

E.M.S Leadership Development

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Objectives

- Help explain leadership techniques
- Define the role of officers as a manager
- How to use good communication skills

Leadership Development

- Leadership is the back bone of an organization
- Leadership gives your organization direction and binds the service together

The 1990s started us in a new direction in EMS Leadership

- EMS leaders needed to become managers
 - Raise funds
 - Deal with community leaders
 - Staffing Issues
 - Recruitment

Ask not what your county can do for you but what you can do for your country.



Leadership Styles/ Who is the better leader

James T. Kirk



I need a red shirt to volunteer

Jean – Luc Picard



Make it so

Henry Blake



What do you guys think

Sherman Potter



That's an order

Leadership Styles

- Directing – a leader will find it necessary at times to make the decision and tell the group what needs to be done
- Consulting – middle managers like to get everyone included in the decision making process
- Delegating – a leader should not do anything themselves. Good leaders will develop and support the group and be available as a resource.
 - Asks for volunteers – let people get involved

Effective Leadership

- Personal focus
 - Flexibility
 - Action orientated
 - Result focused
 - Role modeling
 - Time management
 - Project management
 - Self development awareness

Effective Leadership

- Conflict resolution and negotiation
- Interpersonal skills
- Influencing
- Oral communication

Workforce

- Delegation
- Coaching
- Commitment to workforce development
- Performance monitoring – QA / QI
- Evaluations

Job Force

- Clinical background
- Quality centered
- Planning
- Problem solving
- Decision making

To determine your Leadership Competencies / Strengths

- Identify your strongest competences
- Identify competencies where you need improving
- Understand your greatest obstacles in your leadership role



Responsibility

Ultimately responsible for his team, group, organization

As Captain I am responsible for the actions of my crew

“James T . Kirk”

Authority

Do you have the authority to act and make decisions. If you do not have the authority you will be an ineffective leader

Division of Work

Each leader / group should have specific assigned duties. This should be assigned based on ability knowledge and skills

The Supervisor As A Motivator

- Motivation
 - Incentive
 - Inspiration
 - Drive
 - Enthusiasm
 - Driving Force

Motivation

Job performance increases as members are motivated

Clarify Expectations

- People must know their jobs and the standards of success
- Provide feedback – people work better when they know they are doing a good job
- Provide Opportunity

- ### What Motivates People
- Advancement
 - Awards Program
 - Recognition
 - Job Security
 - Educational Reimbursement
 - Bonuses
 - Clean, comfortable working conditions

- ### Communication Skills
- Oral
 - Written
 - Gestures

 - The art of giving and getting information

Communication Skills

- Oral- when giving information you must speak clearly
- Make eye contact
- Use Language everyone understands
- Be aware of body language

Communication

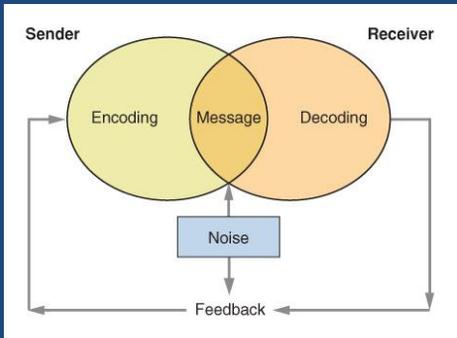
- Written - may include the ability to read and understand department orders / directives and state regulations.
- Gesture – body language
 - One of the first things that a person observes are gestures and body language
 - How you present yourself can influence the authority and confidence you present.

Gesture – body language

- Tone of voice
- Eye contact
- Facial Expressions
- Body posture – can suggest approval or disapproval.

Table 4-1 Factors and Strategies to Consider During Communication

Age	Eye contact
Body language	Facial expression
Clothing	Gender
Culture	Posture
Educational background	Voice tempo
Environment	Volume



The ability to communicate effectively about change is a critical aspect of a leader's success at facilitating change.

- People need to understand the purpose for the change, and how it relates to the organization's bigger picture.
- Key questions might be "What problem are we addressing with this change?"
- and "What opportunity are we trying to capitalize on"

We influence others through our leadership skills, through effective balancing of inquiry and advocacy, through trust-building behaviors, and by being able to communicate change effectively

- Your ability to influence others is also enhanced by effective communication
- skills, including:
- Effective public speaking and interviewing skills.
- Active listening.
- Attending and encouraging.
- Paraphrasing.
- Reflecting feelings.
- Distinguishing between emotion and content

- A leader must communicate what the future will look like.
- What will the organization look like? Where will they fit in? The more detailed the information, the better.

- Each person involved in the process must understand what their part in the change process will be. How their jobs will change, how they will contribute to the change process, and how they will help define the change process itself.

- Communicate first through action, then words.
- In other words, “walk the talk.” Your statements, no matter how well crafted, will only deliver a conflicting and ultimately alienating message if your behavior is inconsistent with the underlying values or vision being expressed.

- Leadership
- Supervision
- Motivation

Questions?

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