



Leadership Emails

Leadership Emails

Today...Choose to Be Extraordinary!

September 21 - October 12, 2023

Kevin's Leadership Emails are powerful explorations into personal development, both inside and outside of the practice.

Enjoy reviewing all this transformational, thought-provoking content.

Leadership Emails

People Want to Be...

People want to be heard.

People want to be understood.

People want to be acknowledged.

Listening creates empathy.

Listening shows you care and are concerned for the other person, not for your own self-interests or agenda.

In the book, “Never Split the Difference,” the author, Chris Voss, states the following powerful observation about the importance of developing your listening skills.

“Psychotherapy research shows that when individuals feel listened to, they tend to listen to themselves more carefully and to openly evaluate and clarify their own thoughts and feelings. In addition, they tend to become less defensive and oppositional and more willing to listen to other points of view, which gets them to the calm and logical place where they can be good getting to ‘Yes’ problem solvers.”

There is so much to explore here, but let’s focus specifically on Voss’ comment, “...more willing to listen to other points of view.” There is an unsaid assumption being made when we have a desire to expand our Excellence and shine a brighter light onto others. The assumption is this: we have a belief that we know something we perceive to be valuable for someone else for which we want to share in an attempt to create a moment of goodness.

It is quite difficult to get someone to go from one point of view to a completely different point of view in one gigantic leap. The step you want to focus on is to help someone doubt their current thought pattern and/or method of coming to their own conclusion. When someone begins to doubt their own decision-making process, they then become open to a new idea...a new way of thinking about it. This leads to legitimate change. It is the same technique used in sales for getting someone to go from “no,” to, “well...maybe I am not so sure...” to, “yes.”

You can apply this to any situation in life, personally and professionally. When I believe a doctor has a toxic team member and the doctor does not see it or want to believe it, I have to begin by helping the doctor question their assessment of a particular team member. Once they begin to question their own assessment of the person, and not until then, will they be open to the idea of believing this person is a source of angst within the team.

I could provide you with countless, real-life examples of this exact scenario and each time I had to follow this approach as it would have been impossible to get a doctor to immediately go from, “this team member is a good, long-standing contributor,” to, “this team member is destroying the culture of my practice and we may begin losing really good people because of my lack of awareness, and/or tolerance to the situation.”

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Now, I would like to turn the focus on YOU! This is meant to be applied to your own process as well. It is important to keep an open mind and be willing to listen to people who you believe have your best interests at heart.

When someone who loves and cares about you is willing to share something with you, please remember, they are simply trying to get you to think differently about a particular topic. Accept the commentary as an invitation to question your own thought process. Create your own doubt to see if it leads you to a better way or allow it to strengthen your resolve for the decision you have made.

Now, let me be clear: I am NOT saying listen to anyone and everyone. Have discernment when considering someone's opinion, and consider those viewpoints to strengthen your "filter" as you continue down your personal path to becoming wise in your own way.

One final note: that voice inside YOU wants to be heard as well! I believe we have strayed too far from allowing our intuition a proper platform to share its insights. When we rely purely on the limitedness of datapoints and the perspectives we cling to, we dilute our ability to make smart decisions. Lean into infinite intelligence; that mysterious knowingness which emanates from outside of mind. Honor your inner voice and don't overemphasize the outer (friends, family, social media). Fine-tune your God-given skill by giving that still, small voice more space and credit when strengthening your discernment muscles.

People want to be heard.

You deserve to be heard.

Listen intently...including...listening to yourself!

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If

This week we are coming off of another highly impactful and significant retreat for our doctors. The amount of discoveries and breakthroughs those in attendance had were exciting to listen to and now it's time to bring it all to life!

I am dedicating focused time this week to be with my family and for myself in order to fill my soul back up to be at my best for all of you.

Scott wrapped up the retreat weekend by sharing the poem, "If," by Rudyard Kipling. I have always known about this poem, read it many times, yet its meaning hadn't hit me as it did this time around.

If you have not been introduced to this poem before, please read it when you have a moment of peace to allow it to sink in as you explore its personal meaning.

If you have been introduced to this poem before, please read it with a "fresh outlook" in an effort to breath life into its meaning for you.

Either way, I pray you find a light among the musings as a means to aid you as you shine your light unto others in your pursuit of Excellence!

*If you can keep your head when all about you
Are losing theirs and blaming it on you,
If you can trust yourself when all men doubt you,
But make allowance for their doubting too;
If you can wait and not be tired by waiting,
Or being lied about, don't deal in lies,
Or being hated, don't give way to hating,
And yet don't look too good, nor talk too wise:*

*If you can dream—and not make dreams your master;
If you can think—and not make thoughts your aim;
If you can meet with Triumph and Disaster
And treat those two impostors just the same;
If you can bear to hear the truth you've spoken
Twisted by knaves to make a trap for fools,
Or watch the things you gave your life to, broken,
And stoop and build 'em up with worn-out tools:*

*If you can make one heap of all your winnings
And risk it on one turn of pitch-and-toss,
And lose, and start again at your beginnings
And never breathe a word about your loss;
If you can force your heart and nerve and sinew
To serve your turn long after they are gone,
And so hold on when there is nothing in you
Except the Will which says to them: 'Hold on!'*

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*If you can talk with crowds and keep your virtue,
Or walk with Kings—nor lose the common touch,
If neither foes nor loving friends can hurt you,
If all men count with you, but none too much;
If you can fill the unforgiving minute
With sixty seconds' worth of distance run,
Yours is the Earth and everything that's in it,
And—which is more—you'll be a Man, my son!*

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By Accident or Intention

Are you going through life by accident or with intention?

The spirit of this question was the focus of a conversation I had this week with a doctor who attended our annual retreat in San Antonio. I gave a presentation on being a “H.E.R.O.” (a different definition to the traditional word “hero...” more to come on this in the future...) and that presentation was the catalyst for him reaching out to discuss an epiphany he had over the weekend. I was excited for what our conversation would bring.

The essence of our discussion focused on whether or not he was “in control” of the influence he was having on his team members and family. He admitted that he did not have an answer to how he goes about being a positive force for good in the lives of those in his circle of influence. My translation of his commentary was...

“Are you going about life by accident or with intention?”

The majority of people put little to no effort into designing their life—everything happens by “accident,” which keeps them in a perpetual state of reactionary moves. When you are constantly reacting to everything that comes your way, you will find yourself spending more time than you would prefer on unimportant matters rather than important ones. There is no room to see the future when you are consumed by living out what is always happening in the past.

When you make “The Shift” to living with Intention, you find yourself conscious of what is happening now and in the future. Living with Intention allows you to dream, be creative, take calculated risks, and apply focused energy and effort to that which you are designing. This state of being allows your imagination to run wild.

You may be asking, *“Where are you going with this, Kevin?”* Answer: when you spend the majority of your time living with Intention, you are able to cut ties with your past experiences that hold you back by creating doubt and fear for the future...Resistance. If you want to expand your level of Excellence and take advantage of your “Gift of Influence,” you must abandon your old ways which are unproductive and apply the beauty of intentional design.

After a thoughtful conversation, this doctor had a clarifying moment. He realized that he was in fact being intentional in certain aspects of his life, but found that most everything was happening by “accident.” By the end of the call, he was able to articulate where he could make “The Shift” from reacting in life to being Intentional with designing outcomes he had genuine influence over. I was impressed with how quickly he found clarity and encouraged him to act right away on changing his course in life.

As expected, I received an email prior to writing this message with a testimony about how his Intention led to a good outcome for someone in his life that would not have happened had he not envisioned it first...Intentional Living...Expansion of Excellence...he was someone’s H.E.R.O. that day!

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Friends, if no one has ever expressed the fact that you have the ability to directly influence and design your life, then let today be the day you heard it loud and clear!

You simply have to make the decision to break the chains of your past and allow your focus to shift to the present and future in order to get out of the mundane doldrums of living a life dictated by anyone other than you! You deserve to have the power to rewrite your story and how it will end!

If you were to change the course you are taking in life, what changes would you make?

If you were to design your future, how would it look differently than it does today?

Take the time to dream!

Take the time to insert influence over where you are going and stop accepting what comes your way by “accident.”

You have a say in the matter!

In the spirit of the way I conclude all my messages...

Today (and always)...Choose to Be Extraordinary!

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80,000 People (Part 1)

Each year, I invest a considerable amount of time into handpicking a book to support the custom presentation I create for our annual Doctor Retreat. This year, I made the decision to craft a presentation that came straight from the depths of my soul, which I titled, “Courage to Be a H.E.R.O.” This time around, it took longer than usual for a book to truly “speak to me” to the point where I felt confident in the impact it could have on those in attendance, but when I discovered “The Gift of Influence” by Tommy Spaulding, I knew I’d struck gold.

I was moved to incorporate the author’s message into mine, as it’s enlightening and inspirational for all who choose to be open to allowing his stories to stir curiosity about the lives we—and the life you—are choosing to live.

In the prologue, Spaulding shares a story about a moment that hit him at his core. It came while listening to a well-known author he contracted to speak at his annual non-profit event for youth he serves. It hit me hard as well after I read it and allowed the idea to fully sink in.

As Spaulding’s story goes, best-selling author Jon Gordon ended his motivational speech by stating the following...

“I heard about a recent study showing that the average person will influence eighty thousand people in their lives, positively or negatively.”

Although I cannot speak to the accuracy of the study referenced, creating awareness around the scope of a lifetime of influence is cause for a moment of legitimate reflection.

The key point Gordon makes is about your influence being positive or negative. It’s your choice.

What choices have you made in your past?

What choices are you making in your present approach to life?

What choices will you make in the future knowing how far and wide your influence goes?

“Will these eighty thousand people be stomping, clapping, and chanting your name to thank you for the positive influence you’ve had on their lives?

Or will they be silent?

Even worse, will the crowd boo and curse your name?”

Please...take a moment before reading on and ponder the significance of these questions.

For those of you who are connecting with this so far, I encourage you take the next step by asking yourself, “Why?”

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Why are they cheering?

Why are they silent?

Why are they booing?

Brilliance and wisdom will emerge if you go deeper, stare into your personal reflecting pool, and contemplate your choice of words, decisions, and actions.

If you believe people are “cheering,” what will you do to keep that positive energy alive and well?

Excellence.

If you believe people are silent or booing, what will you do to welcome a new set of “fans” into your “stadium” as you continue to find yourself in moments of influencing others?

That’s “The Shift.”

I welcome your revelations as you allow this message to connect with your heart and soul. Please, share your thoughts and discoveries with me so I can celebrate them alongside you!

Remember: we ALL are influential. This has nothing to do with professions, titles, age, or experience. We all leave a piece of ourselves with those we spend time with.

Especially you.

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