

# REALITY-BASED LEADERSHIP

Ditching the Drama and Turning  
Excuses Into Results in Healthcare

@alexmdorr

AN AMAZING DISCOVERY...



THE  
THIRD  
COLUMN

# DRAMA & THE DATA

Nearly 2.5 hours a day  
more than 17 hours a week

68 hours a month

816 hours a year

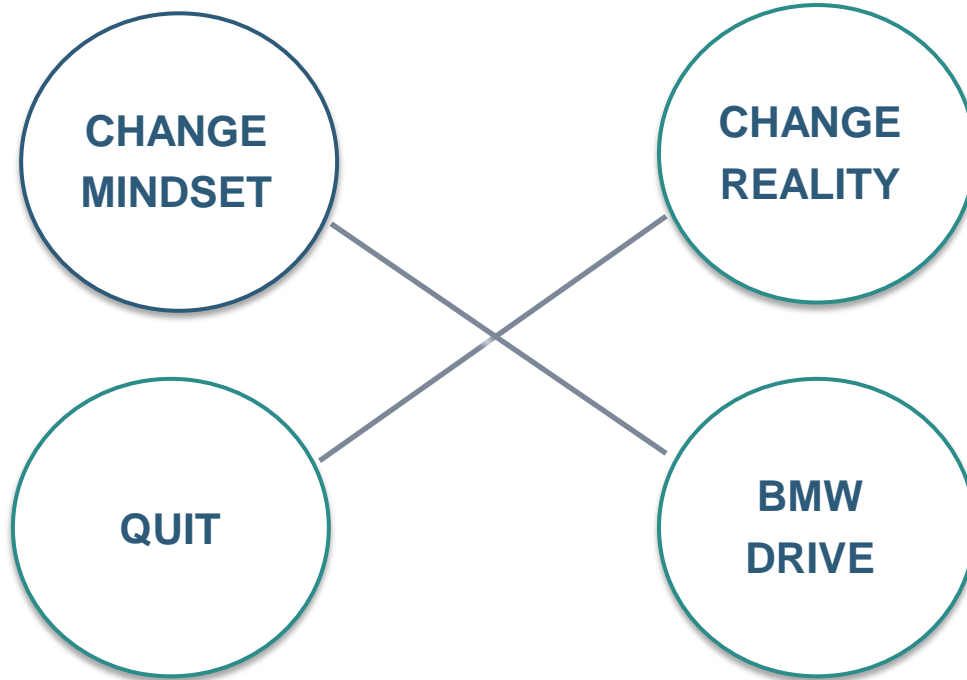
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# REALITY-BASED LEADERSHIP

**What keeps you from  
being the most  
effective leader?**

1. The way we **think** about our circumstances
2. The way we **lead** people

# TROUBLESOME TRENDS



# THE DUAL ROLE OF LEADERS



Efficiency



Loyalty

# THE DUAL ROLE OF LEADERS



Efficiency

**Management** holds teams **accountable**  
to their processes

Designed by Teams



Created by Process



Measured by Outcomes

# THE DUAL ROLES OF LEADERS

Efficiency

Loyalty

People who are **loyal** to you  
ask for two things

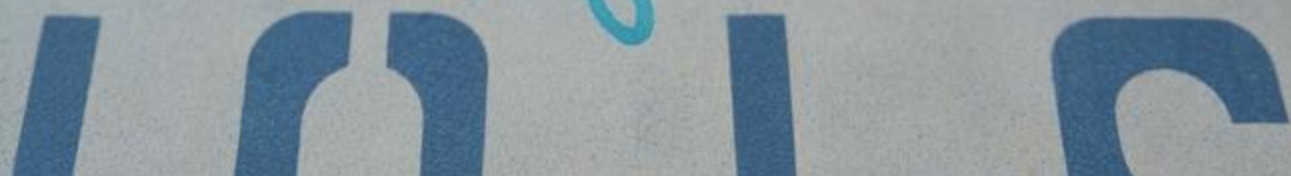
Empathy - Responsiveness



Teamwork



The minute  
you START judging,  
you STOP serving,  
you STOP leading,  
you STOP adding value.

A handwritten signature in teal ink, appearing to be 'WJ', is written over the bottom right portion of the text area.Large, bold, blue letters are visible at the bottom of the image, partially cut off. They appear to be the letters 'WORLD'.

# THE DUAL ROLES OF LEADERS

**Management  
creates:**

Efficiency

**Leadership  
builds:**

Loyalty

When you have a good  
working team  
**resources** are abundant



Individual coaching  
& development

In changing times,  
lead first and  
manage second.

A stylized, handwritten signature or logo in a light blue color, positioned at the bottom right of the text area. It consists of two main loops, one above the other, with a vertical line extending downwards from the bottom loop.

# REALITY-BASED TOOL



1. What can you do to help?
2. What do you know for sure?
3. What can you do to add value?

# WHAT CONSTITUTES VALUE?



**EMPLOYEE  
VALUE  
EQUATION**

**=**

**Current Performance**

(Am I fluent in the now?)

+

**Future Potential**

(Am I ready for what's next?)

-

**3X Emotional Expense**

(What's my drama quotient?)

## NEW ROLE FOR THE LEADER

The leader's **new role** is to help employees **eliminate** emotional waste by facilitating good **mental processes**.

# 5 EMOTIONALLY INEXPENSIVE COMPETENCIES





A wooden desk with various items: a smartphone, a notebook with a photograph on top, a stack of papers, and a pen. The scene is softly lit, creating a professional and organized atmosphere.

# PERSONAL ACCOUNTABILITY



Your level of  
**accountability**  
determines your level of  
happiness... so don't  
hope to be lucky, **choose**  
**to be happy.**

# PERSONAL ACCOUNTABILITY

The **mindset** that results  
happen because of  
one's actions, not in spite of  
them.

---

Accountable people believe  
that they **choose**  
their own destiny.

PERSONAL ACCOUNTABILITY

**LEARNED**

**HELPLESSNESS**



# PERSONAL ACCOUNTABILITY

## COMMITMENT

The willingness to do whatever it takes to get results.

---

## RESILIENCE

The ability to stay the course in the face of obstacles and setbacks.

---

## OWNERSHIP

The acceptance of the consequences of our actions, good or bad.

---

## CONTINUOUS LEARNING

The perspective to see success and failure as learning experiences to fuel future success.

# PERSONAL ACCOUNTABILITY

## TOOLS OF RESILIENCE



# PERSONAL ACCOUNTABILITY

## COMMITMENT

Can I count on you? What is your level of willingness?

---

## RESILIENCE

What else could you try? Who else could you reach out to?

---

## OWNERSHIP

What's your part in it? Helped? Hindered?

---

## CONTINUOUS LEARNING

What are you learning about your approach?



# REALITY-BASED THINKING

Suffering is **optional**...  
so **ditch** the **DRAMA!**



# REALITY-BASED LEADERSHIP



EVENT



THINKING



FEELING



ACTION



RESULTS

REALITY-BASED TOOL

A decorative graphic consisting of approximately 15 teal arrowheads pointing towards the center of the page, arranged in a circular pattern around the main text.

**EDIT THE STORY**

# REALITY-BASED TOOL



- How can I help?
- What is the next right action?
- What would great look like?

REALITY-BASED THINKING

**REFUSE TO**

**ARGUE  
WITH  
REALITY**

A scenic landscape featuring a road that curves through a field of tall, golden-brown grass. The sky is bright and hazy, with a bird in flight visible in the upper center. The overall atmosphere is warm and serene.

# **CAPITALIZING ON CHANGE**

# CHANGE MYTHS

CHANGE  
IS HARD

WE ARE  
CHANGE  
FATIGUED

NEED TIME  
TO GRIEVE

WE CAN  
CONTROL  
THE PACE



# CAPITALIZING ON CHANGE

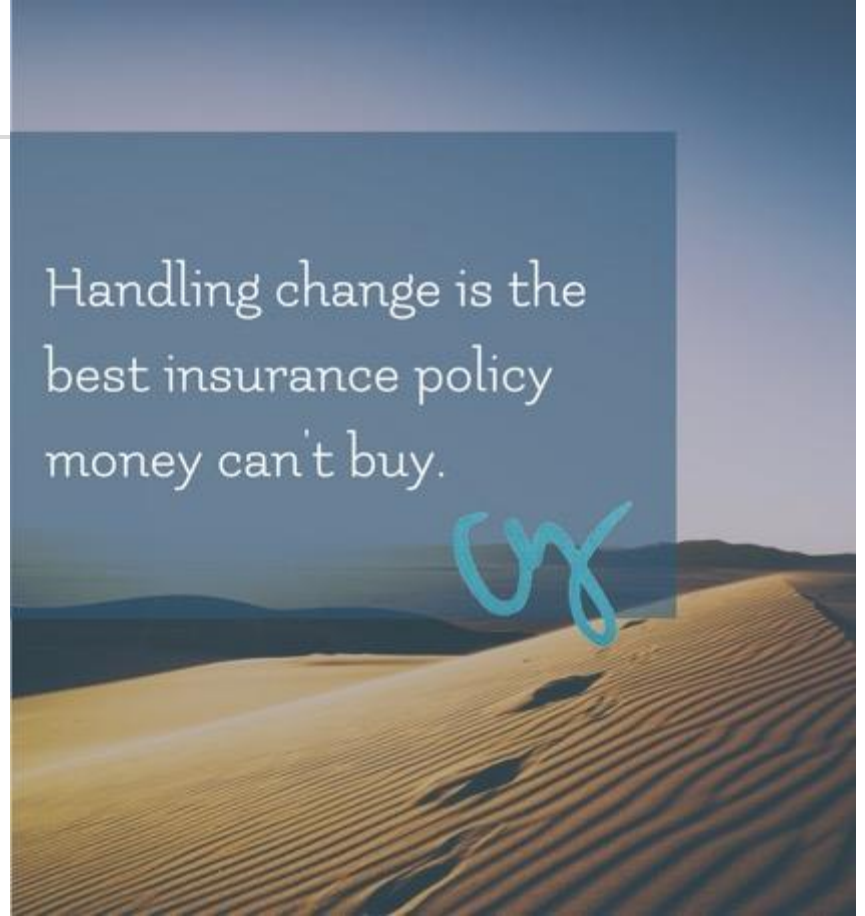
**SURPRISE**

**PANIC**

**BLAME**

Handling change is the  
best insurance policy  
money can't buy.

UX



# PLAYING FAVORITES

RESISTANCE

Threat  
Belief  
Reaction  
Past

MAINTENANCE

Play it Safe  
Lacks  
Meaning  
Don't Care  
Past/Future

VISION

Opportunity  
Creativity  
Resource  
Present

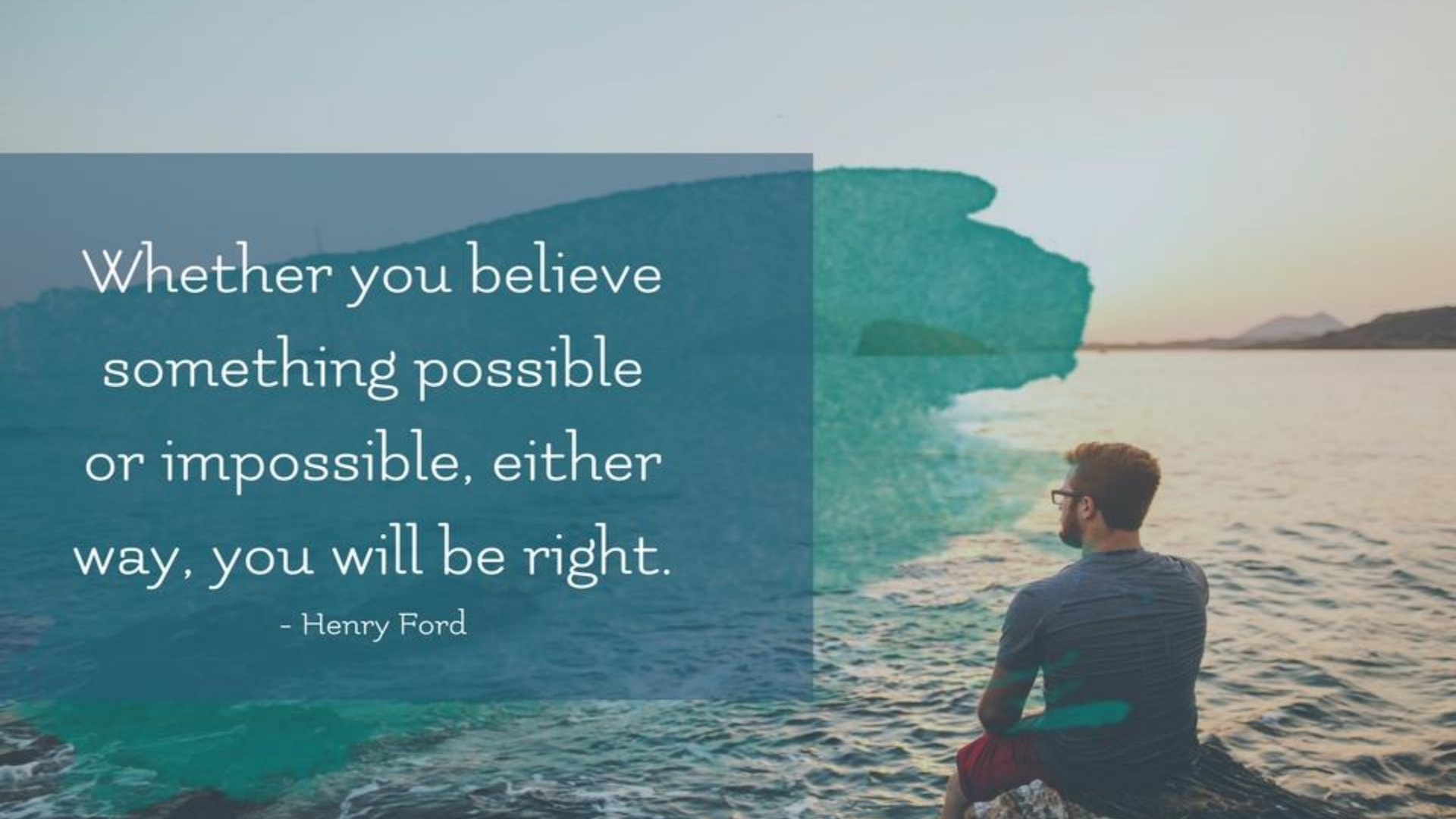
ISSUE or EVENT



PLAYING FAVORITES

**WORK WITH THE WILLING**



A man with a beard and glasses, wearing a dark t-shirt and red shorts, is sitting on a rock by the water's edge. He is looking out over a large body of water towards a sunset. The sky is a mix of light blue and orange. In the distance, there are mountains. The water is calm with some ripples. A semi-transparent dark blue rectangle is overlaid on the left side of the image, containing white text.

Whether you believe  
something possible  
or impossible, either  
way, you will be right.

- Henry Ford

# REALITY-BASED TOOL

## NEGATIVE BRAINSTORMING

<del>ISSUES</del> --> RISKS	PROBABILITY	IMPACT
1) Example: We don't have enough resources to manage this.	H M <del>X</del>	H M <del>X</del>
2)	H M L	H M L
3)	H M L	H M L
4)	H M L	H M L
5)	H M L	H M L
6)	H M L	H M L



**DRIVE FOR RESULTS**

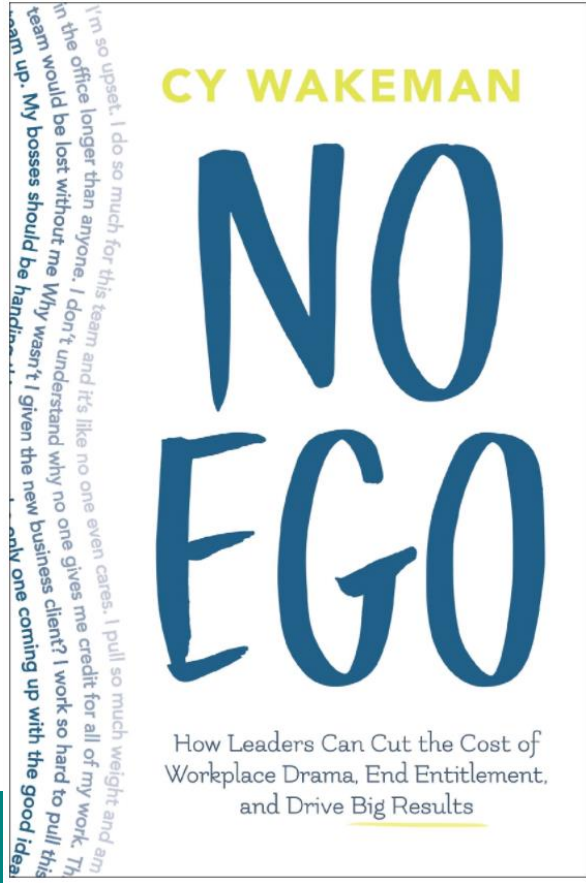
You will **always**  
have extenuating  
circumstances.  
**Succeed** anyway.

# REALITY-BASED TOOL





# NO EGO BOOK



## NO EGO

How Leaders Can Cut the Cost of Workplace Drama, End Entitlement, and Drive Big Results

Pre-order your copy today!



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@CyWakeman



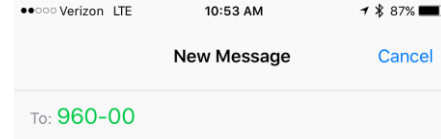
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and join the  
network!**

