



Leadership Emails

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Today...Choose to Be Extraordinary!

January 18 - February 15, 2024

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

Framework (Part 1)

After building a foundation made up of “ingredients” that are meant to stand the test of time through strength and resiliency, our focus now shifts to the framework that will sit upon our firm foundation.

Continuing with the Significance of exploring formal definitions, let’s take a moment to explore an explanation for framework...

“A real or conceptual structure, plan or system, as of concepts, values, customs, or rules, which are intended to serve as a support or guide for building something that will help deal with problems or aid in making decisions.”

There is a tremendous amount of value lying within the definition above where you could spend time in thought or discussion to determine its application in your own life without reading any additional text from me. Having said that, let me expand upon my own interpretation of the framework concept in an attempt to bring more clarity than ever before when it comes to your personal commitments in life.

As I narrowed down the list of what I believe makes up the framework of my approach to life and all the people in it, I landed on the following list:

- Patience
- Kindness
- Humility
- Respectfulness
- Selflessness
- Forgiveness
- Honesty
- Committed

I found the combination of these eight characteristics is what provides me the structure I need to be able to carry out my life’s mission to be a positive influence on others, while also bringing profound joy to my own life. The list is in no specific order or importance because I believe they all have to exist to fulfill my personal initiatives of serving and loving others.

Today, I want to begin with Patience, as it can be a difficult skill to stay committed to in this fast-paced, hurried world we live in; where “faster is better” and waiting has become a lost art. I often hear people complain about a video being too long to watch, a delivery taking

Leadership Emails

too long to get to their house, or a drive being too long...and I haven't even approached the time it takes to deal with people and all they bring to our lives.

Here again, I want to lean on a definition for us to update the way we connect this word, this concept of Patience...

"The capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset."

I believe I inherited my level of Patience from my mother. She is a saint with an incredibly big heart. I've seen her display Patience to an unbelievable magnitude. Looking back, I can connect countless extraordinary outcomes to the fact she had patience to allow life to unfold in a way that provided her and other an opportunity for "success." Where she takes this a step further is that she always remains calm and undeterred; she simply refuses to get upset or overly emotional about people or situations. The example she has set for me, and worked so diligently to instill in my being, is nothing short of remarkable.

There are more examples than I can recall where I've seen people's lack of Patience, along with their inability to remain calm and emotionally stable, have created self-induced problems: something that already happened was given more charge and transformed into an exponentially worse situation than what originally existed. Practicing the art of Patience will result in more peace and clarity in all situations life brings you.

Please recognize I am not advocating for complacency or being apathetic. Quite the contrary: I am advocating for restraint and discernment. Far too often, we rush to judgment of others or try to solve complex issues without taking the time to put well-intended thought into influencing the future outcome of what currently exists.

My intention is to expand upon my personal list of characteristics that make up my framework. I hope to be the catalyst for you to build out your own list too, whether it be your first time trying this exercise or you are in a state of refining a list you already have.

The importance of having a formalized structure in place is so you can use it as a means to easily assess your approach to influencing the outcomes you wish for when it comes to patients, teammates, family, and friends.

My hope is that you can connect with me on one or more of the words in my list and/or create your own approach to gaining more clarity on what you choose to focus on in order to maximize your opportunity to be a positive influence and a light in other people's lives.

Today...Choose to Be Extraordinary!

Leadership Emails

Framework (Part 2)

Kindness...a misunderstood characteristic. As I looked into the definition, it struck me as overly polite. I can see how people who want to be viewed as “powerful and influential” would want to shy away from it. Yet, at the same time, when one can display strength and resolve while relentlessly staying committed to acting in the spirit of Kindness, the influence they produce far exceeds the force of one’s own will.

Al Capone, of all people, is attributed with a quote that’s always resonated with me:

“Don’t mistake my Kindness for weakness.”

Now, it could be easy for a Kind person to be viewed as a pushover; someone who could be easily swayed or manipulated. However, read what Capone has to say next, as he drives home the important point of how Kindness and strength can exist in harmony:

“I am Kind to everyone, but when someone is unKind to me, weak is not what you are going to remember about me.”

At this point in the message, I know some of you are thinking, “Kevin, you’re trying to make a point about Kindness through the words of one of the most notorious, infamous, ruthless gangsters? You’re officially off your rocker.” Maybe so! But I encourage you to take a step back and not apply the example in such a literal way. Instead, grab onto the spirit of the message to formulate a perspective on how you commit to Kindness and weave it into your approach with everyone in your life: family, friends, team members, patients and complete strangers.

Kindness is based in (agape) love.

Love (agape) leads to positive influence.

Positive influence is the light you shine unto the world around you.

The amount of light you shine has a direct effect on the legacy you leave behind; legacy being the impact you have on others.

I encourage you to take a moment to pause in solitude and assess your level of Kindness to all the different people in your life:

Is your Kindness offered equally or conditionally?

Are you Kind to patients, but unKind to your team members?

Are you Kind to your family, but unKind to strangers?

Are you Kind to everyone in your life, but unKind to yourself?

Leadership Emails

I believe everyone—and YOU most importantly—deserves your Kindness.

I know this sounds as though it should be obvious. Trust me, it's not. I know because I find myself in the middle of team member conflicts where Kindness was clearly left at the door. The absence of Kindness will eventually lead to an unwelcome situation. It's inevitable, because without Kindness, we're intentionally creating moments of angst.

I've been blessed to see my Grandfather and Mother demonstrate extraordinary examples of being Kind in the most powerful and influential ways. I realize not all people have examples in their family to lean on when it comes to how they develop their own approach to people; I count it a great gift to have had it.

For those of you who did not grow up with positive examples of being Kind, I encourage you to seek out someone who can show you a different way.

For those of you who did grow up with positive examples of being Kind, please pass on the legacy of those people—their teachings—because there are people who could benefit from being exposed to this approach to life and relationships.

BE THE EXAMPLE!

Amplify your influence by expanding your opportunities to be Kind.

As my Grandfather taught me, much more through his actions than saying these exact words:

"Always be Kind and life will work out just fine."

Is Kindness (Strength) a component of your Framework or Foundation?

Where does Kindness (Strength) fit into your philosophical approach to life?

What can you do today, every day, to expand your level of Kindness to others?

Powerful questions to ponder, should you choose!

Today...Choose to Be Extraordinary!

Leadership Emails

Framework (Part 3)

Humility has been quite the journey for me. In my younger years, I masked my lack of confidence and low self-worth as Humility. I saw the way my mother and grandfather approached life in a humble manner and simply knew this was the way to go about life.

Simultaneously, I saw certain people in my life who were on the opposite spectrum when it came to Humility and it never sat well with me. I had to figure out how to be humble without being weak and stuck in neutral, always toeing the line and making sure I did not “upset the apple cart” with anyone or anything...

...Until I spent time gaining a clear understanding of how one could be humble and strong at the same time. As always, the definition of Humility led to a greater understanding of how to live life in this spirit without being misunderstood.

Humility:

“The freedom from pride or arrogance.”

I love this simple definition because the word “freedom” is important. When I explain what I mean by being “Positively Content,” my definition lies within the spirit of freedom.

Positively Content:

“I am no longer bound (freedom!) by the chains of desire.”

Freedom from pride and arrogance is a wonderful place to be. When you do not feel the need to be prideful or arrogant, it opens the doors to unlimited possibilities.

Let’s explore the definition more intimately.

Pride, when displayed as a vice, is dangerous and troublesome. The phrase, “He let pride get in the way...” comes to mind. Pride is self-serving to the degree you place your desires over others’ at any expense.

Arrogance is loathed because its focus is on self and the “superiority” one believes he has over others.

Arrogance is an unhealthy ego that is out of control.

It takes having a healthy, balanced ego to do extraordinary things!

The key is, “in balance.” If you allow the ego to stray into the realm of arrogance, you will eventually find yourself alone on the battlefield of life, as one can only take so much of an individual who is so in love with himself that he cannot see beyond his own self interests.

Leadership Emails

Humility is the foundation of being in the spirit of Servant Leadership.

As a reminder, we are ALL leaders in every aspect of life!

When you are willing to serve, you are willing to set aside your ego and lead with love, care, and support...the desire to do a good deed for another...to be a light unto others. You recognize the mission and not just the moment.

You understand everyone plays a part in the larger story of life. Living life connected with others is how you will give yourself a greater degree of probability to achieve the outcomes you set forth for yourself.

Whether Humility finds its way onto your list of Foundation or Framework is not what is most important. Your effort of maintaining a healthy ego, that is in balance, is what will give the opportunity to connect with people on a deeper level with genuineness and authenticity.

Today...Choose to Be Extraordinary!

P.S. As you build out your own lists for your Foundation and Framework, I would love to read about it, so share away!

Leadership Emails

Framework (Part 4)

Today marks the halfway point in this series focused on building your personal Framework. I cannot overemphasize the importance of having complete clarity on the choices you make as to what version of yourself you present to the world on any given day. This documented clarity is what you can use as a barometer for self-assessment if you truly want to live with integrity and be who you claim to be in your own mind.

Although I hold all of the components of my Framework equal in importance, today's topic about Respectfulness is important because if this team characteristic is missing, it is one of the most obvious indicators of whether a practice will be able to expand its level of excellence in pursuit of increased performance objectives.

A simple and straightforward definition may create deception on the surface.

Respectfulness (or being respectful) means:

"To show consideration and regard for someone or something."

In my experience, people confuse being polite (nice) with being Respectful, yet they are far from equal in significance.

The choice to be Respectful means it is baked into your soul, something so deep it simply projects to the world without any additional thought or extra effort.

Being polite (or nice), on the other hand, is far more superficial and typically a conscious choice in a given moment, even though you may prefer to act in another way. Please know, I prefer you to be polite (nice) than rude!

Those who offer up Respectfulness as a natural state of being are held in high regard and are welcomed into the lives of others.

Those who pick and choose when to be Respectful lose credibility with others, which leads to people having a lack of faith and/or trust in that person because they do not know who will show up today, tomorrow or next week.

Choosing to be Respectful is in alignment with (agape) Love...wanting the best for everyone. One's status and designation, as the world labels them, does not increase or decrease the "deserve level" of being treated with Respect.

The best teams we work with have a foundation of Respect for each other. They are not going through the day being polite to each other, as that would be exhausting and not authentic.

Leadership Emails

The teams who struggle and are disconnected tend to be lacking in this department. There tends to be an excess of judgment passed around, which leads to gossip, in-fighting, and a culture of discontent.

In order to gauge how you are doing with aspect of Respect, I encourage you to ask some version of the following question:

Would I want my (son, daughter, mother, father, etc) to witness me acting in this manner?

Hopefully, the question above hits home, causing you to pause and wonder how you are acting towards others. As a man of faith, a foundational principle of living a God-centered life is to be respectful, and to be so equally, to all, without prejudice. Do unto others as you would want done unto you.

Would you want someone to treat you as you are treating them?

If your answer is, "YES," then KEEP ON!

If your answer is anything other than, "YES," it might be time to have a check-in with yourself and ponder why you cannot answer this question with an emphatic, "YES!"

Respect!

Respect for patients.

Respect for team members.

Respect for family, friends, loved ones, yourself...for humanity as a whole.

Today...Choose to Be Extraordinary!

Leadership Emails

Framework (Part 5)

Pleasing people versus Loving people. For the vast majority of my life, I was unaware of the difference between these two approaches when it comes to relationships with others. One is destructive, while the other is fulfilling. Today, we are going to explore how to maintain perspective so you can be light for others while avoiding smothering your own internal fire to press on through all life throws at you.

Selflessness:

“Concern more with the needs and wishes of others than with one’s own.”

When it comes to embodying an approach that includes Selflessness, it is important to keep in mind there is a fine line between being a “people pleaser” and wanting to be generous and kind in an attempt to do good for others without concern for personal gain.

Although I have always wanted to be of service to others, I did it in an unhealthy way for far too many years of my life. I always said “yes” and did all I could to make people happy, even to my own detriment. However, my flawed approach to being kind actually led to suffering; with my personal happiness and physical wellness hitting all-time lows.

Today, my commitment to Selflessness is rooted in (agape) Love while maintaining respect for myself and all aspects of my health. I go into every situation of life wanting to know how I can be the catalyst for a good outcome for all. I want to help others find their way through life’s circumstances and the relationships they choose to have. The healthy difference is I no longer take on the burden of other people’s problems or challenges. I simply offer to shine a light onto the situation in order to help others find their own way.

The destructive relationships of my past all had a commonality to them: the person was never truly there to build a mutually beneficial relationship, but instead, was focused on what they could get from me for their own benefit. It is beyond obvious to me now, yet I was completely blind to it when I was traveling through life completely oblivious to my own self-destruction. It’s the same concept when we remind you to avoid taking ownership of your patients problems; because if you do, it will in fact sabotage your efforts in helping them create positive future outcomes.

Once I understood my own self-worth and realized I could still serve others in a healthy way, I became a better man for all because of the clarity I discovered.

This topic is important because it is one of the core foundational principles that makes a team an All-Star team.

A completely connected team of people choose to serve each other first in order to serve their patients at high level of excellence.

Leadership Emails

Disconnected teams create their own problems and make their days more challenging. They engage in “he said, she said” debates, gossip, bad attitudes, bullying, and the list goes on.

Why on earth people would treat each other this way continues to be a mystery to me.

“That’s not my job so I am not doing it...” (Selfish Arrogance and Laziness) vs. “I am happy to help as I have the time.” (Selflessness)

“You won’t believe how badly Mary messed up today...” (Gossip) vs. “I wonder if I could offer Mary a word of encouragement as it seems like she had a tough day.” (Selflessness)

“I am leaving the minute the clock hits 5pm whether everyone else is done with their jobs or not...” (Selfish) vs. “What can I do to help so we can all get out of here on time?” (Selflessness)

Friends, I encourage you to be highly aware of the energy you radiate into your personal sphere so you can have a keen awareness of the reputation you have created for yourself over time. It takes strength and confidence to serve others, while it is weak to be selfish, thinking your own desires are more important than the greater mission we are all on together.

If you fall into the category of being Selfless...THANK YOU...I appreciate your dedication to shining your light!

If you fall into the category of being Selfish...I offer encouragement to ask yourself, “Why?”

“What is missing in your life that you feel the need to put yourself above all others?”

I would love nothing more than to hear stories, far and wide, about how this year was the most connected you all have been as a team because of everyone’s commitment to be Selfless. Together, in complete alignment, you can create more positive outcomes for patients than you have ever imagined. As a bonus, you will be a welcomed source of positivity and inspiration for your fellow team members and those you choose to spend time with in your personal life.

Please let me know how I can serve you!

I pray I am a source of positivity and inspiration in your life!

I want to witness you living life to its fullest and be filled with pure joy!

The path you choose is up to you!

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