



Give

Thoughts on leadership

by Karl Pister



THE
COACHING GROUP INC.

INSPIRING EXCELLENCE



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Happy New Year!

Why not start out this year by relating my favorite experiences of the dynamic impact that enthusiasm delivers?

A few years back I had the amazing opportunity to work with a Nurse Manager team that led a 25 room OR function. Several mornings I would arrive early to observe the interactions of the team as the OR warmed up into the full functions of the day.





I sat off to the side, behind the lead charge nurse who had two large screens in front of him. Various clicks could turn on cameras, find data, refine schedules, dive into EPIC, connect with surgeons' offices, and a myriad of other functions.

One day, about 0630, in bounds (yes, bounds) a man in scrubs, capped, with eyepieces around his neck. He steps behind the chair of the charge nurse and grabs him by the shoulders and starts giving him a shoulder massage and says, in an enthusiastic voice:

"Jason! (not the real name of the nurse) How are we doing this morning!? Are we ready to rock and roll? What do you need from me? Do you see any problems coming at us?"

All these questions were in quick sequence. Jason fired back answers to each question. After no more than a couple of minutes, the man was out the door, heading down to the OR.

I was astounded. Here is what followed:

Uh, Jason... who WAS that?



Oh, that was Dr. Smith (not the real name)

Is he always like that?!

What do you mean?

Does he always come in with that intensity?

Yep! Always. People love to work with him. People specially request to be in his rooms.

What does he have scheduled today?

Let me check....today he will do four total joints. He will flip between two rooms. Probably will be done by mid-afternoon. And then he will be back in here to check in with the same intensity. I have rarely seen him in a bad mood.

Just a couple of weeks ago I shared that story with a superb colleague who commented:

"you get what you give".

I asked her if I could use that phrase in this writing, to which she graciously gave her consent.



Interesting that she should come up with that, since she personifies that in her own executive coaching work. She can drill down with laser-like intensity, and is always upbeat. An easy laugh, completely empathetic, and very able to call out behavior that is not in a person's best interest. One client said of her "she will not rest until you experience that breakthrough".

Not hard to see why she has been successful in a long nursing career and now, recently, taking those leadership talents to another setting. She gets what she gives.

A good friend of mine modified a phrase by Stephen Covey. I have quoted it before in these writings:

If you keep on doing what you have always done, you will keep on getting what you have always got...which may not be what you want...but it will be exactly what you deserve

You get what you give...What a phrase for 2021!!



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