

“Learn from My Mistakes! Leadership in Education”

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- “You must learn from the mistakes of others. You can’t possibly live long enough to make all of them yourself.” - Sam Levenson (1911-1980)

“the wisdom is in the room”

• **My Mistakes!!**

- Not giving feedback
- Not making time for your team
- Being too “hands on”
- Being too “hands off”
- Being too friendly
- Failing to define goals
- Misunderstanding motivation
- Hurrying recruitment
- Not “walking the walk”
- Not delegating

- **Know yourself**

- “No one knows his own strengths who does not know his own weaknesses”

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- Enlightenment Instruments
 - Myers-Briggs Type Indicator
 - DiSC
 - Strengths Finders (latest version)
 - Enneagram



So what do I need to learn?

- Communication skills
- Setting priorities
- Getting organized
- Persuasion approaches
- Negotiation techniques
- Conflict management

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- Communication skills
- Motivating others
- Managing change
- Strategic thinking
- Innovation approaches
- Problem-solving
- Managing culture

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- Communication skills
- Team building
- Situational leadership
- Crisis management
- Relationship management
- Emotional intelligence

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**What was odd about those last 3
slides?**

Communications

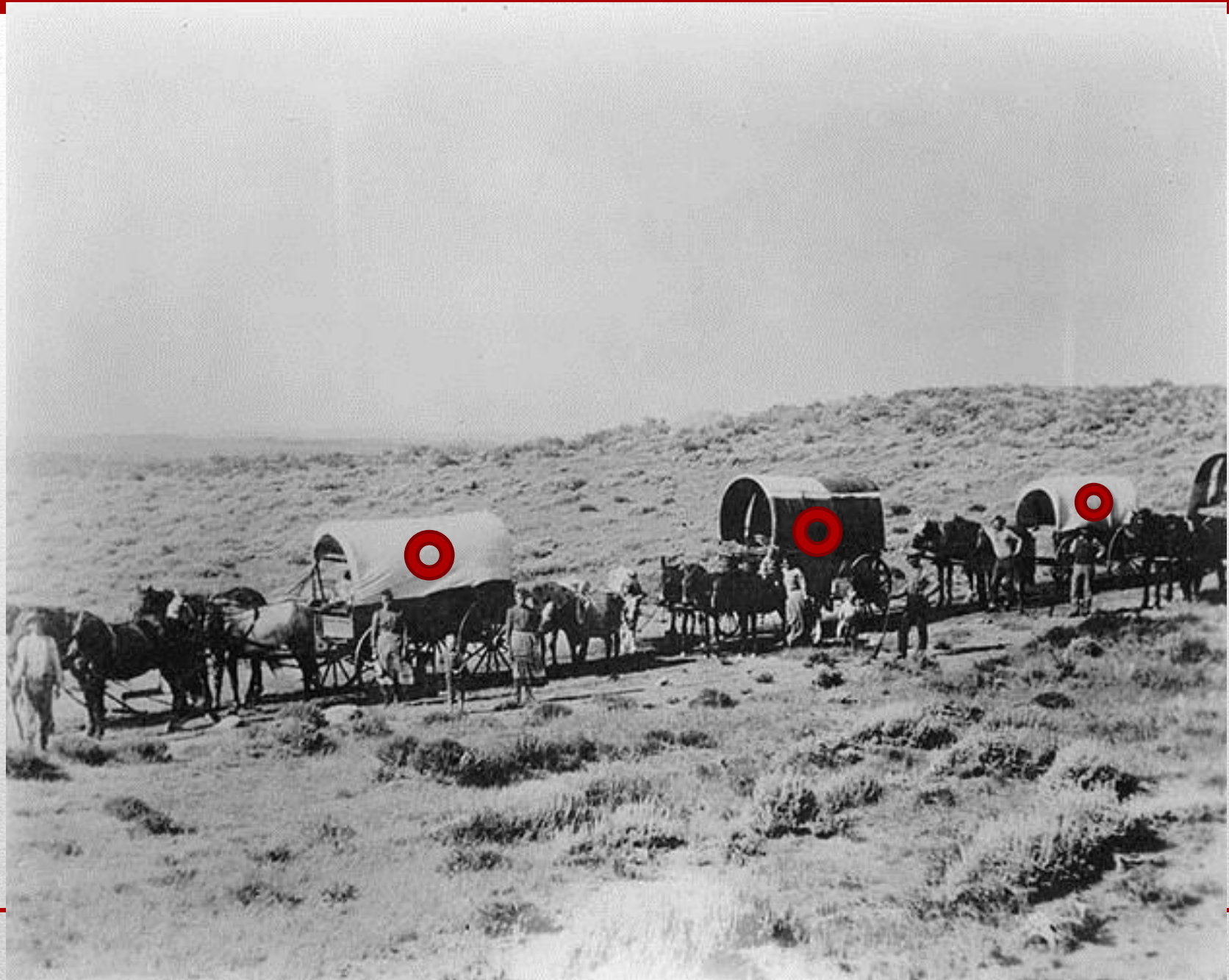
Communications!!

- “The single biggest problem in communications is the illusion that it has occurred.”
 - William H. Whyte, *Fortune*, 1950 42:77-83

- **Fly**
- **Grill**
- **Gucci**
- **Biscuits**
- **Salty**
- **Bounce**
- **Rides**
- **GOAT**

Teen Language Quiz

Circle the Wagons!



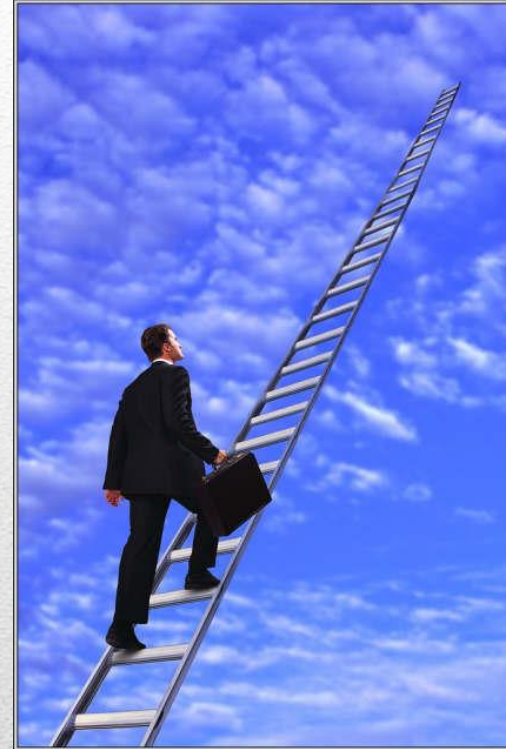
Observation Exercise

What did you see?

- **“The way we see the problem, IS the problem”**
 - Steven Covey
-

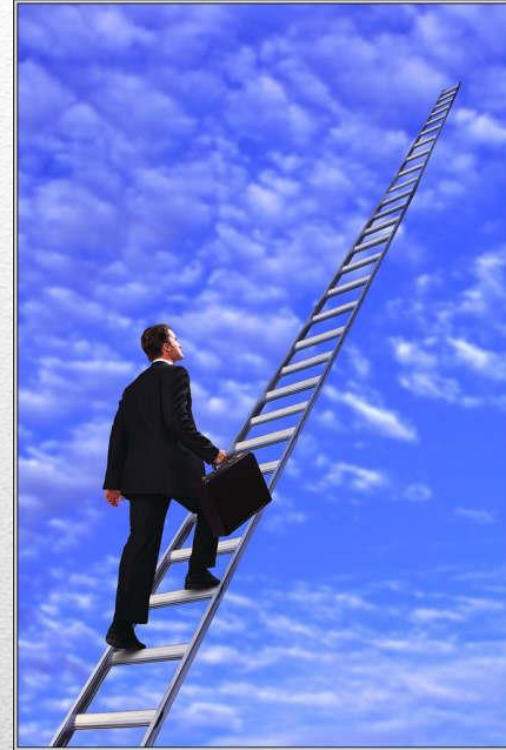
Ladder of Inference

- 1-Directly observable data



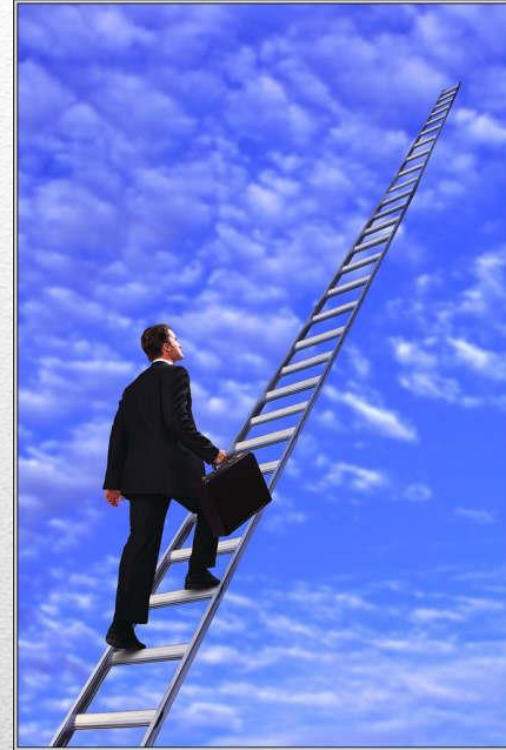
Ladder of Inference

- 2-Observe and select data
- 1-Directly observable data



Ladder of Inference

- 3-Translate and label
- 2-Observe and select data
- 1-Directly observable data



Ladder of Inference

- 4-Evaluate and causally explain
- 3-Translate and label
- 2-Observe and select data
- 1-Directly observable data



Ladder of Inference

- 5-Decide whether or not to respond
- 4-Evaluate and causally explain
- 3-Translate and label
- 2-Observe and select data
- 1-Directly observable data



Ladder of Inference

- **Inquire to Learn**
- **Paraphrase for Clarity**
- **Acknowledge their Feelings**

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- "It's NOT about...."

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- "Yes, AND..." (Don't say "Yes, BUT...")

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- Amygdala Hijack

- Acknowledge their Feelings
 - The “last” thing is the “real” thing
 - Tears tell the tale
 - Acknowledging is not agreeing
- *Difficult Conversations: How to Discuss What Matters Most*
 - Douglas Stone, Bruce Patton, Sheila Heen

How to Put in to Practice

- Written Materials
 - Periodicals
 - Harvard Business Review
 - Articles
 - Books
- Instructional Programs
 - Courses and Seminars
 - Fellowships
 - Costin Institute for Osteopathic Medical Educators
 - AACOM Senior Leadership Development Program
 - Certificate Programs
 - Specialty college-based
 - Degree Programs
 - UNE-COM
- Personal Guidance
 - Mentor
 - Coach

Resources

- Many people want to “be” leader, they don’t want to “do” leader. Strive to deserve the title!