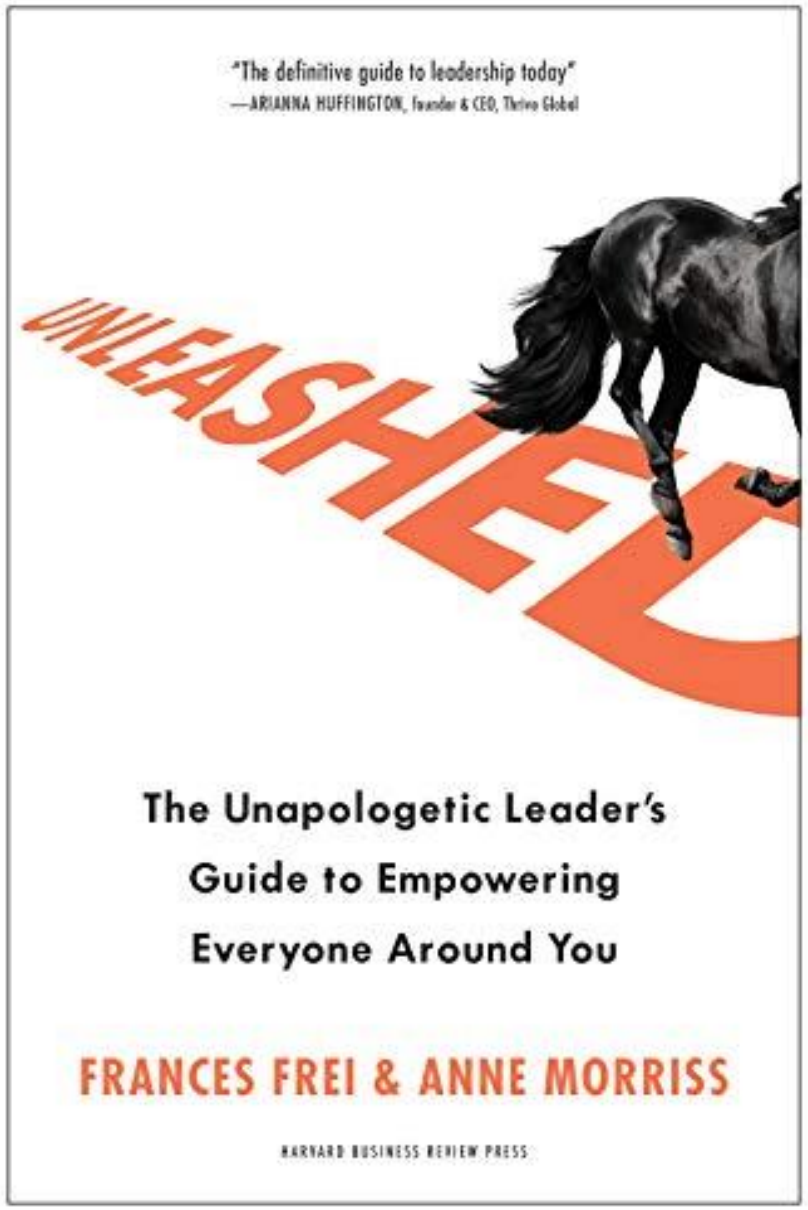
Leadership is not about you…

Aspire – September 2022

Joe Acker, Chief Executive

Ambulance Tasmania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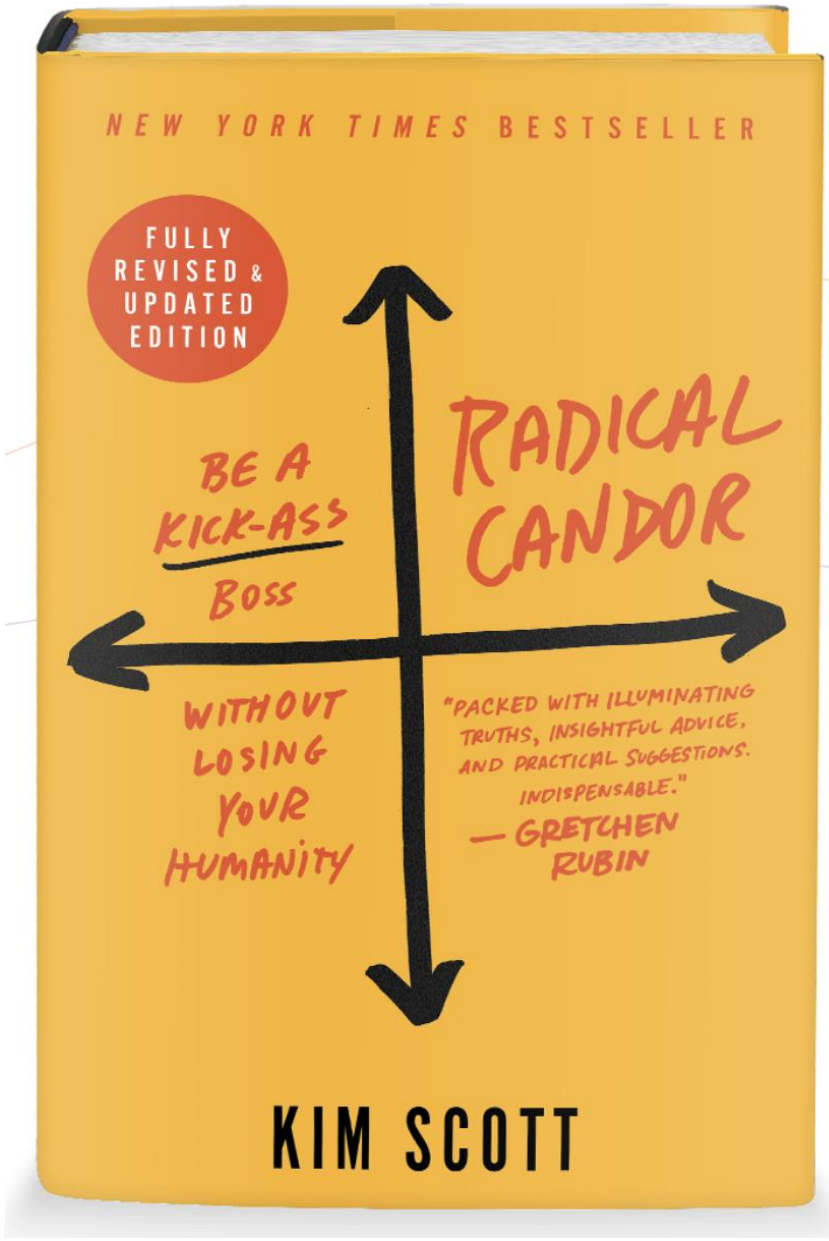
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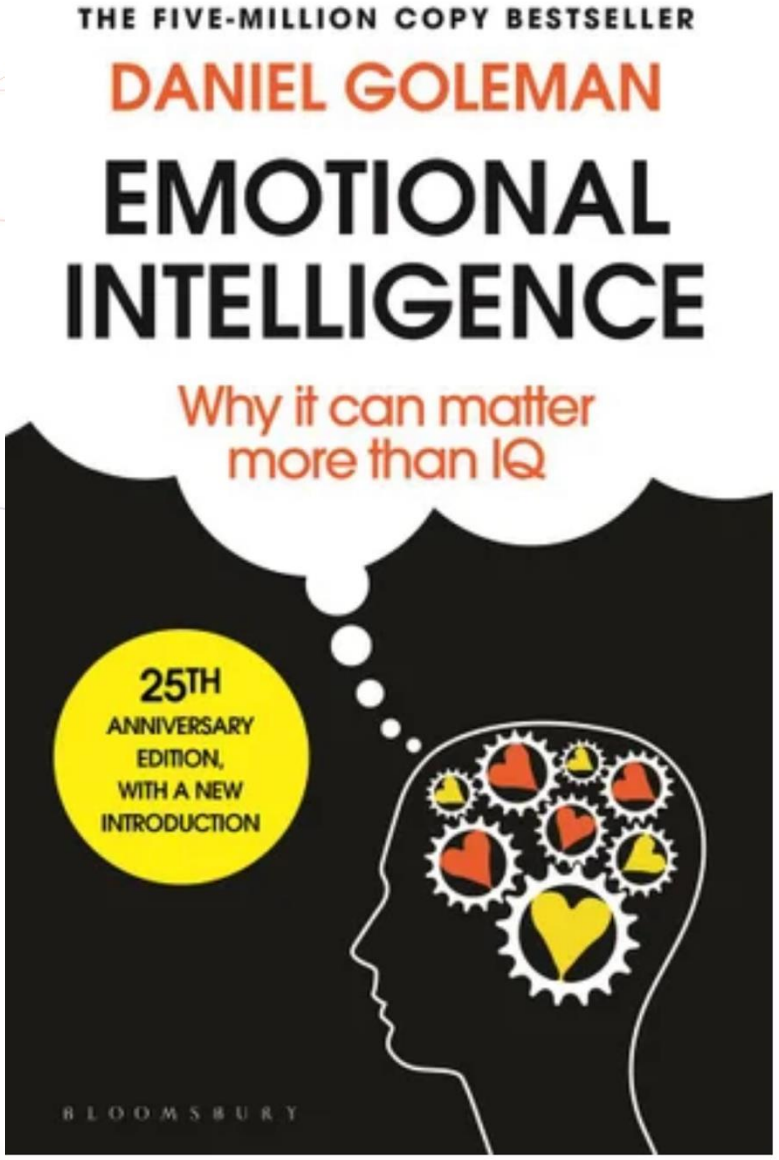
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Leadership at its core is never about you.

Leadership is about how effective you are at unleashing other people.

Full stop. That's it. That's the secret.





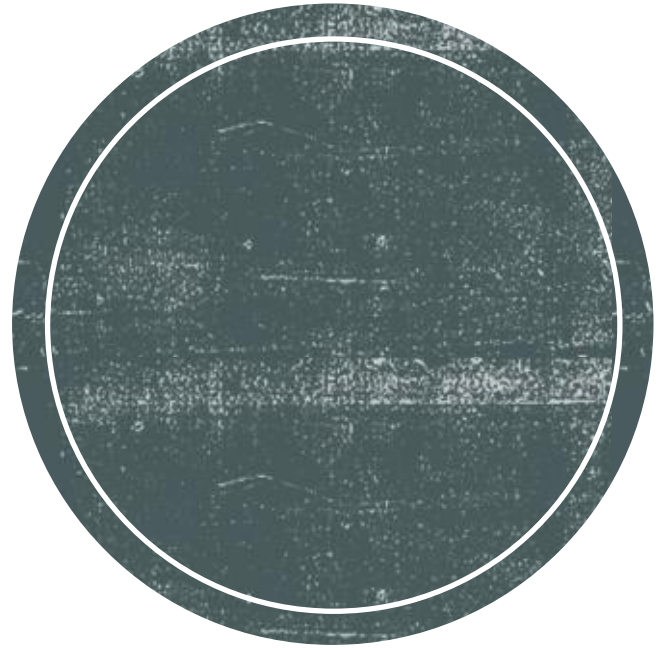
Have you ever had a leader that changed your life? A teacher, a coach, a manager?



It helps to **imagine yourself as the director rather than the star of the show.**

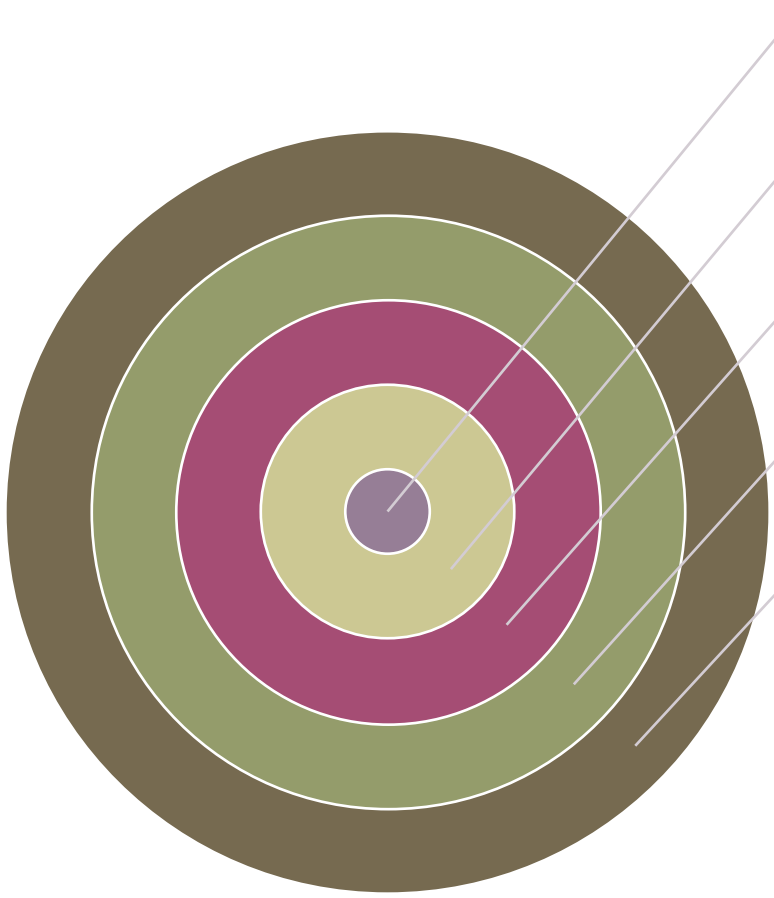
Your job is to make Oscar-worthy movies with other people as the stars.

10 SIGNS IT MIGHT BE ALL ABOUT YOU



1. What other people know, feel and act rarely occurs to you.
2. You don’t ask many questions.
3. The most interesting thing about other people is what they think of you.
4. You’re constantly updating a catalogue of your own weaknesses and imperfections.
5. Other peoples’ abilities bum you out.
6. You’re constantly in crisis.
7. You’re pessimistic about the future.
8. Reality has become tedious.
9. Apathy and powerlessness are dominant emotions.
10. You’re the star of your own show.

Rings of Leadership Empowerment



Self (Trust)

Others (Love)

Team (Belonging)

Organisation (Strategy)

Community (Culture)

Trust, Love and Belonging



The first step to unleashing your leadership potential is to build trust with people around you.



This requires you to set high standards and reveal deep devotion at the same time.



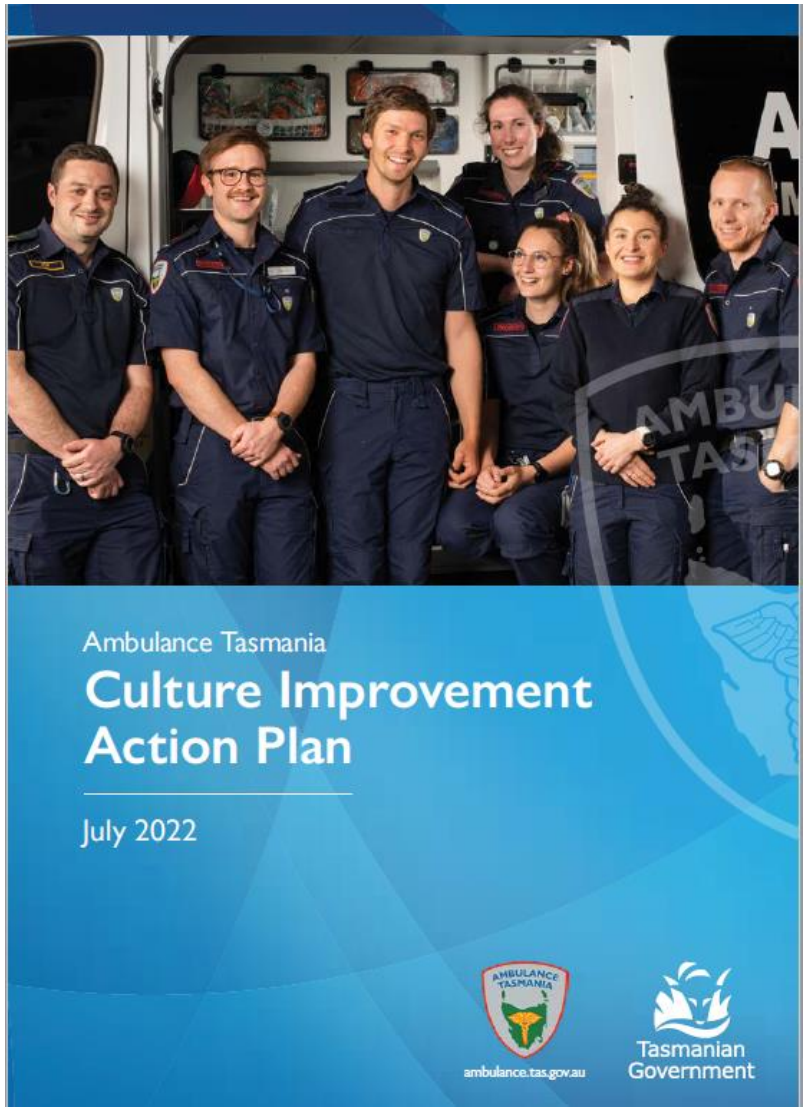
Champion the difference among the individuals and ensure everyone can contribute their unique capacities and perspectives.

Strategy and Culture

These are invisible forces that shape organisations and empower people whether or not you happen to be present.

You need to spend a whole lot of time getting strategy and culture right if you want to lead the organisation at scale.




Ambulance Tasmania
Culture Improvement Action Plan
July 2022
ambulance.tas.gov.au
Tasmanian Government

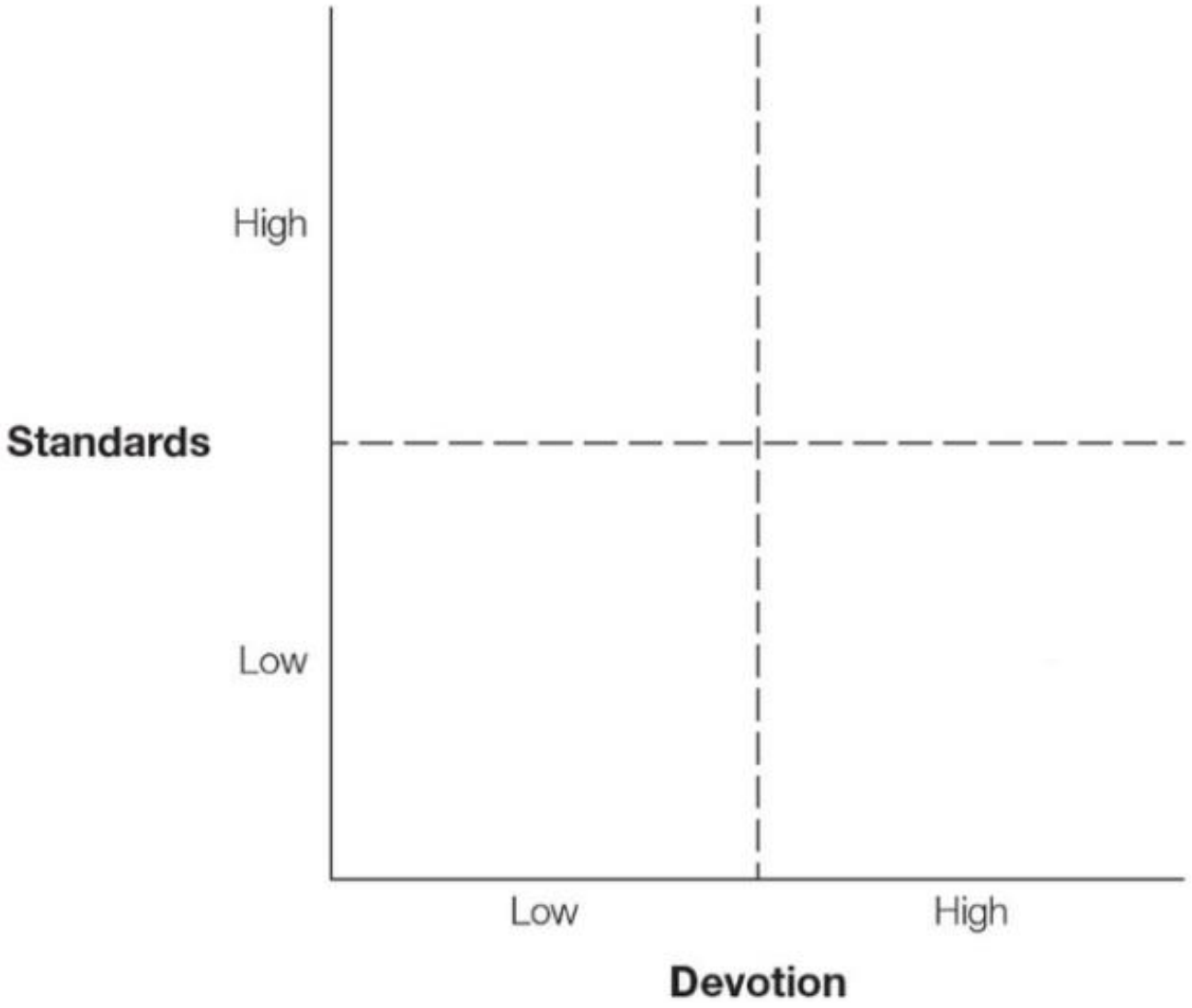
Standards and Devotion



Standards are the performance we want out of people. The level they are supposed to meet.



Devotion is about how much we care for another person. Their wellbeing, their success, whether they are OK.


High
Standards
Low
Low
High
Devotion

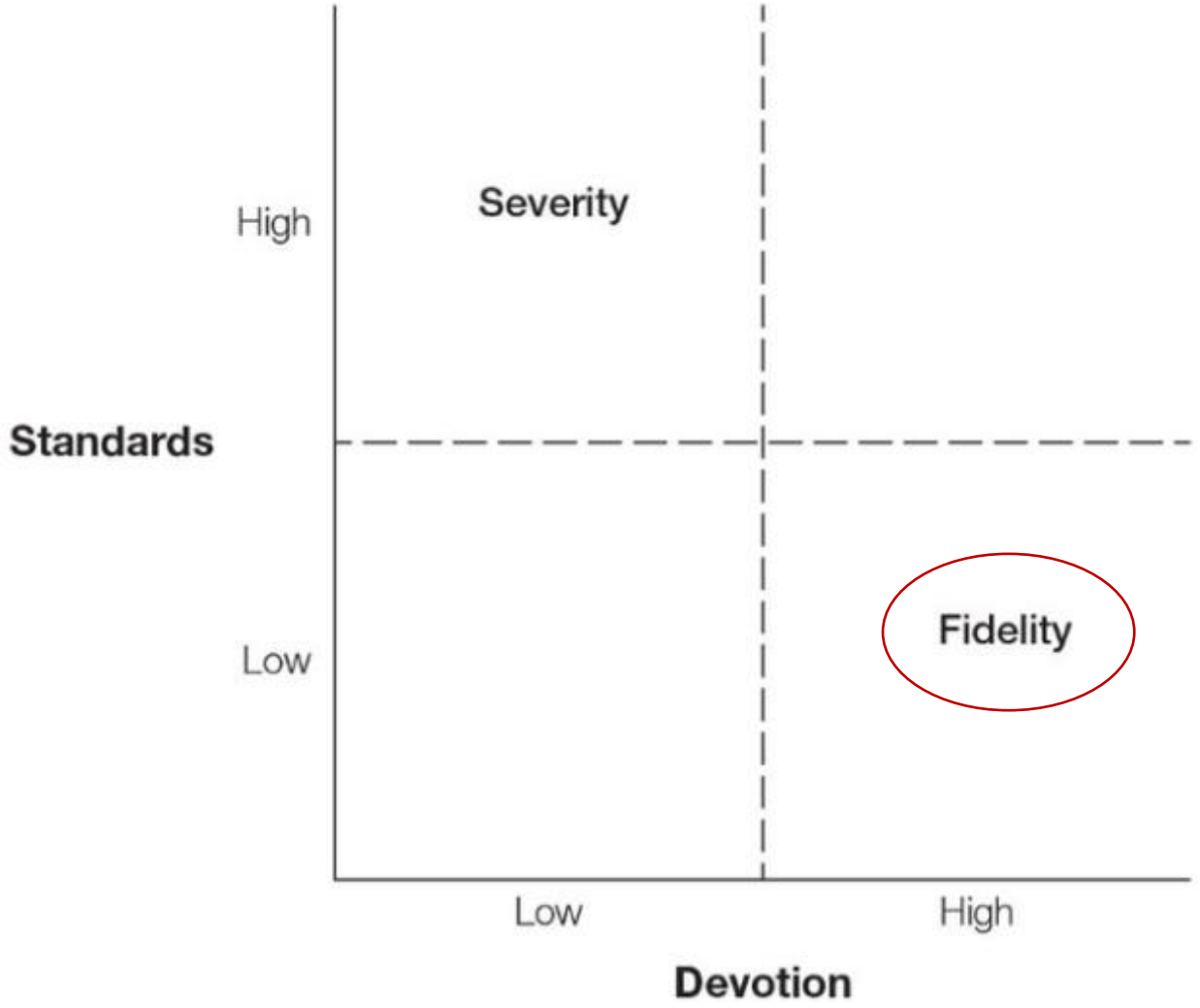
Severity is about holding high standards without regard for the humanness of who we are dealing with.

Putting **results** before **people** and their wellbeing.



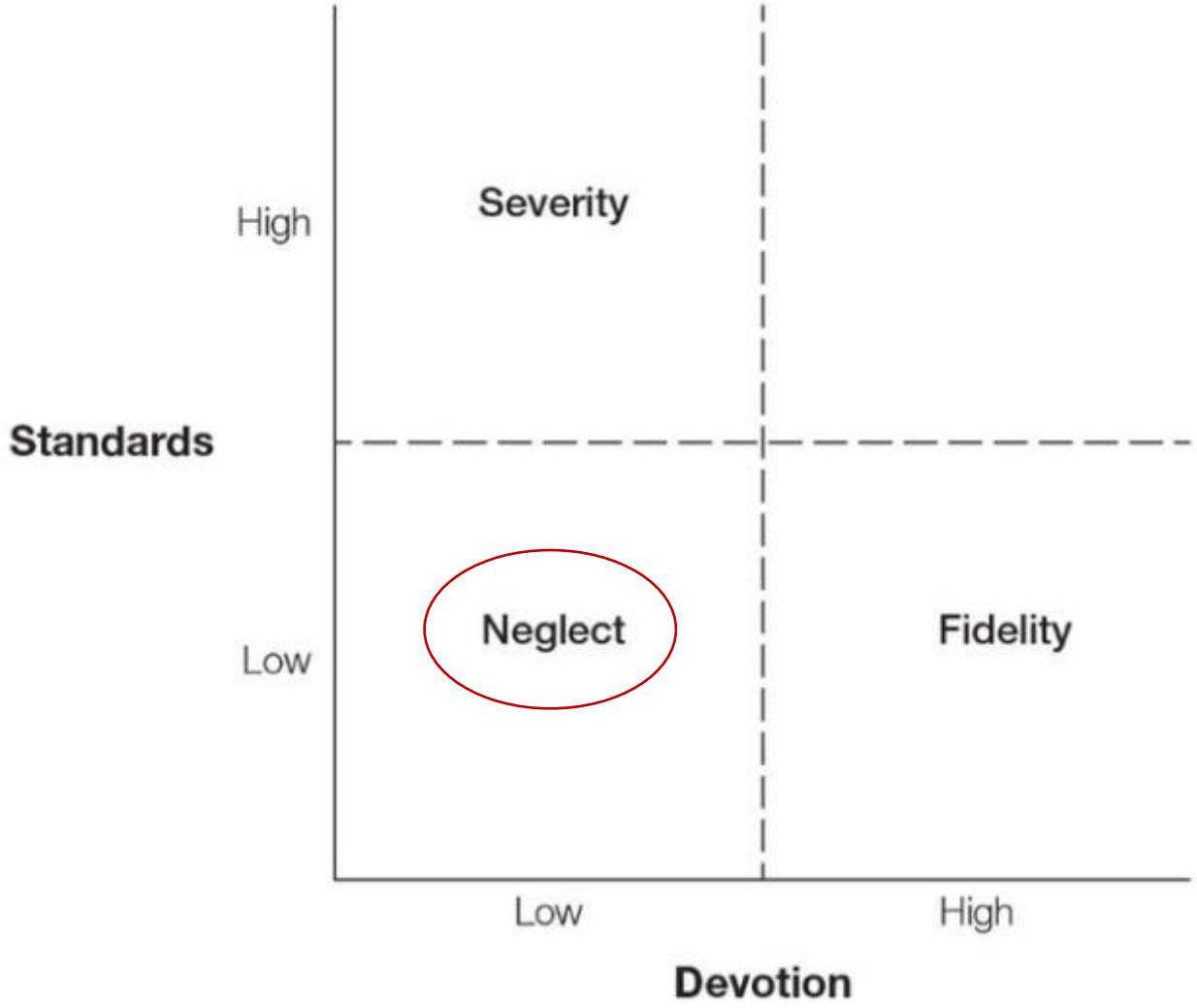


Fidelity *is caring avoidance. Letting empathy be a barrier to action and results*

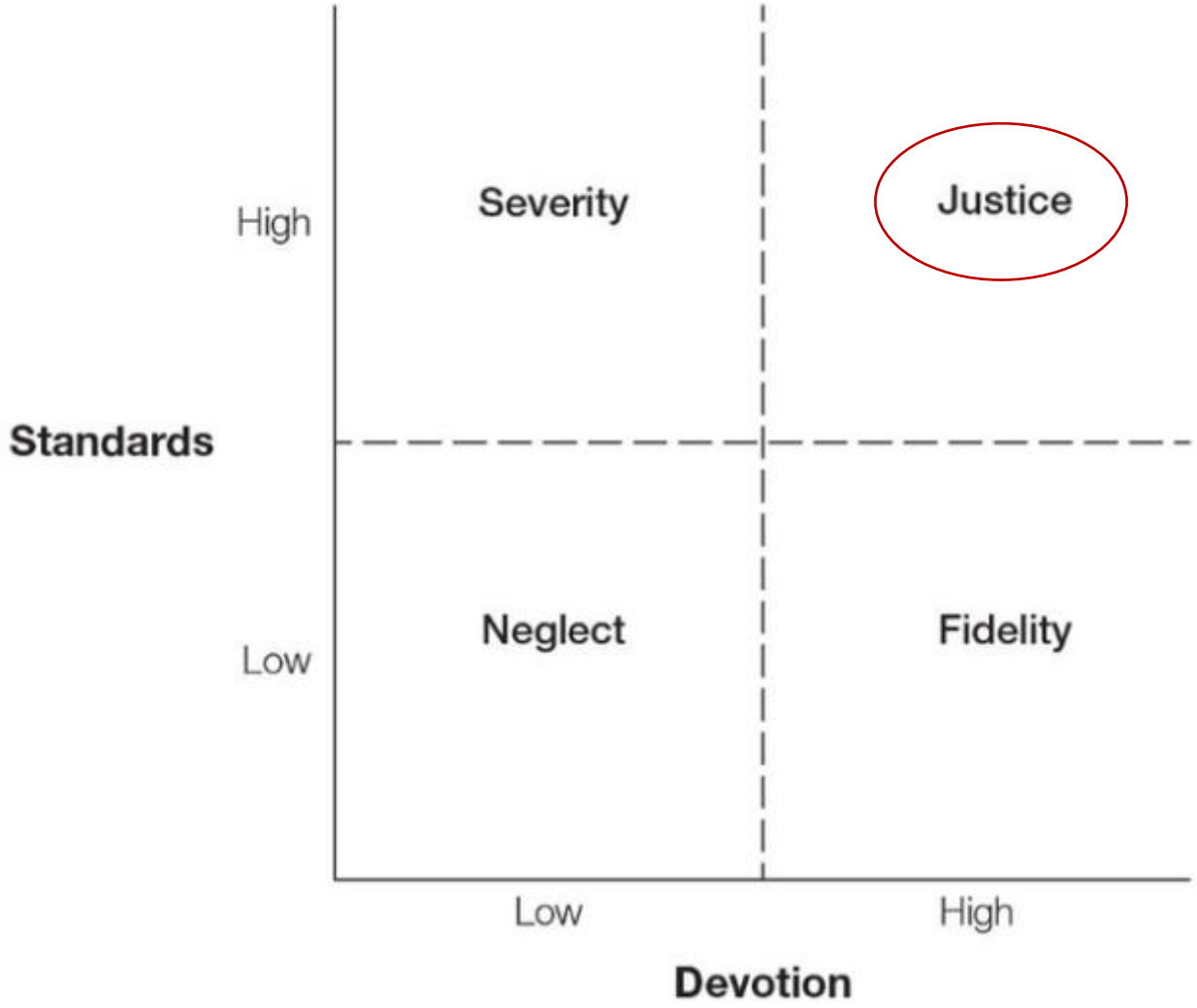




Neglect. Ineffective indifference. Lacking interest or concern for the project or the person.



Justice *- wise compassion. Getting tough things done in a human way to deliver results.*



Become more aware…



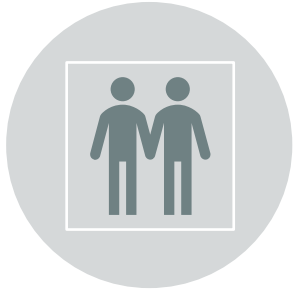
When do you show up in each quadrant?



You are not always Severe, or Just, or Fidelity, or Neglectful.



Fidelity is common with your own boss when they don’t hold standards.



We show up in Fidelity when we love the relationship part to the detriment of the results part.

Severe and fidelity are easier



Fidelity *is caring avoidance. Letting empathy be a barrier to action and results*



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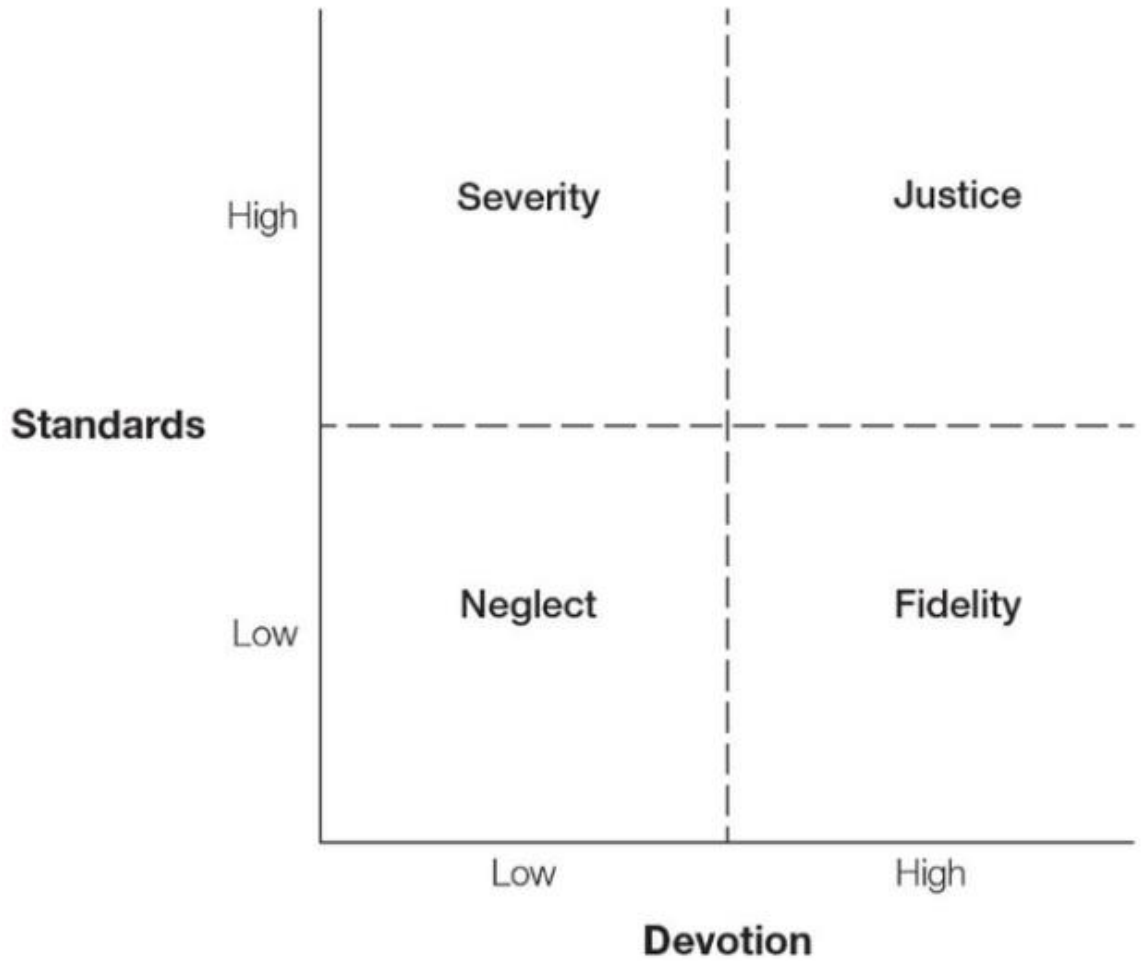
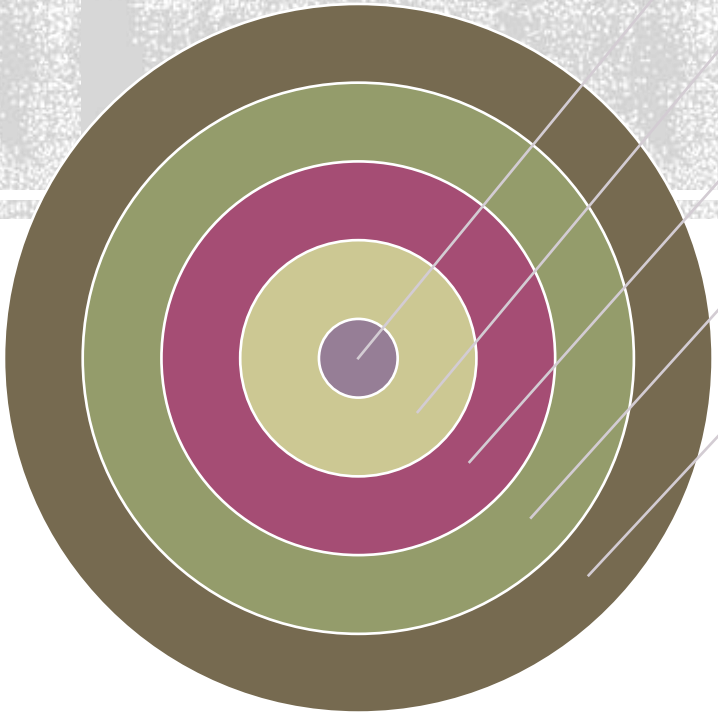


My experience

Building Trust



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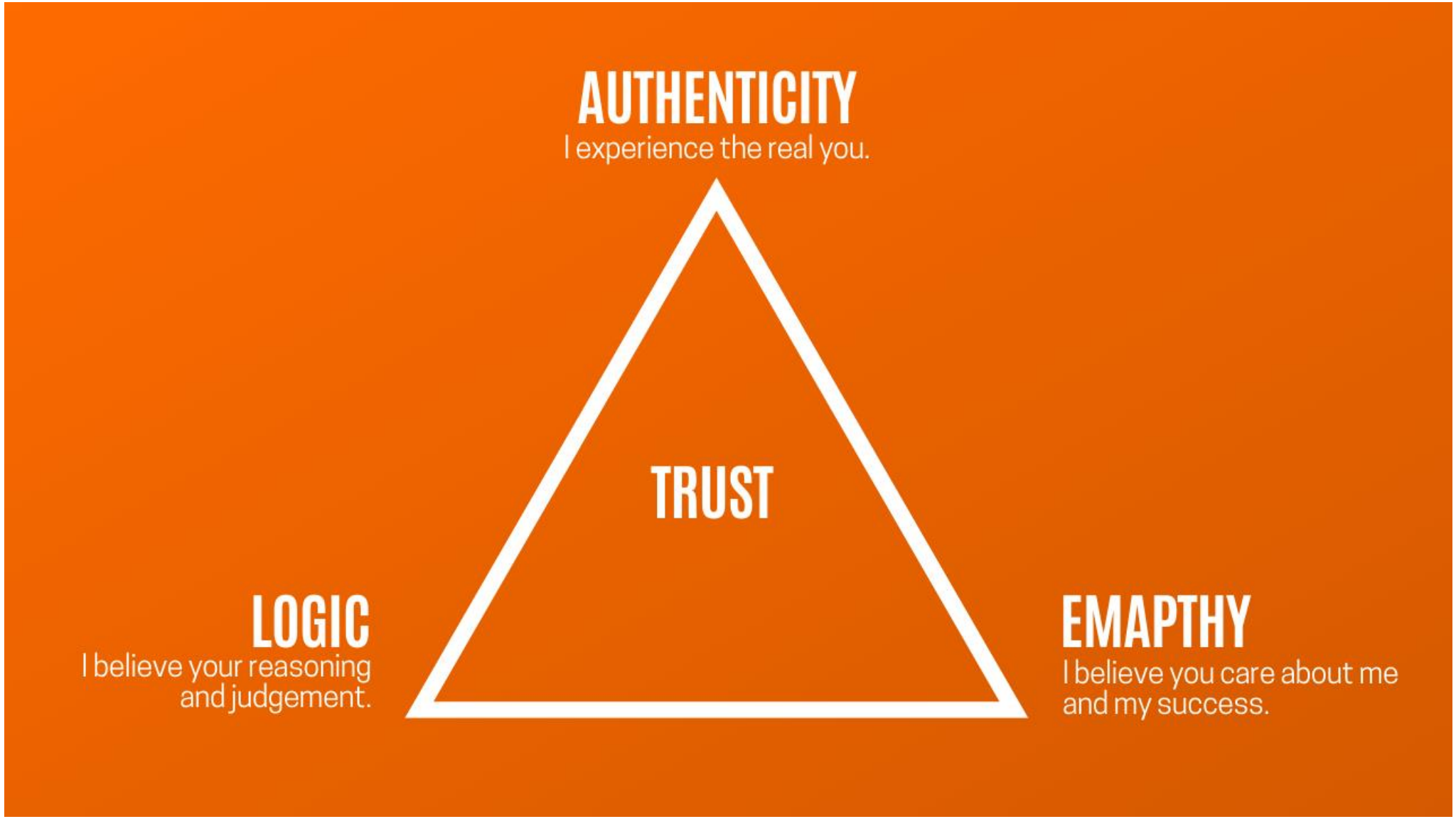
Triangle of Trust



Easy Ways to Build Trust

Catch people doing something right. Catch someone in the act of behaving exactly as they should, using sincere and specific praise. For each constructive criticism, aim for five positive reinforcements.

Be specific. Sincere but non-specific praise sounds good, but it rarely helps anyone improve. Only when you describe the behaviour in detail, they can replicate it.

Conversation time…