

2014
ACS State Conference
People, Power & Purpose



**Capturing
Hearts and Minds**



LEADERS in LEADING

practical positive
solutions

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Dot Yam

RN MCN MRCNA MCAPA



Dot is a Registered Nurse with a background in education, management, counselling and coaching.

She has a long term involvement with teaching and learning in nursing and allied health. Dot specialises in optimising personal and organisational performance. She informs, challenges and motivates people in the areas of leadership, conflict management, communication, team building, customer relationship management and affecting cultural change.

Dot runs motivational seminars in Australia and overseas.

Those who attended Dot's seminars find them motivating, practical and relevant to the healthcare environment of today.

Vivienne Black

consultant facilitator coach



Vivienne is the principal presenter and facilitator for LEADERS in LEADING and has a background in management, training, personal development and events coordination.

She has over 19 years experience as a consultant, facilitator, counselor and coach. Her strength is in building positive relationships in the workplace through communication and understanding, as opposed to bullying, fear and intimidation.

In partnership with Dot Yam, Vivienne has presented in healthcare and nursing forums and has worked closely with multidisciplinary healthcare teams.

Participants who attended Vivienne's workshops find them relevant, enlightening, engaging, uplifting and life changing.



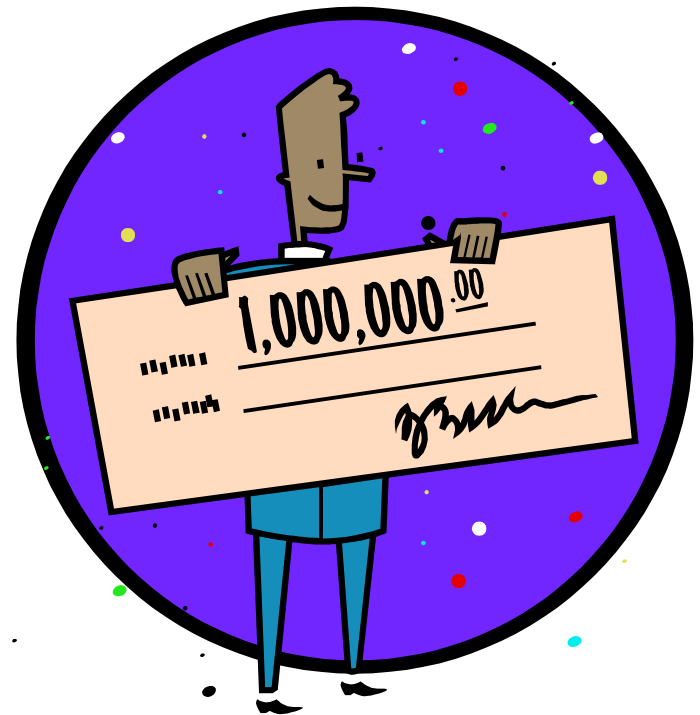
Have you ever
been inspired by
a leader ...?



Two styles of Leadership ...

- **fear**
- **intimidation**
- **force**
- **love (respect)**
- **communication**
- **inspiration**

I'll pay you a million bucks if . . .



Two styles of motivation

FEAR

- Stressed, disempowered, loss of dignity, intimidated

LOVE

- Energised, empowered, dignified, respected

A Leader ...

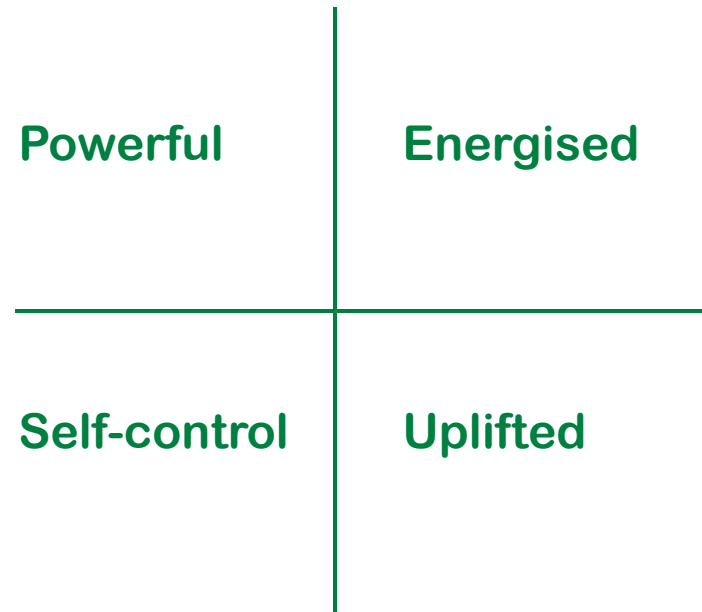
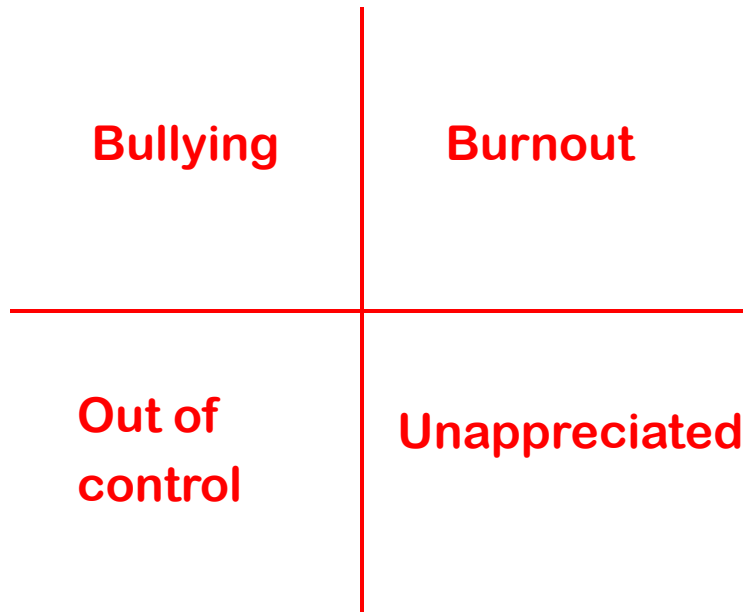
Is either going to inspire:

- **Obedience
for survival**

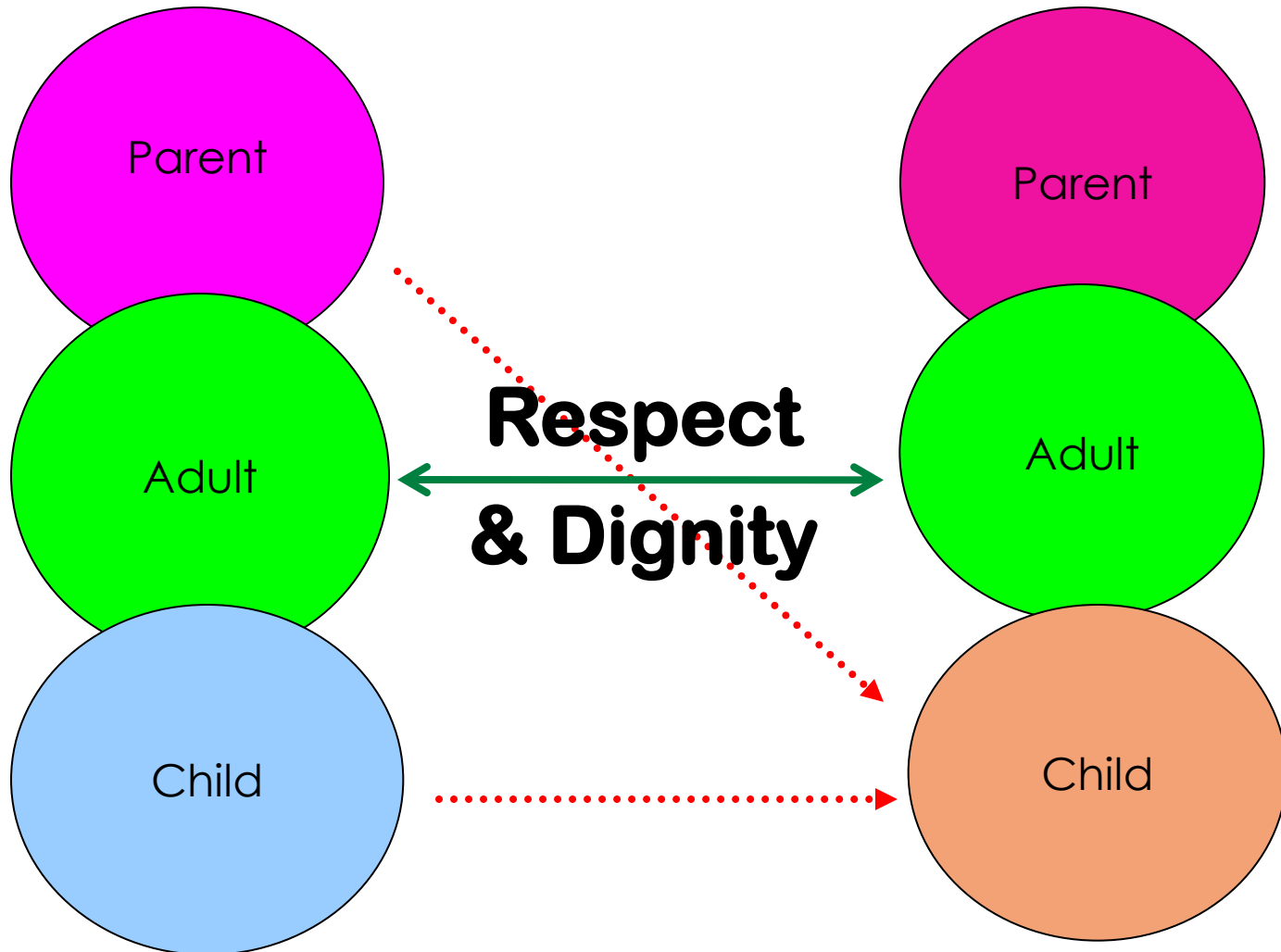
- **Willingness
& spirit**

The Results ...

Will be reflected in people / the workplace:



NO one likes to be told what to do





Relationship 1st

RAPPORT



safety

TRUST

RESPECT

People want to feel valued and appreciated

- Spot your **praise opportunities**
- Point out their positive and specific actions
- Get to know the strengths and positive qualities of your team mates and focus on those

PICK 2 people from your team (making sure one of them is someone you find challenging/difficult to deal with) and WRITE down 2 of their strengths/positive qualities



The 2 Reflective Questions:

What did I do well?

What could I do better / differently?



Thank you for your participation

LEADERS in LEADING *'practical positive solutions'* programs deliver lasting results by getting to the core for behavioural change from the inside out, with sustainable tools and strategies that create a wide scope of leadership skills and behavioural awareness.

LEADERS in LEADING programs meet the needs of executive managers, middle managers, RNs team leaders, right through to non-nursing staff of the multi-disciplinary team.

ANY QUESTIONS?

Please feel free to call or email Dot and Vivienne to discuss how we can tailor a program to serve you and your particular situation.