Visible Person-Centered Leadership During a Crisis

Thursday, July 30, 2020, 11am EDT
Webinar Hosts

Dorothy Sisneros
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Webinar Logistics

– Webinar - 60 minutes

– Do you have questions or comments?
  • Type into “Chat” box
  • Click “Send”

– The program is being recorded and we will follow up tomorrow

– If you have technical problems:
  • Chat your issue in the chat box
  • Go to zoom.us and leave a message in lower right-hand corner
Webinar Objectives

• Understand the foundations of caring leadership.
• Describe the use of key behaviors of caring leadership.
• Explain 3 actions used by leaders to ensure person-centered care is visible during a crisis.
• Identify at least one new discovery as a leader during the pandemic.
Foundation – Caring Leadership and Person-Centeredness

• Caring leadership is a way of serving others who then serve caregivers and team members
• Being values-driven is foundational
• Attributes of caring leaders
  – understand self,
  – act in accordance with their personal values, and
  – know how others perceive them

Steinbinder, A. & Sisneros, D., 2020, Achieving Uncommon Results Through Caring Leadership, Nurse Leader
Challenges

• Today’s leaders face extraordinary challenges
• To be successful,
  – Leaders take action to ensure viability
  – Leaders need to be strategic, outcomes-oriented, and highly skilled in operations
  – Leaders need to be articulate, succinct, and able to communicate efficiently to get the job done
  – Leaders need to be resilient and visible

Steinbinder, A. & Sisneros, D., 2020, Achieving Uncommon Results Through Caring Leadership, Nurse Leader
Poll – Caring Leadership

• Anonymous
• Self-assess
  – All of the time: >90+%  
  – Most of the time 
  – Some of the time

Steinbinder, A. & Sisneros, D., 2020, Achieving Uncommon Results Through Caring Leadership, Nurse Leader
Key Behaviors of Caring Leaders

- Self-awareness
- Deep listening
- Curiosity
- Decisiveness
- Empathy

**KEY POINTS**

- Caring leadership can be learned and, when used consistently, becomes an effective behavior.
- Integrating self-awareness, deep listening, being curious, being empathetic, and being decisive all contribute to a leader’s ability to achieve uncommon organizational results.
- Caring leaders achieve results in different types of organizations and roles.

Steinbinder, A. & Sisneros, D., 2020, Achieving Uncommon Results Through Caring Leadership, Nurse Leader
Roundtable Overview

• Please post your questions and comments in the chat box, we will review them and interject with the questions.

• Please use the reactions at the bottom of the screen as well.
Panelists

Pam Dunley, MSN, MBA
President & CEO
Elmhurst Hospital part of Edward
Elmhurst Health System, Il

Dr. Thomas Smyth,
President & CEO
University of Maryland
St. Josephs Medical Center
Questions

1. **During the pandemic, we have all been impacted both personally and professionally.**
   – Could you both share with us what you and other members of your leadership team done in recent months to stay visible and person-centered to all staff? As a result of your presence, share some outcomes of your actions.

2. **In times of crisis, the need for empathy, caring and compassion is heightened.**
   – How have you and other leaders modeled and reinforced empathy, caring and compassion? Share a story to illustrate the effectiveness of empathy, caring and compassion.

3. **Resiliency and recovering from crisis helps each of us discover new strengths.**
   – We’ve heard people talk about the silver linings and new discoveries. What silver linings or discoveries have been evident to you and other leaders in your organization? What are you planning to incorporate in the future to continue your effectiveness?
Moving Forward

• Reflect on your interactions and outcomes of your leadership during the pandemic crisis.

• Conduct listening sessions to discover what went well and what could be improved as we prepare for continued impact.

• Discuss, with your team, a plan to proactively address opportunities.
Thank you!

Additional Resources:

• COVID-19 Free Resources: https://www.planetree.org/person-centered-pandemic-resources
• Language of Caring newsletter

For questions and more information, contact:

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