

Becoming a Loving Leader

Heather Romano
Managing Director of Staff Development/ Co-Founder: iVET360
Portland, Oregon

Summary

Often, leaders in the veterinary field feel they must be dictatorial to get the results they want from their staff. This heavy-handed approach, however, is seen by younger generations as “old-school,” abrasive, and even hostile. Leading this way now drives away some of our brightest talent, leaving us with individuals who have learned to “put up” with this kind of direction. In *Leading with Love*, we discuss how today’s veterinary professionals prefer to be communicated to, how the same principles that make our personal relationships work are also appropriate for our work relationships. Based on Joel Manby’s *Love Works*, we will discuss seven key principles of leadership, translating them into actionable concepts that you can use in your practice the moment you return. We will wrap up with a discussion of simple Rules of Engagement for Supervisors, a list of rules to help ensure a harmonious, yet productive and mutually accountable work environment.

Notes

- Gallup poll of 2 million employees: Most rate a caring boss higher than how much money they make ¹
- Millennials:
 - 12% prioritize “being wealthy” as a goal
 - 79% want a boss who is a coach or mentor ³
 - 88% prefer a collaborative environment ³
 - 90% feel their voice and opinion should matter
- All people want to be respected at work, fewer and fewer will tolerate a disrespectful environment
- When asked, “How long would you tolerate a poor supervisor before quitting?”
 - 1995: 5-10 years
 - 2014: 5-10 months
- Supervisors and managers are #1 reason people love or hate their jobs
- Leading with love will help you be the premier “employer of choice” in your area
- 4 Greek words for love:
 - Eros: lusty love
 - Philos: brotherly love
 - Storge: familial love
 - Agape love: loving behavior, not a “feeling”
- Agape love:
 - Foundation for the best relationships
 - Deliberate and unconditional
 - Can exist in most difficult environments, especially work
 - You can treat someone with agape love, even when you don’t like them personally
- It’s hard to talk about. We speak openly about business strategy, harder to talk about how to treat people
- 2 key things to remember:
 - When you don’t like someone, that is when you need to BEHAVE like you love them
 - Treat all people with love at all times
- Joel Manby: *Love Works*: Discusses 7 key words to remember for working with others
- **Patient: Self-control in difficult situations**
 - Be genuine. False praise kills credibility
 - Praise without specifics is worse than no praise at all
 - Don’t “compliment sandwich” Be upfront, honest, and kind in your criticisms
 - Don’t be patient with poor performance, be patient in how you RESPOND to it

- Think before you speak, wait for the right moment and the right words
- How can I be more PATIENT:
 - Wait until you can admonish in private. Respect their dignity, they are human, too.
 - Get to the point, be specific, get them back on track, and then never mention it again
 - Stop. Breathe. Plan, then discuss
 - Praise 3 times more than you admonish
- **Kind: Show encouragement and enthusiasm**
 - Every interaction, you can make their day better or worse. It is your obligation to make it better, and never worse
 - “Making their day better” is contagious and increases energy, effectiveness, and productivity
 - The enthusiasm of the client experience can never rise above the enthusiasm of your employees
 - Kindness is about intentionally creating and maintaining the right environment so the team can deliver an enthusiastic client experience.
 - How would employees rate **you** on kindness factors like enthusiasm, passion, and encouragement?
 - How can I be more KIND:
 - Meaningful thank-you notes to staff. Take the time to encourage
 - Meaningful thank-you notes to staff’s family
 - CEO: Chief Encouragement Office: How many employees can be CEO?
- **Trusting: Place confidence in people**
 - Trusting your team is critical to building a climate of positive morale and performance
 - Taking over projects, hoarding information, shooting down ideas, and interrupting others are signs of distrust. Tells them they are not important; that you are better than they are
 - Interruption isn’t efficient, and it isn’t just rude, it’s degrading.
 - Treating yourself differently shows disrespect and lack of trust
 - Trustful leaders must let people do their own jobs, find their own solutions, and even make occasional mistakes to learn.
 - How can I be more TRUSTING:
 - Let your team make some decisions:
 - Responsible: who is responsible, “owns” the recommendation
 - Approve: Who has to approve, “owns” the decision
 - Consult the people directly affected
 - Inform the rest of the team
 - Trust people until proven wrong
 - Be a listener, always
- **Unselfish: Think of yourself less**
 - Selfish leaders need to remind people they are in power, like to hold on to power instead of giving it away
 - Giving time and talent to develop leaders is an excellent example of being unselfish in the organization
 - Don’t become “numb” to the needs, emotions, and personal issues in employee’s lives. Listen and care.
 - Wait until you can admonish in private. Respect their dignity in your words and actions
 - Decide to decide less. If you are becoming involved in someone’s work, you have lost faith in their judgement.
 - How can I be more UNSELFISH:
 - Give your skills to make the company and world better. Give your time to others
 - Be unselfish with making decisions. Strong leaders of strong companies make fewer decisions

- Ask more questions, without your own opinions already formed, to make better decisions
- **Truthful: Define reality**
 - Create rules in meetings to get to the truth:
 - Don't shoot the messenger
 - Don't confuse disagreement with conflict (conflict happens when people take disagreement personally)
 - Don't assume others will see it your way
 - See the truth
 - Speak up
 - If we love our team, it is critical their voices are heard, opinions considered.
 - Getting the truth out ensures real decisions are made with the company and employee's best interest
 - Leaders must be held accountable for their actions, their truth.
 - Firing someone is when truth is critical, as well as love and care and compassion. Protect their dignity.
 - How can I be more TRUTHFUL:
 - Be honest, not soft, and truthful with employees
 - Firing someone should never be a surprise. If it is, you have not done your job and have not been honest
 - Speak last so as not to influence the thinking of the team. Easier to find the corporate truth when you get out of the way.
- **Forgiving: Release the grip of the grudge**
 - What was done to you doesn't matter in the end. All that matters is how you respond
 - Giving someone a second chance doesn't always work out, but consider it anyway
 - Forgiving those who wronged you or the organization releases you to focus on relationships and not anger
 - Forgiveness has a positive ripple effect that often extends far beyond our comprehension
 - How can I be more FORGIVING:
 - Forgive those who have wronged you or the practice
 - Be slow to fire and quick to forgive
 - Never say anything negative about a prior client or employee
- **Dedicated: Stick to your values in all circumstances**
 - Leader primary role: give and inspire hope. Achieved through clarity of vision, mission and values; creates financial success
 - Great leaders need to use both love and power
 - Measure BE goals and DO goals:
 - DO goals: career choice, reaching a revenue goal, growth plans, etc.
 - BE goals: What kind of person do I want to be? What kind of values do I uphold? What is my integrity when no one is watching?
 - Leaders must make difficult decisions, how they handle them separates who does and doesn't lead with love
 - It is possible to lead with love during the tough times, but it takes dedication.
 - How can I be more DEDICATED:
 - BE goals for leaders: What kind of leaders do we want? What kind of behaviors and attitudes are expected? How will they balance love with DO goals?
 - Stick to your values in all circumstances
 - Remember, love works, not EVEN in hard times, but ESPECIALLY in hard times
- How can I implement?
 - Supervisor Rules of Engagement

- Keep the rules handy (How can I be more...)
- Evaluate with love
- Same as/ More of/ Less of
- DO goals/ BE goals
- Only 10% of companies have clearly defined values. Be one of the 10%
- Leading with Love is a higher testament to one's leadership ability than fear-based, power-hungry, or back seat management

MAKE THEIR DAY BETTER. ALWAYS.

Want the handouts and forms from this presentation? Download them at <https://ivet360.com/checklists/>

References

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