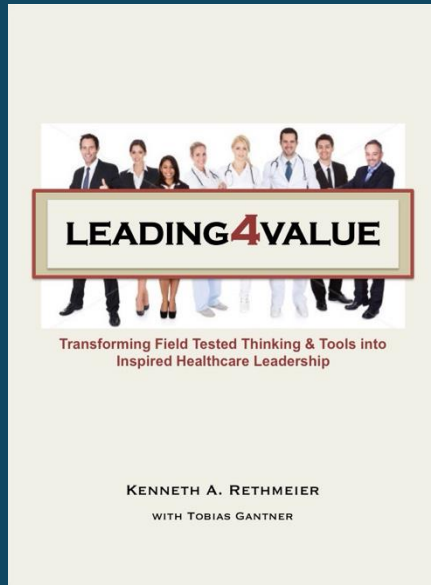


# Welcome to Episode 18!

## “leading4Value” Series – $e^3$ - Relationships

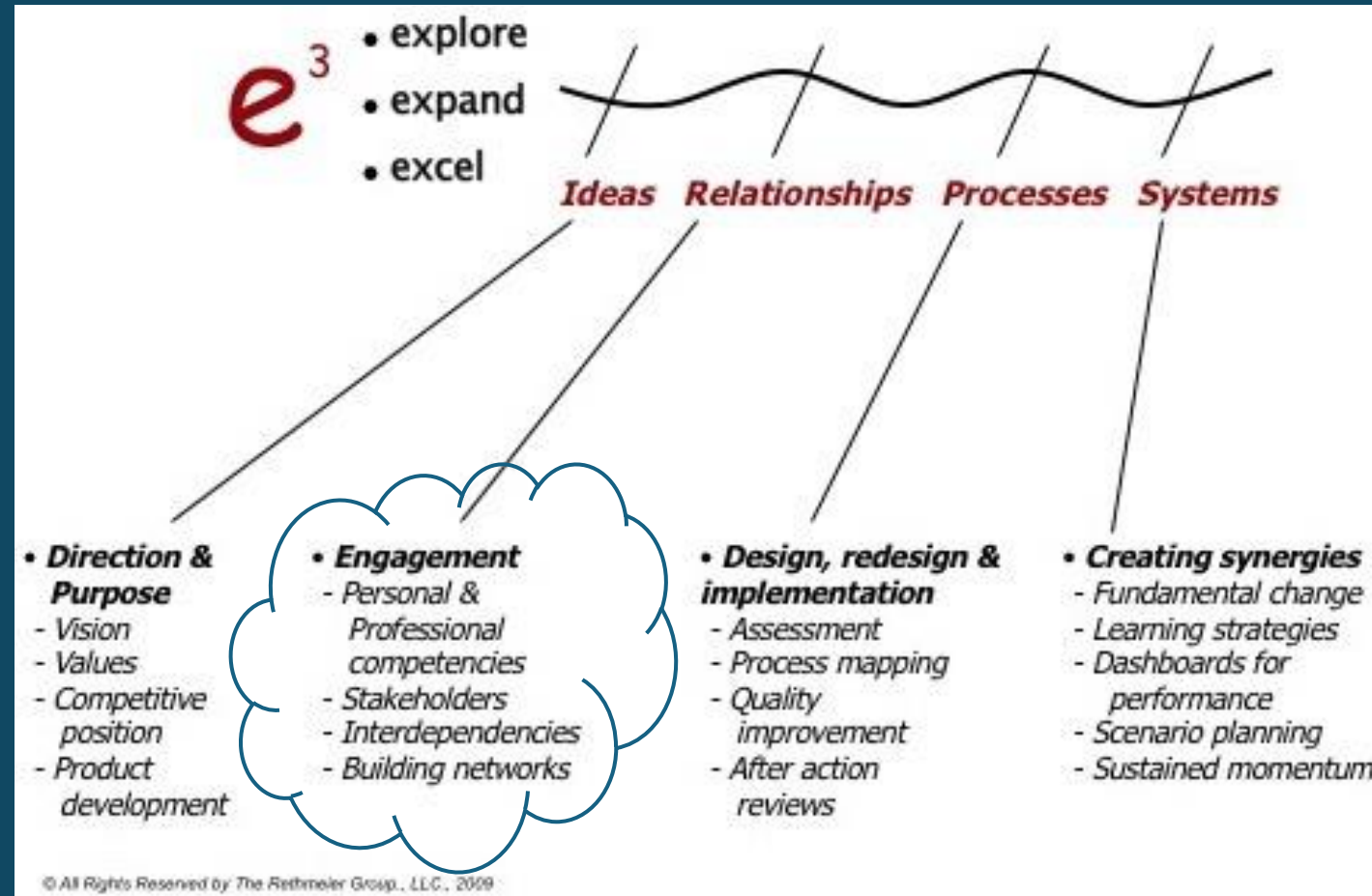
*Focus of this Episode...*

- *Our focus...how a leader's role emphasizes creating & building relationships of value & impact...i.e. networks...*
- *Exercise...first to identify & capture a picture of a network both “players” & contributions & second, how a network delivers for leaders...personal & organizational...*



*To assist in this Episode, I have invited John Bost, the former Mayor of the Village of Clemmons, NC to join me in this discussion. He will outline the roles & values of meaningful networks that have guided his thinking & impact in the organizations he has had leadership roles...a great friend & colleague...!*

# Explore...Expand...Excel....!



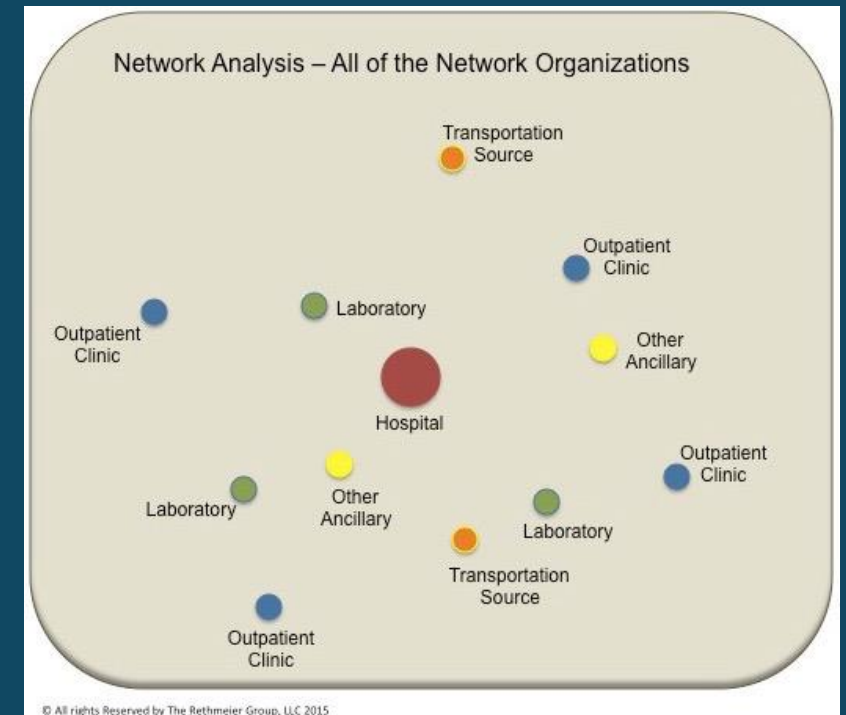
So...Engagement is personal & professional...stakeholders...  
& degree of interdependencies...how to build your network...



## Exercise...Network Mapping.....

Purpose to.....

- ~ *Explore* & record key connections by drawing a “map” of “who” & “how” members of the network operate...
- ~ *Expand* one’s thinking re the nature & quality of these relationships...plus potential enhancements..
- ~ *Excel*...to see how these relationships can be improved to yield superior outcomes & results...



Question for you...are you ready to open your mind to potentially new & meaningful opportunities...?



## Exercise...Network Mapping.....

### Process.....

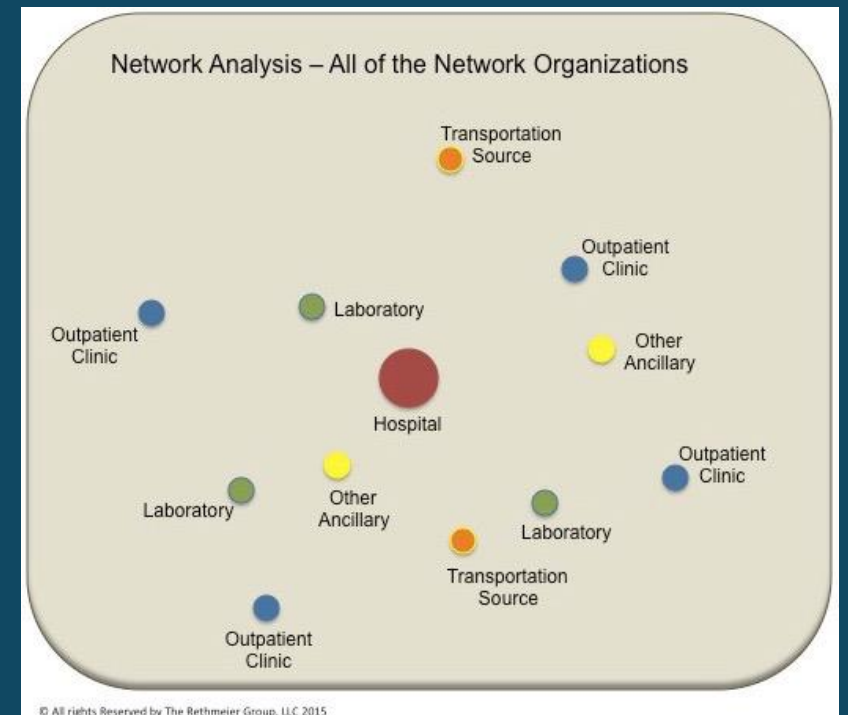
*Step 1: As the leader, identify & record the purpose of the networking analysis session....in this example the goal is to connect & improve the transportation services in the network supporting the Hospital...*

*Step 2: Make sure the team represents the best opportunity to identify the networking transportation connections...for the functions they perform....*

*Step 3: Prepare a group working area with flip charts to record the results.*

*Step 4: After assembling the group provide a clear description of the goals & desired outcomes...*

*Step 5: Brainstorm with the group to identify & draw "dots" on the flip charts of the various organizations that would be involved...*





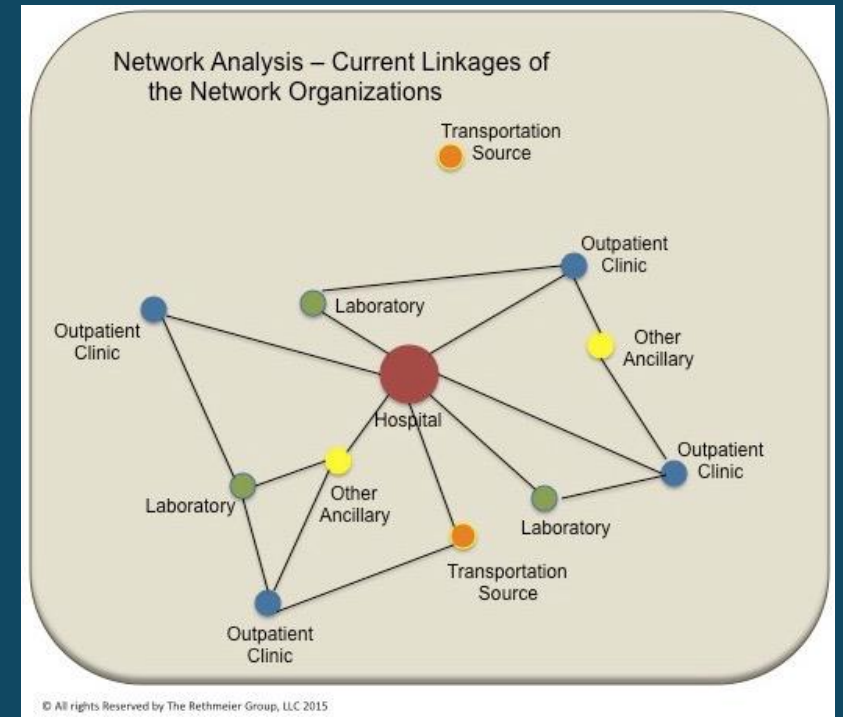
## Exercise...Network Mapping.....

### Process.....

*Step 6: During this process you may want the group to “color code” the various organizations by the type of service they provide...a better picture of the network. Ask the group to draw lines between the organizations & identify the function each performs.*

*Step 7: Ask the group to step back & determine if the network & connections/interdependencies are accurate...with a focus on what needs to be improved...*

*Point to consider...unfortunately, all too often we tend to recognize the critical role “transportation” plays in our healthcare systems...we assume too much...!*





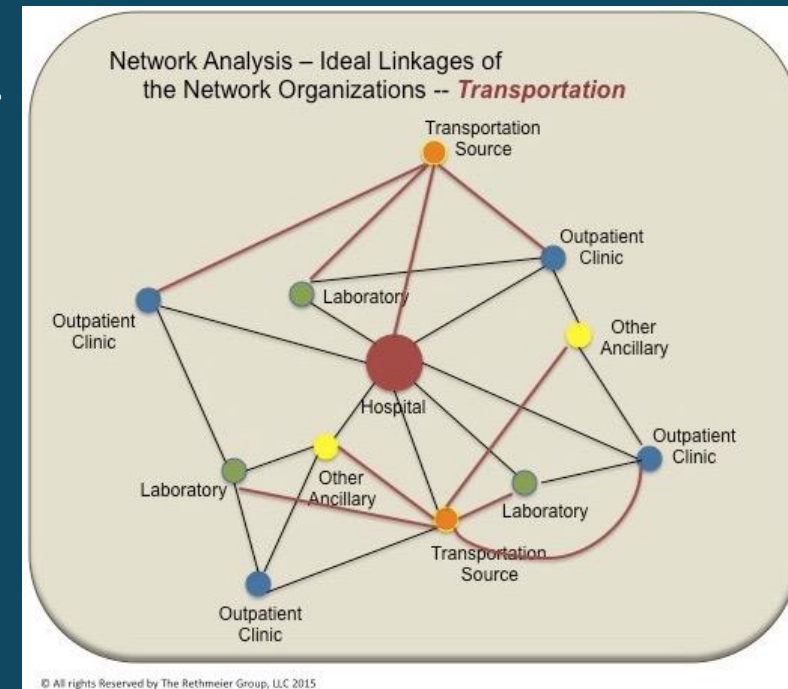
## Exercise...Network Mapping.....

Process.....

*Step 8: Brainstorm if there should be additional organizations in the network & how to make improvements...the red lines are the new connections...*

*Step 9: Celebrate & set up a plan to proceed with improvements...*

*Case Study...hospital in Philadelphia... high rate of “low birth weight” babies...after trying a number of clinic expanding opportunities... suddenly realized...patients did not have adequate transportation...ergo...failed prenatal appointments... leading to high rates...hospital rented church buses & had patients picked up for appointments...rate dropped significantly!! Success!!*





## *A Discussion of what & impact on “my” role as a leader.....*

*Mr. John Bost.....leader in a variety of roles...  
his reflections & thinking re the importance of  
networks for success....*



John Bost

*~ Introduction of John....*

*~ Key roles of networks in his work history & impact on his  
“leadership” roles in differing environments....*

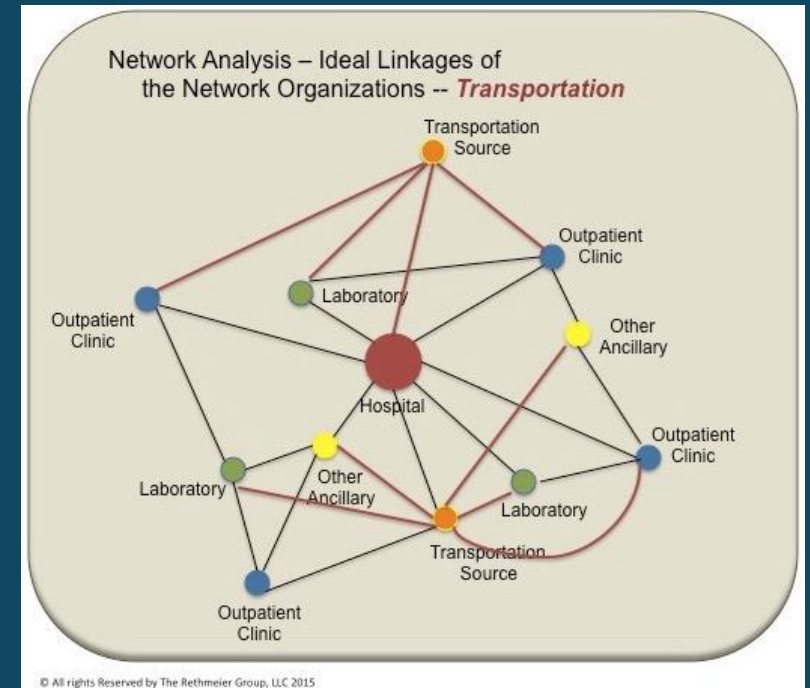
*~ Key “take aways” & recommendations for “you” as a leader!!*

*Opportunity for you...think about the implications of today’s episode....  
capture in writing what you have captured & how to continue your leader journey!!*



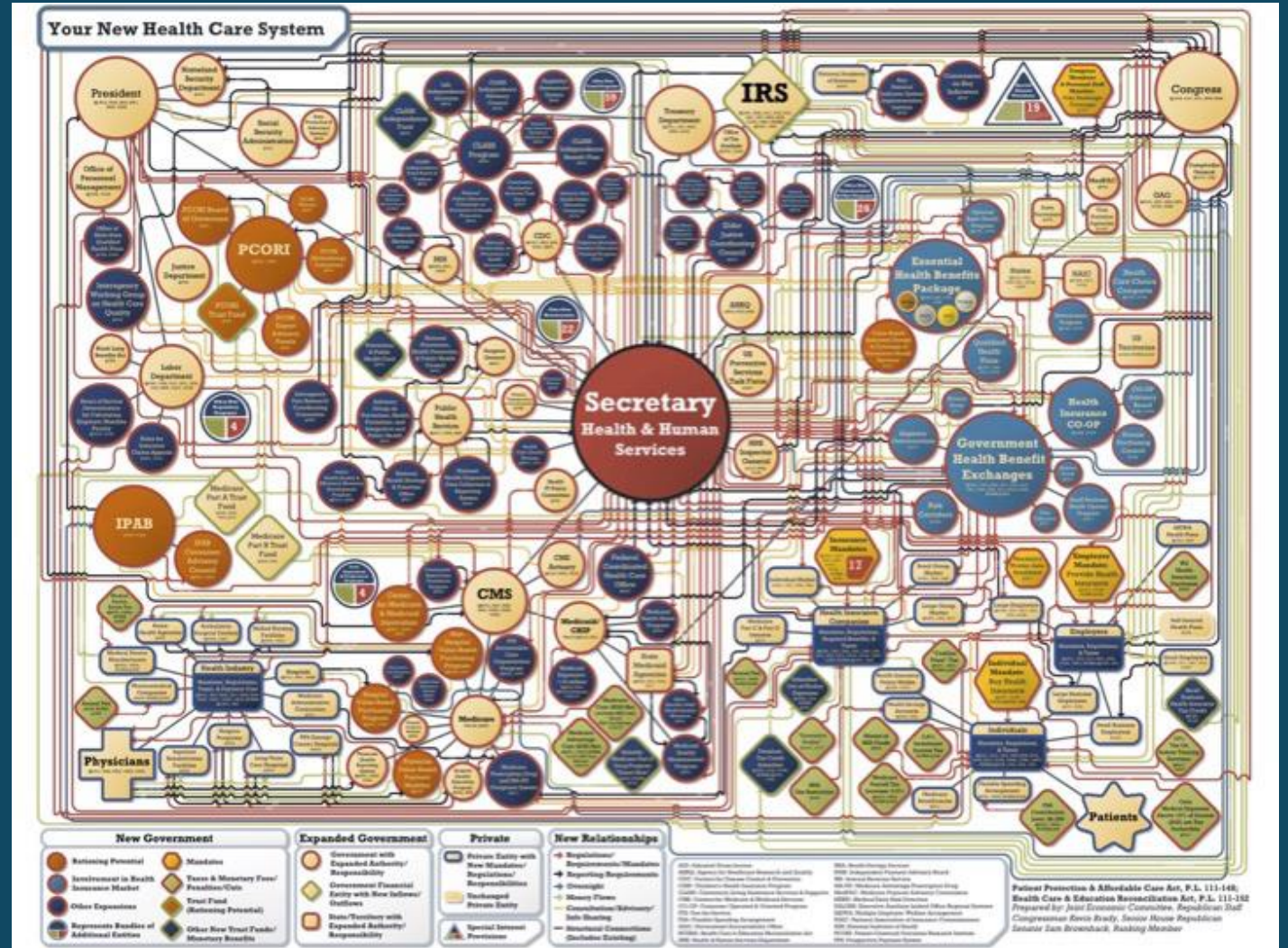
## *Network Mapping.....surprises can be impressive....*

*Just about the time we think we know all there is know about our healthcare system...like the simple diagram in this exercise....look at the next page!!*





*Network Mapping.....  
 our own national healthcare system map...  
 Now are you surprised?? LOL*



Thank you for your attention...& Thank you to John Bost for his valuable insight regarding the value of networks in his leadership journey! This concludes Episode 18...



*FYI...handout has the Networking exercise as presented for your use & do offer any comments &/or ideas re today's Episode! I will see you again in Episode 19!*

*Explore...Expand...Excel!*

*Join me there!*