

DR. KATIE COLE'S LEADERSHIP PHILOSOPHY STATEMENT

"Whatever the mind can conceive and believe, it can achieve."

- NAPOLEAN HILL

PURPOSE

I provide this leadership philosophy so that members of our team, our colleagues and staff all understand my view of leadership and the importance of creating an honest, healthy, mutually supportive, inspiring, excellent work environment and culture. This outlines my core values and principles that I live by daily, how I operate, and my expectations of both myself as well as my team. It is imperative that we hold each other accountable to the following standards.

MY PERSONAL PHILOSOPHY ON LEADERSHIP

I believe that leadership is a privilege and honor as well as an opportunity to be a role model for my team. I believe in being the best leader, physician and human being daily and striving for excellence. I also recognize that we are all human and that we all make mistakes at times. I believe in taking personal responsibility for my own mistakes and learning from them, becoming an even stronger, wiser and more compassionate leader. I also request that my team members take personal responsibility and that we mutually agree to help one another grow and evolve to be the best we can be, and maximize our potential. I strive to create a healthy, collaborating relationship with my team and to help our organization excel in our mission, vision and purpose, to provide the very best evidence based, quality care to our patients while making sure that our staff and colleagues feel valued and appreciated. My leadership philosophy statement is based on the following core values, operating principles and expectations.

MY PERSONAL CORE VALUES

Integrity

Effective Listening & Skillful Communication

Excellence

Innovation & Inspiration

Respect

Dedication / Commitment

Compassion & Forgiveness

Accountability & Teamwork

WHAT I EXPECT FROM MYSELF, MY TEAM, AND WHAT YOU SHOULD EXPECT FROM ME

Integrity

I am a genuine and honest person. I believe in the importance of honestly discussing concerns as they arise, as this in turn creates a stronger and more productive team. I will tell you when I think that something is bothersome to me and not let things fester. I expect the same in return. I will inform you with any updates and also understand there may be times in which I cannot provide details out of confidentiality; I will in turn communicate this to you. I do my best to honor my word daily, when I commit to something I follow through, and if for some reason I cannot I will let you know and do my best to make things right. I demand honesty from everyone and hold myself accountable as well.

Effective Listening & Skillful Communication

I believe in clear and transparent communication. I pride myself on being a great listener as well as being very approachable. I communicate skillfully in a way that promotes greater compassion and understanding for us all. I also understand the importance of listening from a neutral place and being open to other's concerns. I welcome honest constructive feedback, and ask that everyone also be open to receiving honest feedback from me. My goal is for everyone to feel comfortable and safe providing me feedback, as safety and trust are paramount to having a healthy work culture.

Excellence

I have high standards for myself, my team, and my organization. I check in daily with myself to make sure that my goals are realistic but I also push myself and my team daily. I believe that we must always be growing, evolving and striving for a better, more productive day today. I believe in words of affirmation and compliment frequently. I believe in living and leading through our strengths and building ourselves up daily to be successful both as individuals and together as an organization.

Innovation & Inspiration

I inspire my team to achieve the very best, to develop and strengthen everyone's unique talents and skills. I am passionate about helping people maximize their potential by teaching how to lead through our strengths. I am a visionary and constantly strive to create something new, think "outside the box as well as continue to improve our current foundation and structure. As a leader I believe it is my job to motivate my team and colleagues daily through encouragement, positive feedback, while creating a safe space to implement new ideas. I strive for success and understand there may be setbacks along the way. I view each setback and perceived failure as an opportunity to examine what worked and how we can improve moving forward. I am very passionate and excited about what we create together as a team.

WHAT I EXPECT FROM MYSELF, MY TEAM, AND WHAT YOU SHOULD EXPECT FROM ME (cont)

Respect

I treat everyone equally with respect and I also demand respect from everyone.

Dedication / Commitment

I am a dedicated and loyal person. When I make a commitment I honor my word. I may not always be able to keep my word, or the exact conditions around my commitment, but I will do my best to notify you in advance, ideally before the deadline, and find a way to fix things, make them right.

Compassion & Forgiveness

I understand that we are not perfect and I have learned to have grace for myself and others as we navigate this journey together. I believe in creating a culture and environment that fosters and encourages both personal and professional growth and development. I recognize that we are human and that we make mistakes at times. As a leader it is my responsibility to admit when I am wrong, apologize, learn from my experience, be open to mentoring and ultimately course correction. I also ask that my team in return also show compassion for myself and others when we make mistakes, and focus on a more successful strategy moving forward.

Accountability & Teamwork

I hold myself accountable to my roles and commitments just as I expect everyone to be accountable for their roles and commitments. I believe that in a healthy team environment, we hold each other accountable in a supportive way that promotes growth and development for individuals as well as our organization. I recognize that we all bring unique skills, talents and values to our organization, and that by working together collaboratively toward a common purpose, we can accomplish anything.

PERSONAL IDIOSYNCRASIES

Lying, Dishonesty

I do not lie, cheat or steal and I expect the same from you. If you are upset about something I prefer that you are honest with me immediately versus withholding crucial information.

PERSONAL IDIOSYNCRASIES

Bullying, Backstabbing, and Unprofessionalism

I operate daily with integrity, this means that if you are on my team I have your back and I expect you to also have my back and support me. Do not harass me, do not treat me with disrespect, do not violate my boundaries, and most of all, do not go behind my back instead of bringing your concerns directly to me. Do not bully or attack me or others- this will never tolerated and will be addressed immediately.

Disrespect

I respect everyone on my team and I expect to be treated with respect in return. This means that I do not tolerate gossiping, demeaning behavior and communication, inappropriate jokes, not taking me seriously when I am being serious. Do not violate my boundaries.

Laziness

I am a hard worker and pride myself on my work ethic, I also expect you to work hard too. If you reassigned a project with a timeline please keep this in mind, I do not like having to remind others of their responsibilities and deadlines. Do your job, do the best job you can, be thorough and thoughtful. This is all I ask.

Micro-managing

I do not like being micro-managed and I also try not to micro-manage others. Do not put me in a position where I have to constantly micro-manage you because you are not taking personal responsibility. Also if you micro-manage me I will become irritable, feel disrespected or mistrusted. I have been given this important job with these important responsibilities, I take them seriously and have dedicated myself to our mission, vision and purpose. Give me the freedom to be a leader.

CLOSING STATEMENT

My leadership is evaluated based on the success of our team and our organization. I commit to being the best leader, physician and human being that I can be while always striving for innovation and excellence.