



OhioHealth
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**Leadership Development
Initiative (LDI) Curriculum**

Creative Coaching: The People Part of Business

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Contact the LDI Team

E-mail: Frank.Ferris@OhioHealth.com

Frank D. Ferris, MD

The Leadership Development Initiative

Kobacker House

800 McConnell Dr

Columbus, OH, USA 43214-3463

Phone: +1 (614) 533-6299

Fax: +1 (614) 533-6200

Overview

Leadership is about relationships; it is as much about a relationship with you as with others. It requires understanding and managing your own self, and others. Understanding involves empathy, influence, inspiration, teamwork and collaboration, conflict management, communication and being able to work for change and evolution wherever you are.

Management and leadership skills are used to implement and empower those with whom we are aligned. A wise leader will diversify and strengthen the tools that promise to reap success.

Advocating for change can be challenging, and it is the privilege and the responsibility of a leader. Rick Mauer describes the three levels of resistance to change – sometimes, all are going on at the same time. These are "I don't get it", or "I don't like it", or "I don't like you."

Identifying which of the three are at play in any context suggests different remedies to use as you engage others. To advance your initiative, involve the right people.

Identifying stakeholders who can facilitate (or inhibit) change will empower the process.

Objectives

After this presentation, participants will:

1. Identify components of 'success' (self+relationships+results).
2. Discuss ways to make people part of the plan.
3. Evaluate and lead the impact of change on others.
4. Discuss the three levels of resistance; "I don't get it", or "I don't like it", or "I don't like you."
5. Engage stakeholders strategically.

Important Teaching Points

- Trust is a key component of leadership and change management.
- Once in a leadership role, it is difficult to get feedback. Ask for it.
- Identify and take responsibility for any tense relationships.
- The development of team and network requires time and quality engagement.
- When consensus is not clear, and discussion isn't helpful, the simple strategy of voting on issues can help people realize that much more consensus exists than was previously obvious.

Resources / References

1. Maurer, Rick. (2002). Why Don't You Want What I Want? Austin, TX: Bard Press.