

# LEADING WITH HEART

HEATHER DAVIS, MS, NREMT-P  
PROGRAM DIRECTOR  
UCLA-DANIEL FREEMAN  
PARAMEDIC EDUCATION PROGRAM

“What you leave behind is not what is engraved in stone monuments, but what is woven into the lives of others.”



How do ordinary people get extraordinary results out of folks?



**By leading with heart.**

# What are you teaching?

- First responder? EMT? Paramedic?
- Primary education or CE?

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**So Much More!**

# GIGO

- Integrity, honesty, ethics, pride, confidence, competence, excellence...

What would you do?

“Wipe your mouth, brush your teeth,  
and get me a beer.”

What is the message here?

“I do not want leaders in our  
academy!”

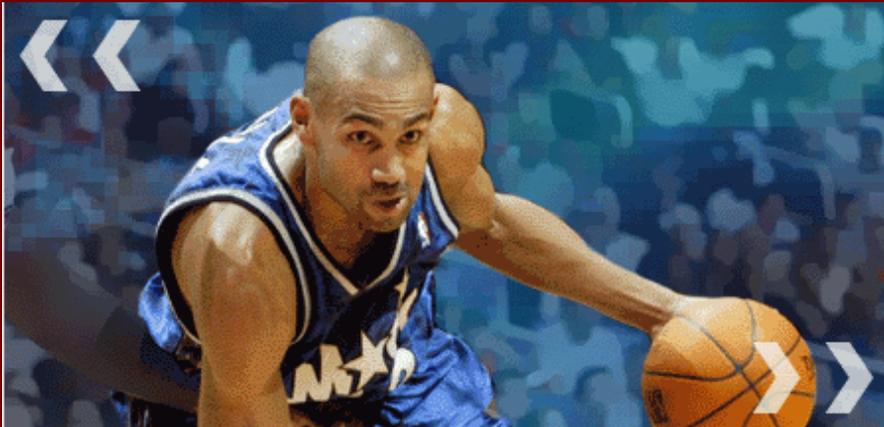
“By playing for him I became a better player and a better person.” -Grant Hill



- Back to back NCAA titles
- 4yr record of 118-23
- Dream Teams III and IV
- Lead all players in All-Star votes

# NBA 2005 Sportsmanship of the Year Award

"For sportsmanship, ethical behavior, fair play and integrity"



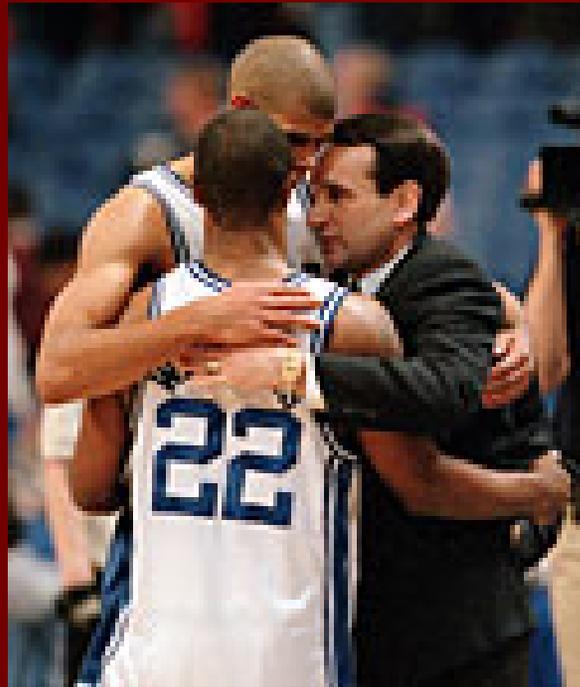
- After five ankle surgeries, returned in 2004-05
  - 20pts per game
  - Shoots 50%
  - Played 40 minutes/game

Has donated hundreds of hours and millions of dollars to Duke, child abuse prevention programs, literacy programs, and the Special Olympics

# Please Share

- Think of a time you have been paid a compliment or given encouragement and it has stuck with you...

“Coach K believed I was better than I ever believed I could be. He constantly reassured me.”



Encouragement is  
oxygen to the soul.

# Fall of 1990

- “We are going to win the National Championship!”
  - Loss of 3 starters
  - 30pt loss to UNLV



# The Power of Believing

- "Every one of you is going to succeed in this class because I am going to match your effort 110%."
- "Each one of you is going to pass National Registry on the first attempt."



# People want to belong to something bigger than themselves

What do you stand for?

What is your mission?

Where is your heart every day when you come to work?



# My Mission

To improve the way patient care  
is delivered to an entire  
community of people.

# How do you measure success?

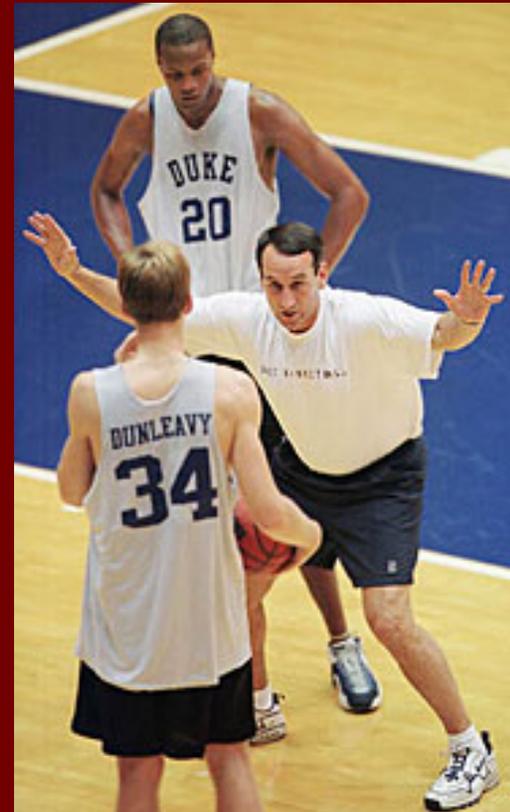
"Strive for excellence, not success. Because when you attain excellence, success will naturally follow."

"An army of deer lead by a lion will always defeat an army of lions lead by a deer."



# Coach K

- Winningest coach in NCAA Tournament Play
  - 21 Tournaments
  - 10 Final Fours
  - 3 National Championships
  - 2008 US Olympic Team



# 8-0 Perfect Olympic Record



# Leading with Heart

“Your heart has to be in anything you lead.  
The decision to stay at Duke was easy,  
because these players and this place have  
always taken up my whole heart.”

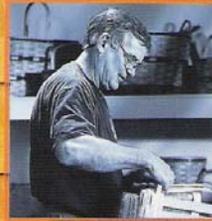
“Whatever a leader does now sets up what they do later. And there’s always a later.”



# Attitude Reflects Leadership

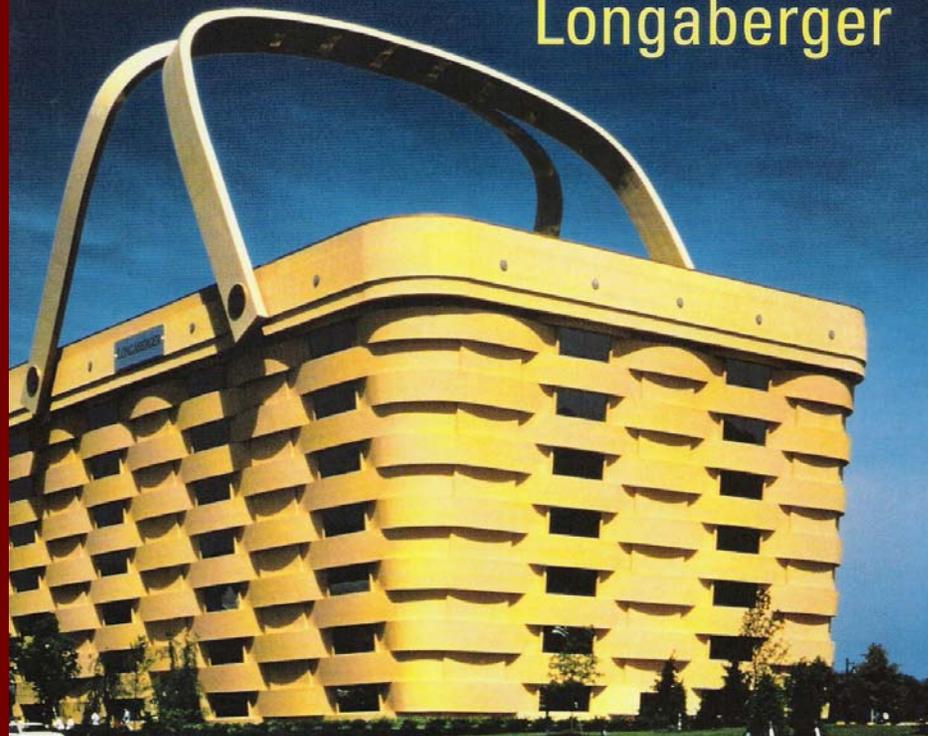
Doesn't matter how good *you* are...your worth is measured by how good *they* are!

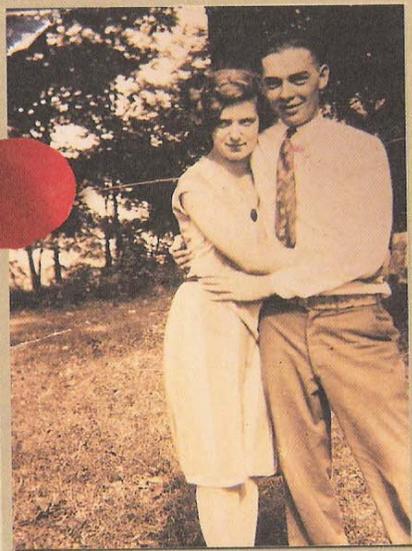
AN  
AMERICAN  
SUCCESS  
STORY



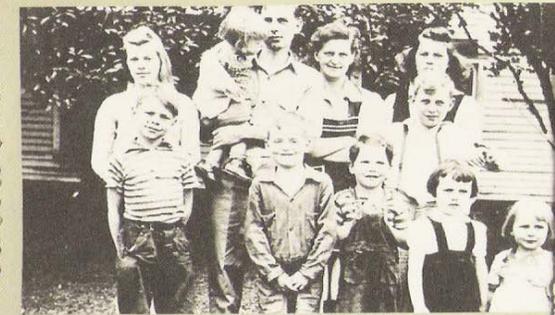
# Longaberger

DAVE  
Longaberger





*Marriage*



*J.W., Bonnie and their growing family.*



*Baby Dave*

## The Longaberger Family

ENTRY I:

*After their 1927 wedding, J.W. and Bonnie Longaberger began to raise a family in Dresden, Ohio. Dave called them 'the perfect team' because they worked together toward a single objective: doing what was best for the family.*



*Gary, Jeff, Ginny, Carmen, Judy, and Mary Ann picnic on the front lawn.*

*Card games, 'Go Sheepie Go', team tag, basketball and always someone to play with.*



*12 kids, three bedrooms, one bathroom ...*



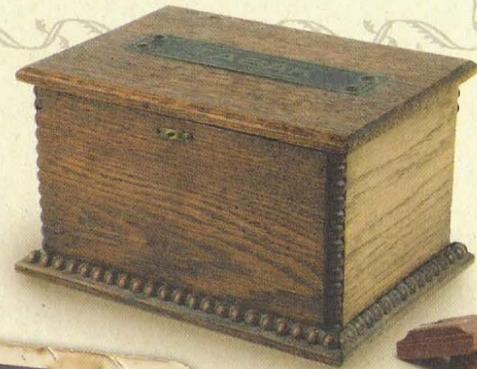
## Dave Longaberger

ENTRY 4:

*Growing up in a small town means making your own entertainment, which Dave was good at. With odd jobs, a local swimming hole, a game of pickup basketball and a handful of lifelong friends, life in Dresden was pretty good.*



*Swimming hole rules:  
Boys swim for 25 cents.  
Girls swim for free.*



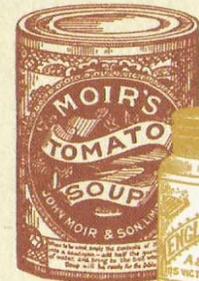
*One of Dave's first 'deals' - negotiating with a store owner to purchase a \$5 box of candy for his mom on credit.*

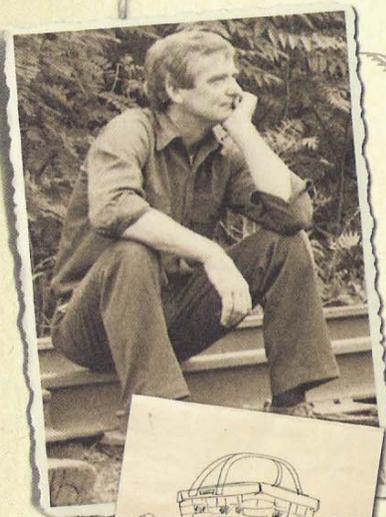


*Friends, Machine Gun Hill, hillbilly music and a portable radio Dave won in a contest. It was the best weekend ever.*



*Popeye's endless odd jobs, like stacking cans at the local grocery, earned him another nickname: 'the twenty-five cent millionaire.'*

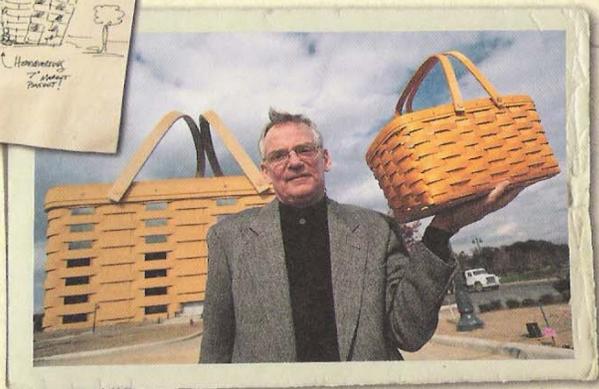




## Dare to Dream

ENTRY 7:

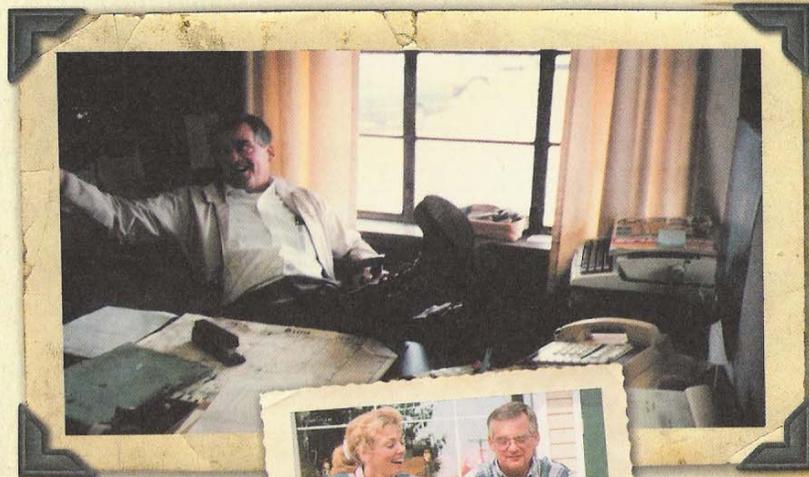
*Dave's dream of passing on his father's basketmaking craft was a big one, and he saw it coming true before anyone else did.*



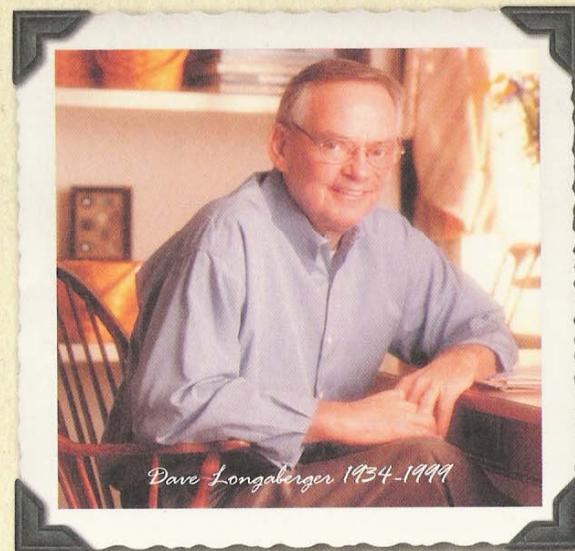
*The "Basket Building" opens - 1997*



*Whether it was doing the Twist with Chubby Checker at The Bee or "accessorizing" his tux, Dave lived his belief that work should be at least 25% fun.*



*Dave always had time to share a laugh...or sign a basket.*



*Dave Longaberger 1934-1999*

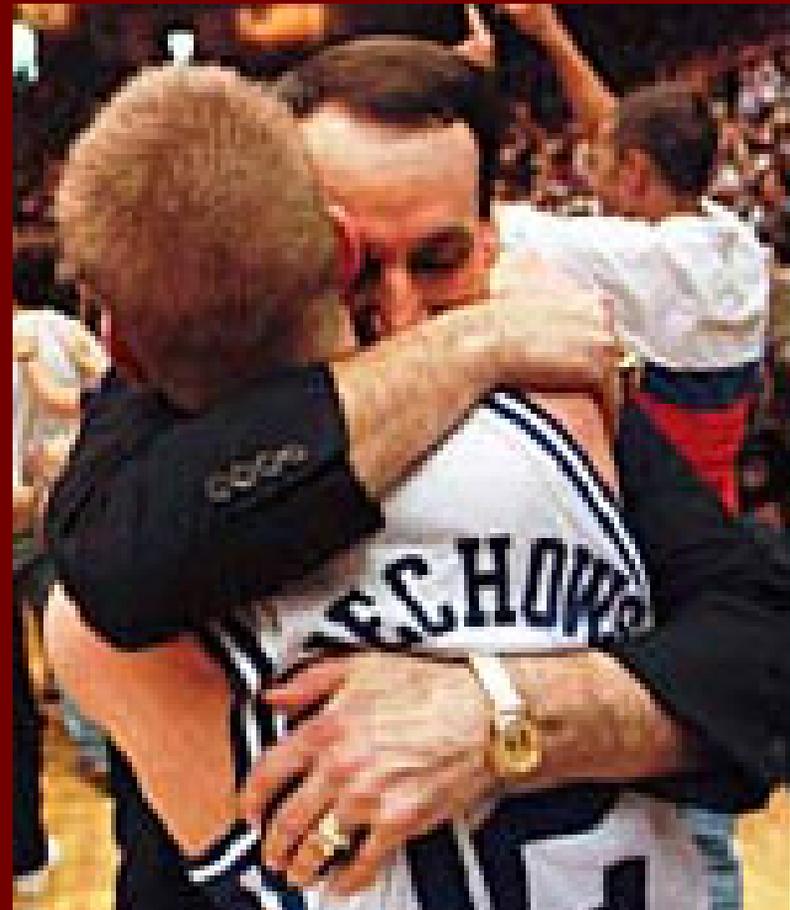
# Make the Impossible Possible



- Bill Strickland
- Manchester Craftsman Guild
- MCG Jazz
- Manchester-Bidwell Corporation
- Genius Award Winner

# Leading with Heart Action Items

- Talk with students and their families in the pre-season
- Have pre-game meetings and meals
- Use plural nouns right away-we/us/our
- Give them tools to succeed



# Leading with Heart Action Items

- Be fair but not equal
- Hand out cards with staff, after-hour and student numbers
- Encourage students to reach out when in harm's way
- Demand that people continue to learn, grow and improve
- Make it fun!

# KAIZEN

Continual improvements in small  
increments

“Many things will catch your eye, but few will capture your heart. Pursue those.”

