

BECOMING THE BEST LEADER BY BEING YOUR BEST SELF

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First Impressions – We ask 2 questions when we meet someone:

- ② Can I trust this person? (Are they warm?)
- ② Can I respect this person? (Are they competent?)
- ② We view warmth as more important for others but want others to see us as competent.
- ② We tend to think people can't be both.

Trust is critical: “Without trust, we don't truly collaborate; we merely coordinate or, at best, cooperate. It is trust that transforms a group of people into a team.” Stephen Covey

Advantages to an open trusting work place:

- ② Promotes staff relationships
- ② Saves time and money
- ② Increases productivity and creativity
- ② Encourages controlled risk-taking
- ② Employees are motivated, engaged and contributing ideas

To build trust:

- ② Show passion and compassion
- ② Actively listen
- ② Set direction, not details
- ② Say thank you
- ② Smile and make eye contact
- ② Use open body language and gestures
- ② Make your body language match your words

Trust affects the bottom line. The way you treat employees is the way they will treat clients. People do business with people they trust.

Listening: We listen 60% of the time but only retain 25%. When you stop talking:

- ② You build trust and influence
- ② You acquire new information
- ② You see others as individuals and allies
- ② You develop better solutions
- ② When people feel heard, they will listen
- ② Don't forget to listen to your own intuition or “gut” feeling

Impostor Syndrome: “A belief that we have been given something we didn’t earn or deserve and that at some point we’ll be exposed.”

To get over Impostor Syndrome:

- ② Recognize it
- ② Embrace positive feedback
- ② Accept that you had a role in your success
- ② Know that faking it works
- ② Use encouraging “self-talk”
- ② Have good posture and a purposeful stride
- ② Take up space, orient your body toward the person
- ② Have a firm handshake, make eye contact and smile
- ② Communicate with open gestures

Leadership lessons from the book Tough Truths by Deirdre Maloney:

- ② Politics are everywhere.
- ② Great leaders aren’t liked very much.
- ② Nobody will find you as interesting as you do.
- ② Every single person, even the greatest leader out there, is afraid.
- ② Someone is always watching.
- ② Great leaders never talk trash.
- ② Great leaders diligently protect their energy.
- ② Great leaders possess supreme undying confidence.
- ② Great leaders know what they want and go after it relentlessly.
- ② Great leaders insist on excellent, pristine communication.
- ② Great leaders have a life!

Rituals of enormously successful people:

- ② Have a calm morning routine
- ② Be proactive, not reactive
- ② Do what needs to be done TODAY and don’t wait for perfect
- ② Stretch beyond your comfort level
- ② Learn from mistakes
- ② Use your intuition
- ② Focus on the positive
- ② Turn obstacles into opportunities
- ② Welcome feedback
- ② Remain humble and have a good time
- ② Hang out with people who you want to be like
- ② Create a positive ripple effect

One small change can have an enormous impact. Become a trusted leader, aware of your personal power and create a positive ripple effect daily!

Ways to leave a positive ripple effect:

- ② Don’t be “above” people
- ② Be empathetic
- ② Pay attention to non-verbals
- ② Smile and use a kind tone
- ② Work toward a common goal
- ② Express gratitude