

Introducing the

QED

Quod erat demonstrandum, Q.E.D., QED

Which was the thing to be demonstrated;
Which was to be demonstrated.

A formula appended at the end of a proof
in geometry, or other mathematical
solution, with the meaning, "We have proven
the proposition we set out to prove."

Leadership Training looks different now . . .



- Clear Focus on Leadership Skill Development
- Active Networking; High Levels of Involvement Each Session
- Themed Events with Clear Outcomes and Assignments
- Less Emphasis on General Announcements and Programs
- Two Campus/Two Off-Site



Servant Leadership Character Attributes

Honest

Respectful

Committed

Humble

Patient

Kind

Selfless

Forgiving



Kirkpatrick Model

Evaluation of Training Programs

Reaction

- Did they like the training?
- Measure customer satisfaction
- Example measurement- Survey

Learning



- Improve knowledge
- Increase your skill
- Change attitude
- Example measurement- Pre & Post Test

Behavior

- Did they take what they learned and apply on the job?
- Is it a habit?
- Example of measurement - Follow up observation in 3-6 months.
(Rounding)

In Order for Behavior to Change

The person must:

- have a desire to change
- know what to do and how to do it
- work in the right climate
(supervision)
- must be rewarded for changing

Training Design Process

Results - What results are we looking for?

Behavior - What behaviors are needed to accomplish those results?

Learning - What knowledge and skills do people need to acquire those behaviors?

Reaction - How can we present it so that students will react favorably?

What is “Butterfly Leadership”?

(...and what does it have to do with sustaining results?)

Picture a butterfly as it flits from flower to flower, tree to tree, then flutters away in search of sweeter nectar



As leaders, we face similar temptations

“Butterfly Leadership”

- Fluttering from goal to goal, or action to action
- Looking very busy to our peers
- Looking very busy to our leader
- Choosing new innovations in replacement of foundational leadership activities
- **Confusing activity with results**



World Class Service Is...

- Every Time
- Hardwired
- Committed



ALWAYS.....

DATE TIME LOCATION	ATTRIBUTE	BEHAVIOR(S)	CSF RESULT	MEASUREMENT	THEME	MOTIVATIONAL SPEAKER	PROCESS SPEAKER	HARDWIRE
July 25, 2008 9AM-2PM Hilton Garden Conference Center	Kind	I give encouragement to others	*People *Increase retention	*Thank you notes *Servant Leader Composite Score on the targeted Attribute	QED World Travelers	Andy Andrews Best Selling Author, "The Traveler's Gift"	same	-Thank you notes sent monthly from leader -Survey employees in 3 months
October 10, 2008 9AM-11:30 p.m. Onsite w/Vtel	Honest	Believable/Keeps all promises	*People	*Servant leader score on Honesty *Fortune 100-credible question 32	The Magic of QED	Tom Atchison Leadership Consultant ACHE	Internal NMHS speaker	Follow-thru on EOS 90-day Action Plans January 1, 2009 via SLT survey
January 23, 2009 8:30AM- 12:30PM The Orchard	Honest	Does not engage in backstabbing others	*People	*Servant Leader Composite Score on Backstabbing *Baseline of Exit Interview data on Trust for January '09	"Clue" In At QED (Clue Board Game)	Bob Murphy Senior Administrator Studer Group	Internal NMHS speaker	*Managing Up
April 24, 2009 8:30AM- 12:30PM The Orchard	Committed	Makes clear to employees what is expected. Holds employees accountable for meeting the standards set	*People *Quality	*Audit Corrective Action follow-up documentation *Servant Leadership score on the 2 questions *Question 7 on Great Places To Work	Reach for the Stars at QED (Star Trek)	Terry Morris, NASA (proposed)	Internal NMHS Speaker	*Trend Corrective Action follow-up documentation/ plans for remainder of FY 2009



April 2007 Attribute Review

Selfless

“I spend time in areas and stay close to employee activity.”

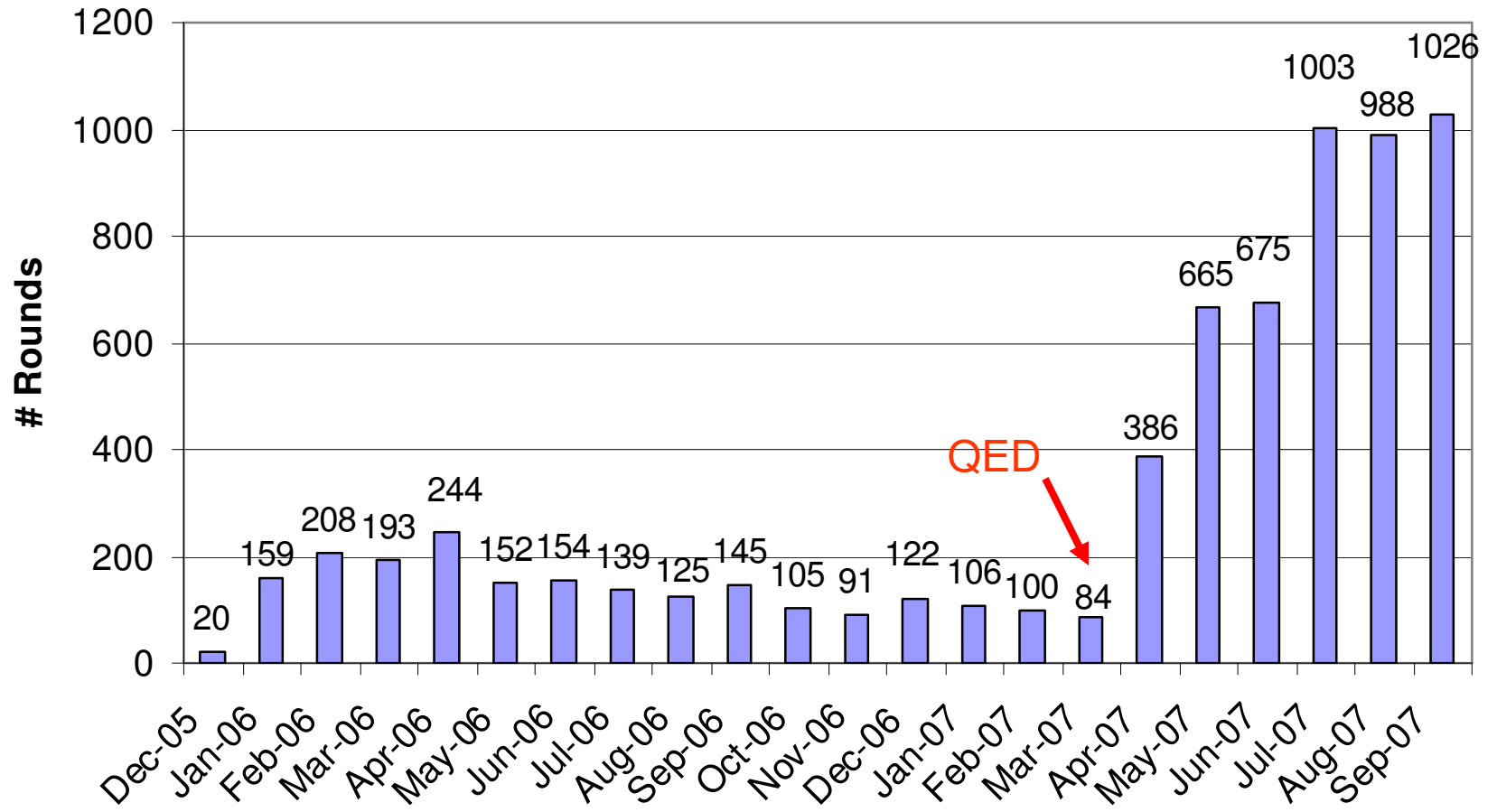
Hardwire Skill: **Leadership Rounding**

of Rounds August 2007 @ 988

September 2007 @ 1,026



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July 2007 Attribute Review

Humble

“I am not an over-controlling or over-domineering person.”

Hardwire Skill: **New I4E Process**

Q4 FY 2007 @ 1,360 I4E submitted
with 307 accepted



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