

# YOU CAN'T HAVE EMS WITHOUT SERVICE

By: Shawn Hite



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# Before We Get Started

Story  
TIME

The logo features the word 'Story' in a black, hand-drawn script font. Below it, the word 'TIME' is written in large, bold, block letters. The 'T' is orange, the 'I' is purple, the 'M' is red, and the 'E' is green. Each letter has a yellow circle above it, representing a head, which together form stylized human figures.

# Introduction

- ▣ Why am I here?
  - To present SERVANT LEADERSHIP...
  - To do my part
- ▣ Why are you here ?
  - Surface reason
  - Root cause
- ▣ What kind of presentation is this?
  - Straight forward and practical
  - Not warm and fuzzy
  - **WARNING** some uncomfortable material



# Introduction

- ▣ Ground Rules
  - I will never embarrass you
  - I need your help
    - ▣ Interact
    - ▣ Feedback (I need 2 things from you)



# I would like to use a Lifeline: Poll The Audience 📢

- ▣ Who do we have here?
- ▣ Leadership based, but don't get stuck there
- ▣ Who wants to become a better leader?
- ▣ Who wants to become a better leader if it requires you to change?
- ▣ Food for thought:
  - “Remember, you are the same today as you will be in five years, except for two things: the people you meet and the books you read. Choose both carefully.”  
— [Charlie Jones](#)



# The Good News is....

- ▣ ...this information is timeless
- ▣ ...we now have data to support servant leadership in the workplace
- ▣ ...organizations around the world are changing
- ▣ ...that leadership is about people
  - 1/3 of companies that are identified as being Servant Leadership based are on the Fortune Magazine's "100 Best Companies to Work for" list.
  - 4 of the top 5 on this list are Servant Leadership based
  - Fortune's "America's Most Admired Companies" reveals companies practicing Servant Leadership. Among them are FedEx, Marriott International, Starbucks, AFLAC, Service Master, and Nestle' USA.
  - 2 of the top 10 most admired companies who practice Servant Leadership include the largest business organization in the world \_\_\_\_\_. Along with one of the most successful airlines in the world; Southwest Airlines.



# The Bad News is....

- ▣ ....you will not become a better leader by attending this lecture
  - ▣ You will never become a better leader by attending a lecture, reading a book, or taking a seminar
  - ▣ You can gain insight and information about becoming a leader from those sources, but information alone will not MAKE you better
  - ▣ Leadership is a skill, a skill that must be practiced...
- ▣ ...becoming a Servant Leader requires a great deal of practice, motivation, and feedback, just like any other worthwhile discipline.



# The Bad News Continues

- ▣ ....to become a better leader we must be willing to change and grow as a person. We must be willing to break old habits and create new ones. We must be willing to accept feedback...
- ▣ ....knowledge alone is not enough to make someone do something or not do something(1)...
- ▣ ....YES! we are talking about change



Change



# Change is difficult

- ▣ It moves us from the familiar to the unfamiliar
- ▣ Does anyone believe in constant improvement?
- ▣ Does anyone believe that constant improvement applies to you personally?
- ▣ Then by definition, can you improve if you do not change?



# Are YOU ready for this?

- ▣ Answer these three questions to yourself
  1. Am I truly committed to personal continuous improvement to become a more effective leader?
  2. Can my ego handle receiving feedback, even emotionally hurtful feedback from others, including subordinates?
  3. Am I willing to do the necessary work to become a better leader? (1)
- ▣ If you said no to any of these three questions then you won't get anything more than 1.5 hours of Cat 2 credit from this lecture.



# Are YOU ready for this?

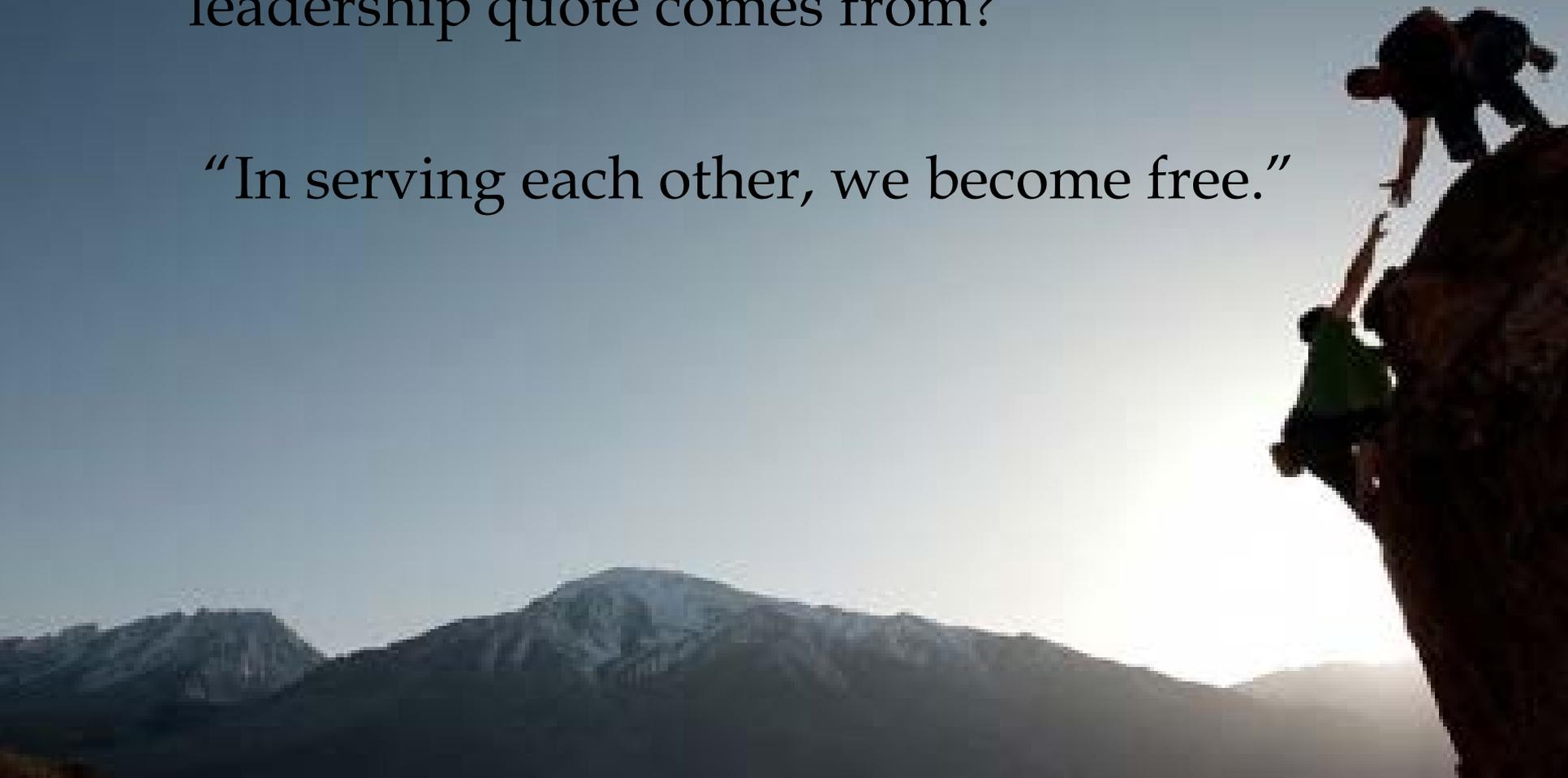
- ▣ If your answers were an enthusiastic YES! To all 3 questions, this information will be some of the most significant and life changing information that you have heard in a long time.



# General Terms

- ▣ Does anyone know where this servant leadership quote comes from?

“In serving each other, we become free.”



# General Terms

- ▣ What is Servant Leadership?
  - The skill of influencing people to enthusiastically work toward goals identified as being for the common good. (1)
- ▣ Servant Leadership speaks of inverting the organizational chart. Am I knowingly letting the kids run the school?
  - Absolutely not! Servant Leadership is based on the leaders of the organization meeting legitimate needs...



# General Terms

- ▣ Is Servant Leadership for wimps?
  - Servant leadership is anything but that. Servant leadership is often making the tough decisions for the greater good. Servant leadership is holding firm to the company values such as the Mission Statement, Vision, Standards, Core Values, and Policy (1)...



Leadership. What is it?



# What Leadership Is Not

- ▣ Management- is a collection of technical abilities, and the ability to accomplish tasks (1)...
- ▣ About being the boss- the boss means that you direct others, it means that you tell people what needs to be done (1)...
- ▣ About a title- a title is something that is given to you because of your place within the organization (1)...



# What Leadership is

- ▣ *An Awesome Responsibility.* You have volunteered (in most cases) to be in charge of other people's career or career paths. You have signed up to spend more waking hours with your team members than your own family. You have signed up to have people entrusted into your care (1)...
- ▣ *A Skill.* Do you agree with statements like "I'm a bad supervisor because my mom was a bad supervisor" or "I'm a bad leader because my grandfather was a bad leader". Is leadership really self replicating in our DNA?



# Leadership is

- ▣ ... Research shows that most leaders in this country have been promoted to leadership roles with little or no training on how to effectively lead their organizations' most valuable assets. ..
- ▣ Research also shows that spot training can actually have a negative impact on leadership performance.
- ▣ Once we admit that leadership is a skill, then we have the responsibility to see that skill developed. (1)



# Leadership is

- ▣ *Influence.* It is influencing people to willingly give their best to the organization and its mission. It is guiding people to be the best they can be.(1) As a person and as an employee.
- ▣ Many successful organizations today are hiring for character and training for skill.



# Influence Example:

A few years back, Southwest Airlines was about to have its first unprofitable quarter since its creation, more than 30 years ago....(1)



# Leadership is

- ▣ *.....Influence* John Maxwell, a well known leadership author says, “Leadership is influence – nothing more and nothing less” (1)
- ▣ *....About Character.* One primary theme here is that leadership development and character development are one.
  - ▣ The gap between our situation and our response to the situation is where our character lies.



# Leadership is

- ▣ ... .. *Character* is our moral maturity and commitment to doing the right thing regardless of the personal costs. Good character is responding to our situations according to values and principles rather than urges, whims, or impulses.
- ▣ The choices we make influence our character as a person. In an average day we make 15,000 choices. Some of those practical choices such as what shoes to wear or what lane to drive in. But others are emotional and character based choices. . .
  - ▣ Example: One person goes to Vietnam and losses an arm, both legs, and then ODs on Heroin...



# Leadership is

- ▣ Remember this: Leadership is character in action. Therefore, leadership development and character development are one. Character is doing the right thing, and leadership is doing the right thing. (1)



# Leadership is:

- ▣ *...The Ultimate Test:* There is a one question test of your leadership. Are you ready for it.....? Here goes:

Are your people better off after they leave your organization than when they arrived? (1)...



# Leadership is

- ▣ ...*LOVE*. Kindness, humility, respect, selflessness, and forgiveness (1)

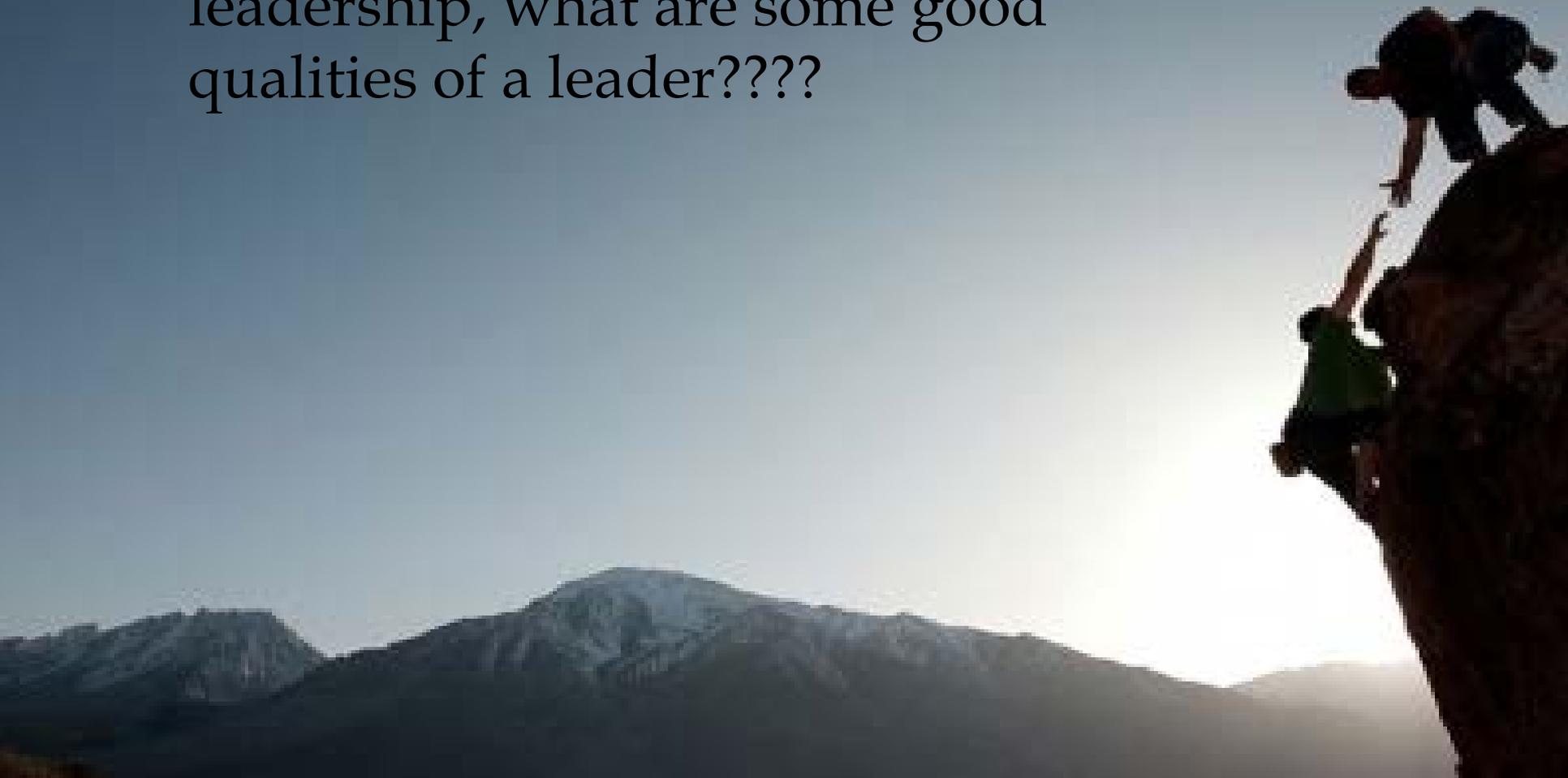


# Qualities of a Leader



# Qualities of a Leader

- ▣ Now that we know the definition of leadership, what are some good qualities of a leader????



# Qualities of a Leader

- ▣ *Patience.* The definition of patience is to show self control. Is this important? Patience and self control are the building blocks of character and leadership.
- ▣ Some people say they have “anger issues” or “self control issues”, I wonder how often they “lose it” in front of the City Manager, County Administrator, Chairman of the Board, etc? And if they don’t then, that would suggest that their reactions are under their control. So therefore, your reactions are a choice. Acting out of anger and emotion violates the rights of others, and it damages relationships. Don’t do it! (2)



# Qualities of a Leader

- ▣ *Kindness.* “The ability to give attention, appreciation, and encouragement to people.”
- ▣ *Humility.* “Displaying an absence of pride, arrogance, or pretense; behaving authentically.”
  - Give credit where credit is due...
- ▣ *Respect.* “Treat people like they are important” (1)
  - If you want people to buy into your vision and dream with every ounce of passion they have, you must care about them personally and treat them with respect. (2)



# Qualities of a Leader

- Respect isn't earned when you are a leader, it is given (1).
- ▣ *Selflessness*. “Meeting the needs of others”
  - You signed up for this when you became a leader. Knowingly or not, you MUST be selfless in order to get people to follow you.
- ▣ *Forgiveness*. “Letting go of resentment” .
  - People will fail, and they will fail you. Some people will even try to take advantage of you. As a leader you must possess the ability to tolerate imperfections in others, and to accept that people have limitations.



# Qualities of a Leader

- ▣ *Honesty.* “being free from deception”
  - Surveys have shown for years that honesty and integrity are the qualities that people want in a leader...(1)



# Qualities of a Leader

- ▣ *Integrity.* Fanatical Integrity builds loyalty. Yes means Yes, and No means No. Tell the truth during the good times and the bad. Be transparent about what the team is facing. The more predictable you become on matters of principle, values, and culture, the more you grow team members and leaders who you can delegate to. (2)
  - ▣ Remember the story about Southwest Airline having each employee save \$5 each day?



# Qualities of a Leader

- ▣ *Communications and trust.* Building trust required work. Empathetic listening is a great way to build trust. So is the way in which we communicate (1).
  - ▣ Proper communication skills are perhaps the most helpful tool a leader has.
- ▣ *Commitment .* Otherwise known as sticking to your choices. It is when no is no and yes is yes no matter who asks.
  - ▣ Servant leadership requires commitment for personal and organizational excellence. It requires follow through. It requires that you do what you say you are going to do. (1)



# Qualities of a Leader

- Commitment means serving your people by helping them become better, and also constantly improving yourself (1).
- ▣ *Accountability.* “If you don’t hold the people in your organization accountable to the standards set by your organization, are you being honest?”
  - ▣ I would say you are both dishonest and a possibly a thief. People pay us to do a job, that we aren’t doing.
  - ▣ We are pretending everything is OK, but to be honest is to be free from deception.



# Qualities of a Leader

- Who benefits if you are not holding your people accountable?
  - Employee, Organization, Other Employees?
  - The supervisor is the only one who benefits because they don't have to deal with the issue(s) at hand
- We all have a need to know the boundaries and expectations are.
  - When leaders fail to set and keep boundaries they are robbing their people of that very important need (1). It's that need that helps them grow.



# Qualities of a Leader

- Have accountability in your organization
  - John Maxwell (who is a well known leadership author) says that “Sanctioned incompetence demoralizes” . . .
  - If you allow people to misbehave, underachieve, have a poor attitude, gossip, and avoid excellence, do not expect to attract or keep great talent (2).
- Our agency has a saying for this.
  - If you hire turds, expect turdish behavior.
- The best way to handle the issue of accountability is to have the courage to do the right thing, the right way, at the right time (2).



# Qualities of a Leader

- ▣ *Unity.* A good leader should strive to build unity
  - ▣ Unity within an organization is vital to success. It is seldom seen in companies these days, but often seen in great companies.
  - ▣ People do not naturally unite. They have to be lead to do so. They have to be lead to serve something greater than themselves.
  - ▣ There a 5 enemies of unity (think about each of them)
    - Poor Communications
    - Lack of Shared Purpose
    - Gossip
    - Unresolved disagreements
    - Sanctioned Incompetence (2)



# Leadership Styles



# Power vs. Authority

- ▣ Gandhi said, “The best way to find yourself is to lose yourself in the service of others.”
- ▣ Anyone have a good mentor or leader, and can you tell me about them?...



# Power Defined

- ▣ A vast majority of traditional leadership roles comes with power. However, very few leaders ever gain the authority that accompanies the power.
- ▣ Power is: You do it, or else!...
- ▣ Power can be bought, sold, elected, given, and taken away. This is not the case with Authority.
- ▣ Power is the ability to force someone to do your will (1).



# Authority Defined

- ▣ Authority is a skill. It is the ability to get other people to do things because of their personal relationship with you.
- ▣ Authority is the skill to get others willingly to do your bidding (1).



# Which one works?

- ▣ Power works for sure. You can force someone to do something if you have Power over them. Power works well, for a while. . .
- ▣ Drill Sergeant vs. Platoon Leader...
- ▣ Healthy organizations have healthy relationships with their staff. The staff have healthy relationships with the customers, clients, patients, and each other (1).
- ▣ What about mom?...



# A Path to Better Leadership



# A Path to Better Leadership

- ▣ “Everybody can be great, because everybody can serve.” Dr. Martin Luther King Jr.
- ▣ You must identify and meet your staff’s legitimate needs, and serve them. Not by doing what they “want”, but by doing what they “need” for long term success, and the success of the organization.
- ▣ Did you know that most employees are not loyal to their employer?
  - ▣ Did you also know that most employers are not loyal to their employees? (2)
- ▣ The “law of the harvest” or you reap what you sow
  - ▣ If you sow service, sacrifice, and extend yourself for the greater good, your staff will too. You serve me, and I’ll serve you (1) . . .



# A Path To Better Leadership

- ▣ Does this always work? No. Nothing is 100% foolproof...
  - ▣ So you identify them, and get them out as soon as possible (1).
  - ▣ Process that for a minute. That's 1 in 10.



# Coaching



# Coaching is Necessary

- ▣ Discipline is part of accountability
  - Discipline is training, not punishment. We should be training our people so they are better, not giving them excuses to find new ways to regress.
  - Discipline is our responsibility as leaders; it's what we signed up for (1).
- ▣ When coaching someone be sure to separate the person from the behavior.
- ▣ Remember that you are not trying to modify the person, but a specific behavior...



# Employee Empowerment



# Employee Empowerment

- ▣ On an employee's first day you must set the stage to begin creating leaders within your organization.
  - All employees have two questions in their minds that must be answered when they join the organization (1)...
- ▣ Make sure all staff understand the mission of the organization, and its core values



# Employee Empowerment

- ▣ Begin leaving small decisions to staff members and support their decisions as long as they align with the mission statement and core values.
- ▣ Identify the leaders within your group and entrust them with the next level of decisions.



# Servant Leadership in Practice



# Servant Leadership in Practice

- ▣ Servant leaders guide their organizations to be healthy. Healthy organizations are built on healthy relationships...
- ▣ When an organization is serving others, it shows in everything that they do.



# Servant Leadership in Practice

- ▣ Some examples of Servant Leadership
  - The “Miracle on ice” story shows how important unity is (2)...
  - Ritz-Carlton shows how important customer service (4)...



# Servant Leadership in Practice

- ▣ Servant Leadership examples
  - Disney employees are trained to be “Assertively Friendly.” Disney team members are encouraged to actively seek contact with guests...(3)



# How to apply this to EMS

- ▣ Leader
  - ▣ Find out what your team really “needs” . . .
- ▣ Educator
  - ▣ The students need to be successful in the course, that’s the easy need. What do they need to do that? ...
  - ▣ How can you unify the class? ...
- ▣ Team Leader
  - ▣ It’s in the title. How do you lead the team? How do you get them functioning in unison? Is this a permanent team where you could have events and outings to build unity? Or maybe it’s a temporary team and you just need them to function together for a call shift. How do you build unity and meet their needs?...



# How To Apply This to EMS

## ▣ Care Provider

- You have only two people to unite. You and the patient. However, this is often very difficult. You must learn to have Empathy and really care enough about the patients to help them...



# Closing

- ▣ Did I serve the peanut allergy kid and his family?
- ▣ What else could I have done?



# Final Thought:

Great minds discuss ideas;  
Average minds discuss events;  
Small minds discuss people.

- Eleanor Roosevelt



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