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."

The Baptist Health Care Journey to Excellence
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Mistake-Proofing Leadership

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."*