


Becoming An Effective Leader: Key skills for maximizing your leadership potential

Mamta Gautam,
MD, MBA, FRCPC, CPDC, CCPE, CPE




Mamta Gautam MD, FRCPC, CPDC - President
www.drgautam.com mgautam@rogers.com
© PEAK MD

Faculty/Presenter Disclosure

- **Faculty:** **Dr. Mamta Gautam**
- **Disclosure:** **President and CEO, PEAK MD Inc**


- Relationships with commercial/pharma interests: NONE
- Disclosure of commercial support: NONE
- Potential for conflict of interest: NONE
- Mitigating potential bias: NOT REQUIRED
 - The content of this discussion is not related to the services of commercial interest.
 - No therapeutic recommendations for medications will be made.



© PEAK MD

Specialists in infection prevention and control


- Bring about safer, high quality health care practices
- Lead from the front line, as experts
- Are agents of change, thus, leaders



© PEAK MD

“Leaders respond to and create change.”


Kotter, “What leaders really do”



© PEAK MD

The 3 A's of Leadership


1. Availability
2. Affability
3. Ability



© PEAK MD

Key Capabilities for Leaders

1. **Confidence** – a level of self-assurance arising from an appreciation of your own abilities or qualities
2. **Grit** – resolve, courage and strength of character
3. **Resilience** – the capacity to recover quickly from difficulties – a form of toughness



McKinsey & Company 2015
© PEAK MD

CONFIDENCE



The Confidence Code

- Stop trying to be perfect, start being prepared to fail
- Success correlates more closely with confidence than with competence
- Belief in your success stimulates action which builds confidence when you take action
- A natural result of under-confidence is INACTION... fear of failure leads to inaction and failure

Katty Kay & Claire Shipman



The Confidence Code

Confidence is about ACTION:

- repeated attempts,
- calculated risk-taking
- changes to the way you think



Growth vs Fixed Mindset

Carol Dweck

"Failure is an opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try new things"

"Failure is the limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"

"My abilities are unchanging"

"I don't like to be challenged"

"I can either do it, or I can't"

"My potential is predetermined"

"When I'm frustrated, I give up"


"Feedback and criticism are personal"

"I stick to what I know"

The Confidence Code

The theory of failing fast is the ideal paradigm for building confidence... if we can embrace failure as forward progress, we can spend time on the other critical confidence skill... Mastery.


The Confidence Code, Katty Kay & Claire Shipman



© PEAK.MD

Confidence Boosting Habits

1. Leave the comfort zone
2. Don't Ruminant – Rewire
3. Kill NAT's
4. From Me to We
5. It's not Personal
6. When we should star in our own production
7. Repeat, Repeat, Repeat
8. Speak up
9. Micro-Confidence Tips
e.g. Meditate, Be grateful, Think small so doable, Sleep/Move/Share




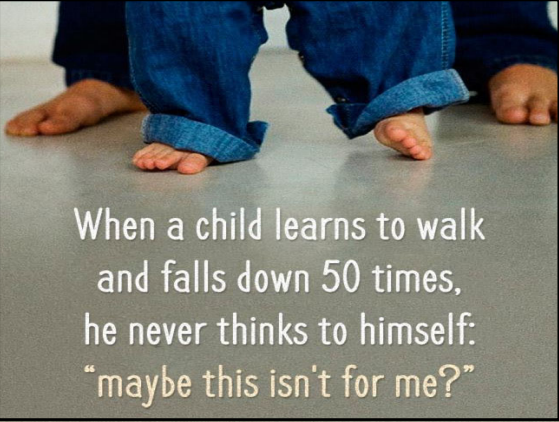
© PEAK.MD

GRIT

**“Enthusiasm is common.
Endurance is rare.”**

Angela Duckworth, Grit: The Power of Passion and Perseverance






When a child learns to walk
and falls down 50 times,
he never thinks to himself:
“maybe this isn't for me?”

Passion



Passion separates good intentions and opportunism from real accomplishment.
Why do you get up in the morning?
How can you leave the world better than you found it?
What is your legacy?




Purpose

Intention/
Mission/
Aspiration

How does your
Passion match
your Purpose?

Harvard Business
Review: "Does Your
Passion Match
Your Aspiration?"
-RM Kanter

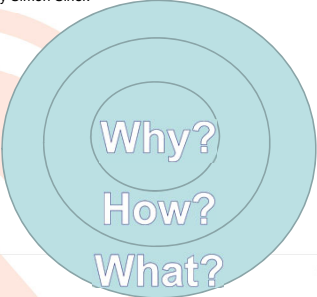
"Leaders who
create
extraordinary new
possibilities are
passionate about
their mission and
tenacious in pursuit
of it."
-RM Kanter




© PEAK MD

"Start With Why?"

From TedTalk by Simon Sinek






© PEAK MD

Honour Your Values


1. Adds fuel to your motivation and build commitment for action.
2. Enables us to act with integrity and to foster trust with others.
3. Undermines the work of our Inner Critic
4. More fulfilling life!



© PEAK MD

Progression
Build On Your Strengths

- Identify your core talents and capabilities (Strengths).
- Consider what you need for career growth. (Supports)
- Seek effective feedback. (Stop, Keep, Start)
- Identify external factors affecting your ability to take action for your passion and purpose.
- Add to your strengths by seeking new skills and knowledge.


© PEAK.MD

Build Your Resources

- Network of Peers
- Mentors
- Sponsors
- Coaches
- Advisory Group



© PEAK.MD


RESILIENCE


© PEAK.MD


LEADERSHIP RESILIENCE


1. Being prepared for the event
2. Coping with the situation – skills and strategies
3. Bouncing back and growing further



 © PEAK.MD

THE FIVE C's of RESILIENCE




 © PEAK.MD

1. Control and Confidence

One needs a sense of:

- Self awareness that will lead to
 - Confidence
 - Control

 © PEAK.MD

COMMON PERSONALITY TRAITS

- Overly conscientious
- People pleasing
- Sense of Responsibility and Guilt
- Unrelenting perfectionism
- Need to control others
- Chronic self doubts
- Uncomfortable with love, approval
- Ability to delay gratification



FIVE EARLY DANGER SIGNS

- Increase in physical problems and illnesses.
- More problems with relationships.
- Increase in negative thoughts and feelings.
- Significant increase in bad habits.
- Exhaustion.



2. Commitment

- What initially drew me to this work?
- Values clarification exercise
- Appreciative Inquiry
- Reflection and Journaling – how is my work meaningful to me?
- My best moment at work – Rubik's Cube moment



The Meaning of our Work

- Our work is a privilege – to have people share stories with us and allow us to help
- Can bring meaning, spiritual satisfaction
- Humbling to be able to make a difference

- In the midst of the stress and crises, we can still find our joy
- You cannot give what you do not have



The Five Balls

1. Work
2. Home and Family
3. Relationships
4. Friends
5. Self Care



What are your Big Rocks?



3. Caring Connections

- We often feel alone and lonely, with our workload and responsibilities
- Holding Environment – how would you create this?
 - In the workplace
 - In your personal life



USE SUPPORT SYSTEMS

- Have at least one good friend
- Friends- good for you physically, emotionally
- People who are “good for you”
- Pets





4. Calmness

- Recognize when you are not calm
- Learn skills to manage during that time



Strategies for Calmness: The ABC's

Allow feelings: Vent Buddy

- Journaling – acknowledge and let go
- Four-letter technique – write at least 4 letters; do NOT send

Burn it off: Exercise – long run, hard workout, punching bag

Calm down: Deep Breathing

- Gratitude, Forgiveness
- Spirituality
- Yoga
- Relaxation Exercises – Visualization, active & passive
- Mindfulness Meditation



TAKE REGULAR TIME OFF

- Planned : The Tarzan Rule
- Unplanned : A Gift of Time







SHARE YOUR STORIES



5. Care for Self

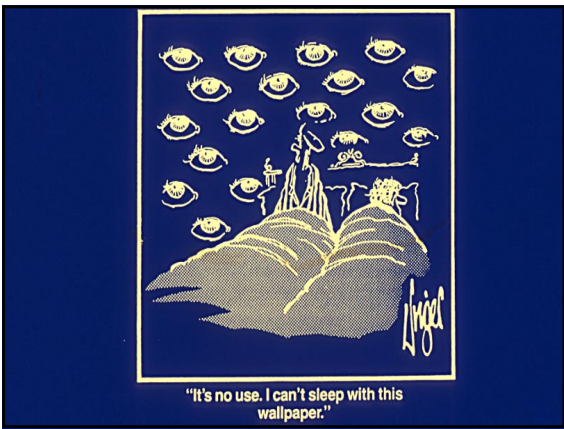
- Take care of yourself first
- Make time for yourself – Almost everything will work again if you unplug it for a few minutes, including you.
- Exercise
- Nutrition






- Healthy sex life
- See your family doctor and dentist regularly
- Indulge yourself
- Sleep

PEAKMD
© PEAK MD





LAUGH MORE OFTEN.

PEAKMD
© PEAK MD







FINANCIAL MANAGEMENT

- Stick to basic financial principles
- Reduce non-deductible debt
- Avoid “Christopher Columbus” Syndrome
- Do not overextend financially



LET GO OF THE GUILT

- Acknowledge it; let go of it
- My Rule for you



DON'T JUST TRY.