

Mistake-Proofing Leadership

“There is no better way to improve employee satisfaction (*which drives patient satisfaction*) than to improve the quality of the leadership and supervision employees receive.”

The Baptist Health Care Journey to Excellence
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“Gallup studies have shown that as many as sixty percent of employees who leave an organization do so because they don’t like or can’t get along with their direct supervisor.”

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Our intent is to eliminate defects by preventing or correcting leadership mistakes before they result in defects; i.e., in non-value added waste.

- ✓ **Poke yoke** – use “leadership bundles,” paradigms, and values as a sort of leadership poka yoke to help you avoid making leadership mistakes. “*After finally understanding the negative impact of what I was doing, I just can’t imagine myself ever again behaving in the old way.*”
- ✓ **Standard Work (Process)** – Match the tool to the leadership activity, make as uniform as possible and continue to improve. “*I made sure to use the Four Part Teaming model at my new position.*”
- ✓ **Self check** – continually observe yourself to make sure your leadership behaviors match your desired behaviors – and immediately correct any mistakes you make. “*I noticed that I left out a key step in the procedure, so I added it in before I finished my presentation.*”
- ✓ **Successive check** – encourage others to give immediate feedback about any leadership mistakes you make. “*I’m glad they mentioned the confusion I caused, so I could clarify my expectations for them before they made a wrong choice.*”