe the work and the role, not specific positions.

3-5 Year Career Destination:

NOTE: In identifying development strategies focus on what you need to do in the next 2 years.

- B. Identify 2-4 development strategies that will help get you to your career destination over the next 2 years.

Development Strategy:

- Types of strategies include:
- Experience
 - Competency
 - Knowledge/ Skills
 - Leadership/ Emotional Intelligence

Development Strategy:

Development Strategy:

Development Strategy:

- C. What will it take in your own time, energy, and personal sacrifice to achieve your career destination?

Personal investment needed to achieve career destination:

- What potential roadblocks or limitations could keep you from implementing your strategies?

Potential roadblocks or limitations:

- D. How will you maintain your focus - what achievements can you use as short-term goals (3-12 months) to mark your progress? Think of specific actions and/or accomplishments that move you toward your goal (include goal dates)

Maintaining focus and progress:

Progress Review Dates

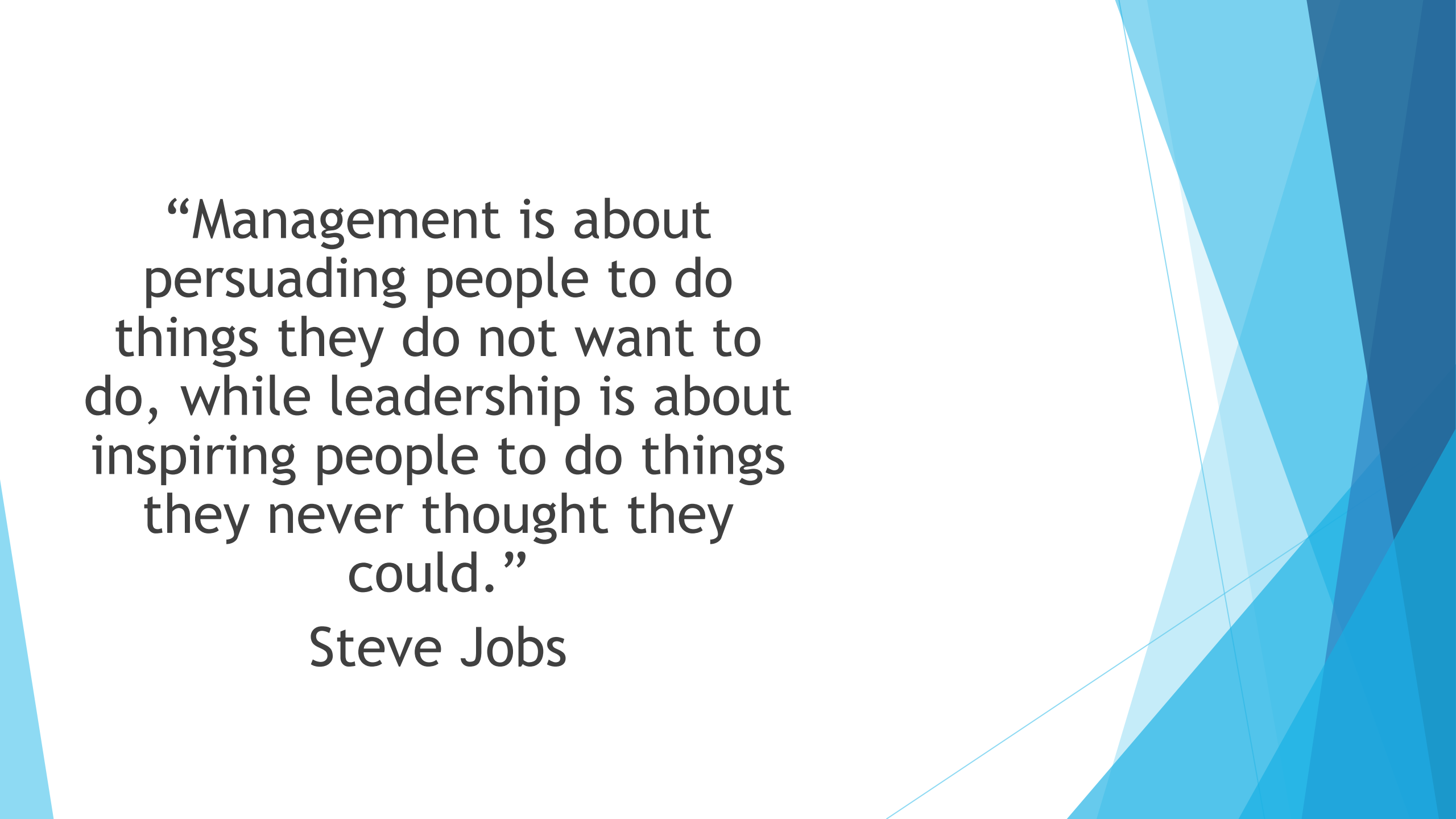
Plan Approved:

Supervisor Signature

Executive Director Signature

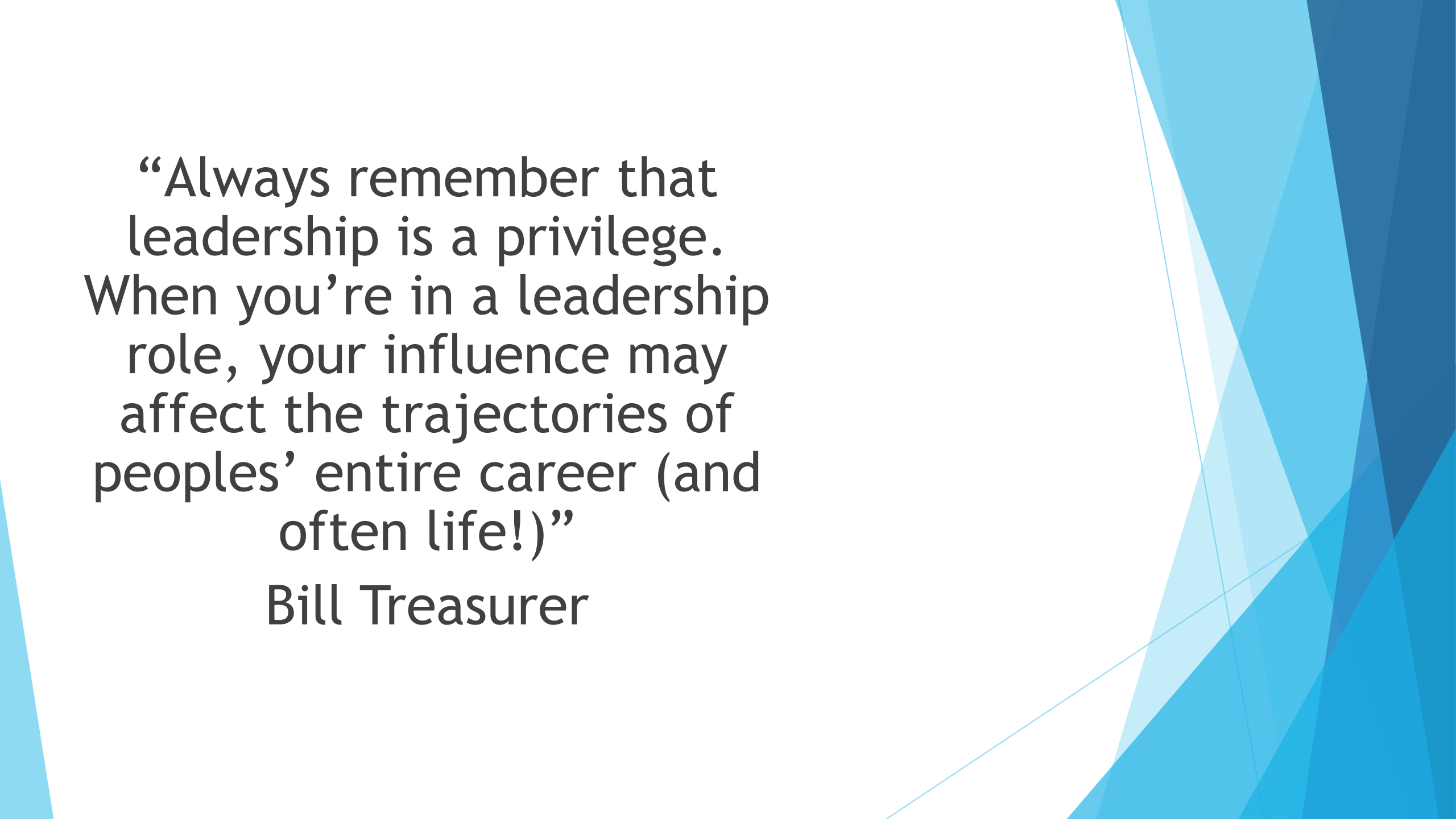
Recognition

- ▶ Don't forget to recognize your associates on achievements both great and small!
- ▶ Spotlight accomplishments and growth in the newsletter, announcing at staff meetings, or posting in breakrooms. This will continue to encourage other associates and continue to grow your organizational culture.
- ▶ Recognition for the smallest accomplishment may breed inspiration to attain the biggest goal!

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“Management is about
persuading people to do
things they do not want to
do, while leadership is about
inspiring people to do things
they never thought they
could.”

Steve Jobs

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“Always remember that leadership is a privilege. When you’re in a leadership role, your influence may affect the trajectories of peoples’ entire career (and often life!)”

Bill Treasurer