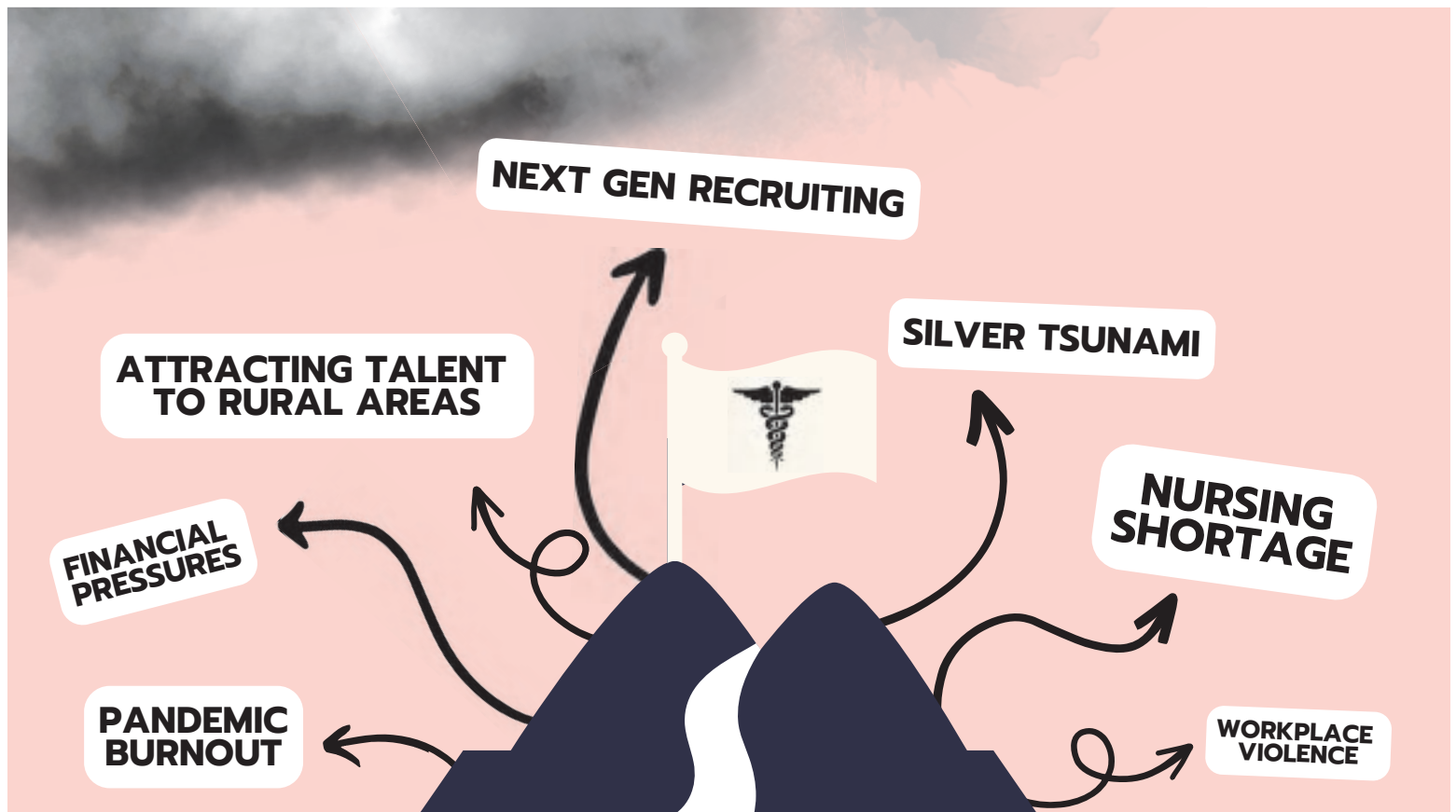


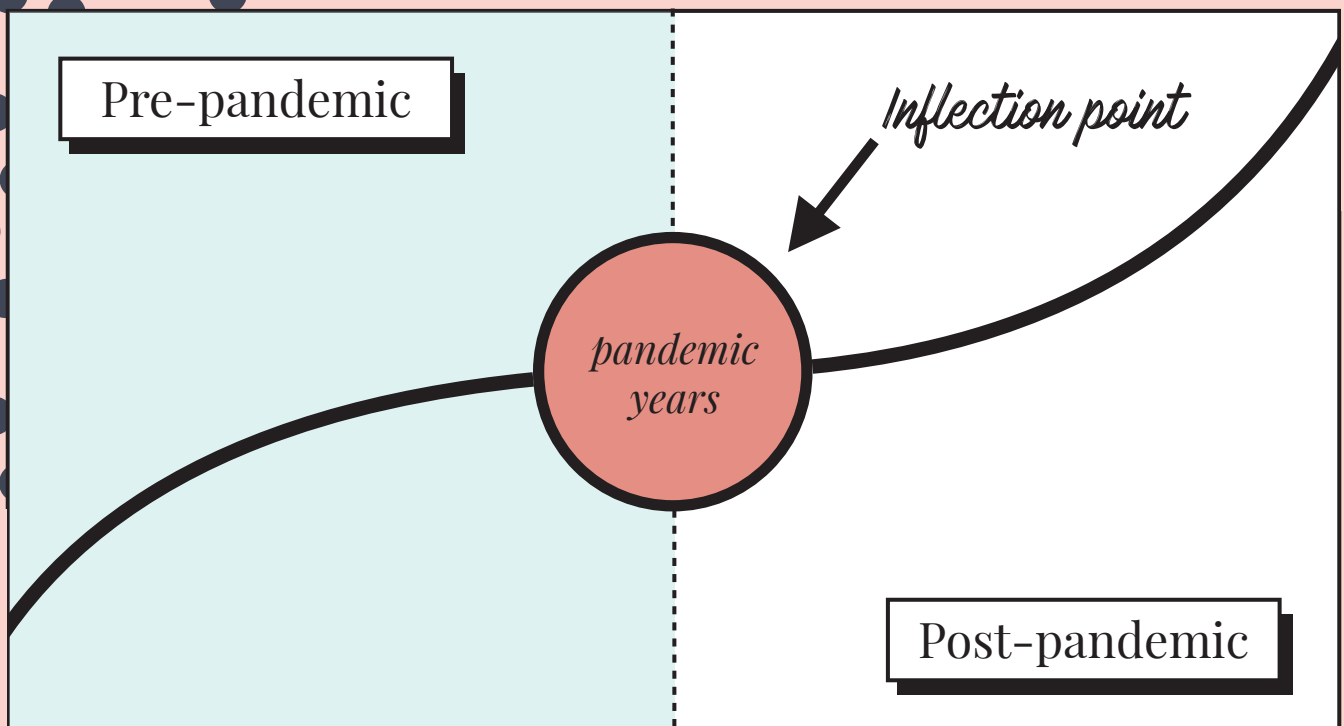




The hospital workforce  
has a bit of PTSD.

ILLINOIS HOSPITAL INTERVIEWEE







# The Great Reassessment



Heather Long, WSJ



**Flexibility**

*Value-based Work*

***People-First Leaders***

**Wellness**

**AUTONOMY**

Work Community



# STEPPING INTO THE FUTURE



Generational Breakdown & **COMMUNICATION**



**LEADERSHIP** For the Modern Age

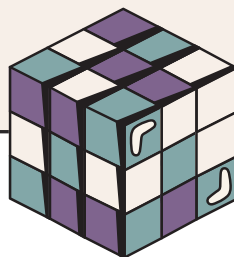


A Peak at **GEN Z & THE FUTURE OF WORK**





# CONNECTING ACROSS GENERATIONS

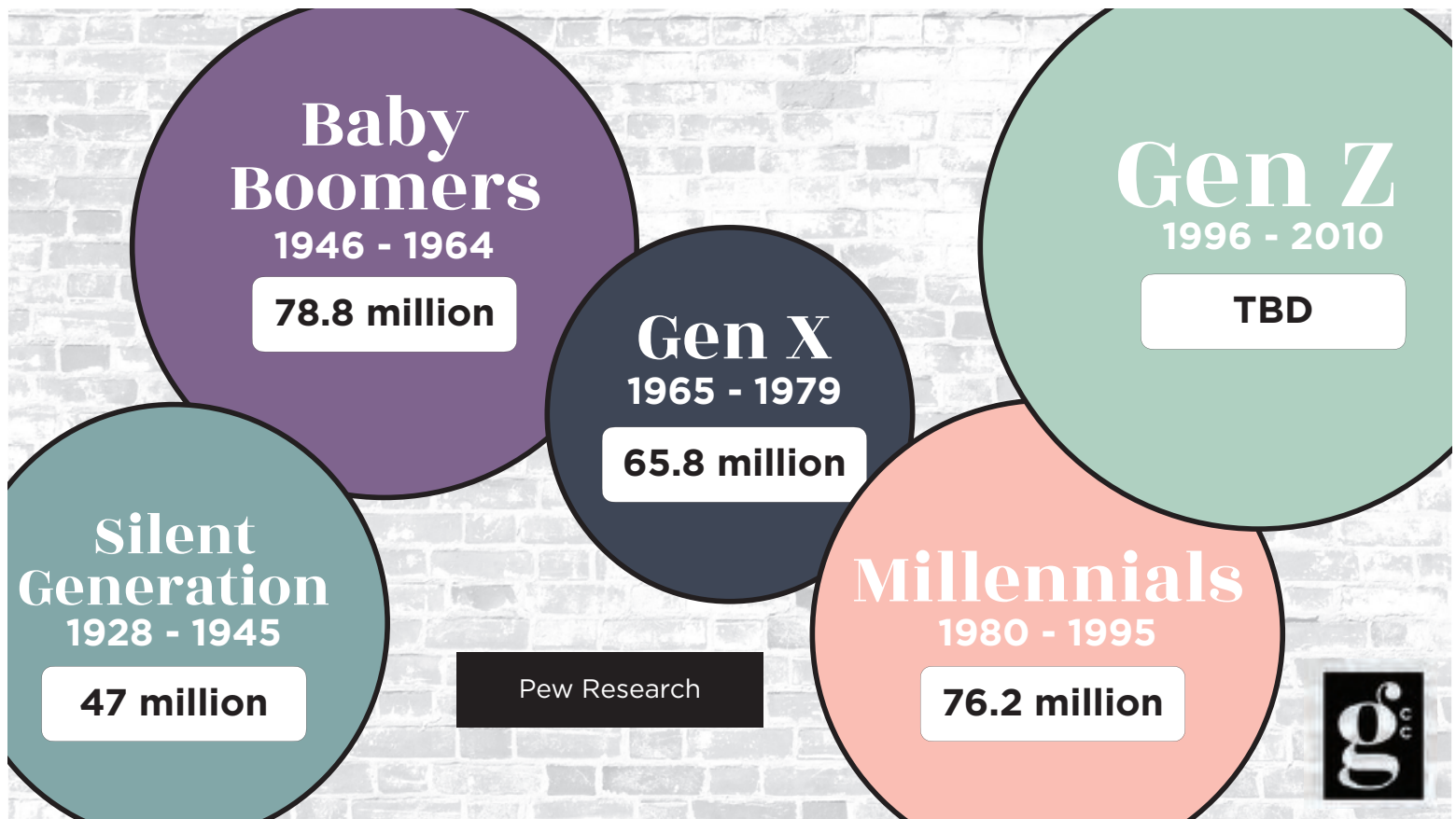






**Awareness is half the battle**





**Formative years +  
Events and conditions**

---

*Generational identity*



*the inbetweeners*



*the inbetweeners*

**Xennials**

**Gen X**

**Millennial**



# Xennials



**Baby Boomers**  
1946 - 1964

**78.8 million**

**Gen X**  
1965 - 1979

**65.8 million**

**Gen Z**  
1996 - 2010

**TBD**

**Silent Generation**  
1928 - 1945

**47 million**

**Millennials**  
1980 - 1995

**76.2 million**

Pew Research





MINDSET SHIFT

*Golden Rule to the  
Platinum Rule.*



*THE*

*GOLDEN RULE*

*centers you*



# THE PLATINUM RULE



→ *centers them*



make time to  
learn work  
preferences





***Introvert***

OR

***Extrovert***



***Farmer***

OR

***Firefighter***



***Clear Plans***

OR

***Winging It***



***Text***

OR

***Call***



1. ***Introvert*** ..... ***Extrovert***
2. ***Firefighter*** ..... ***Farmer***
3. ***Clear plans*** ..... ***Winging it***
4. ***Text*** ..... ***Call***

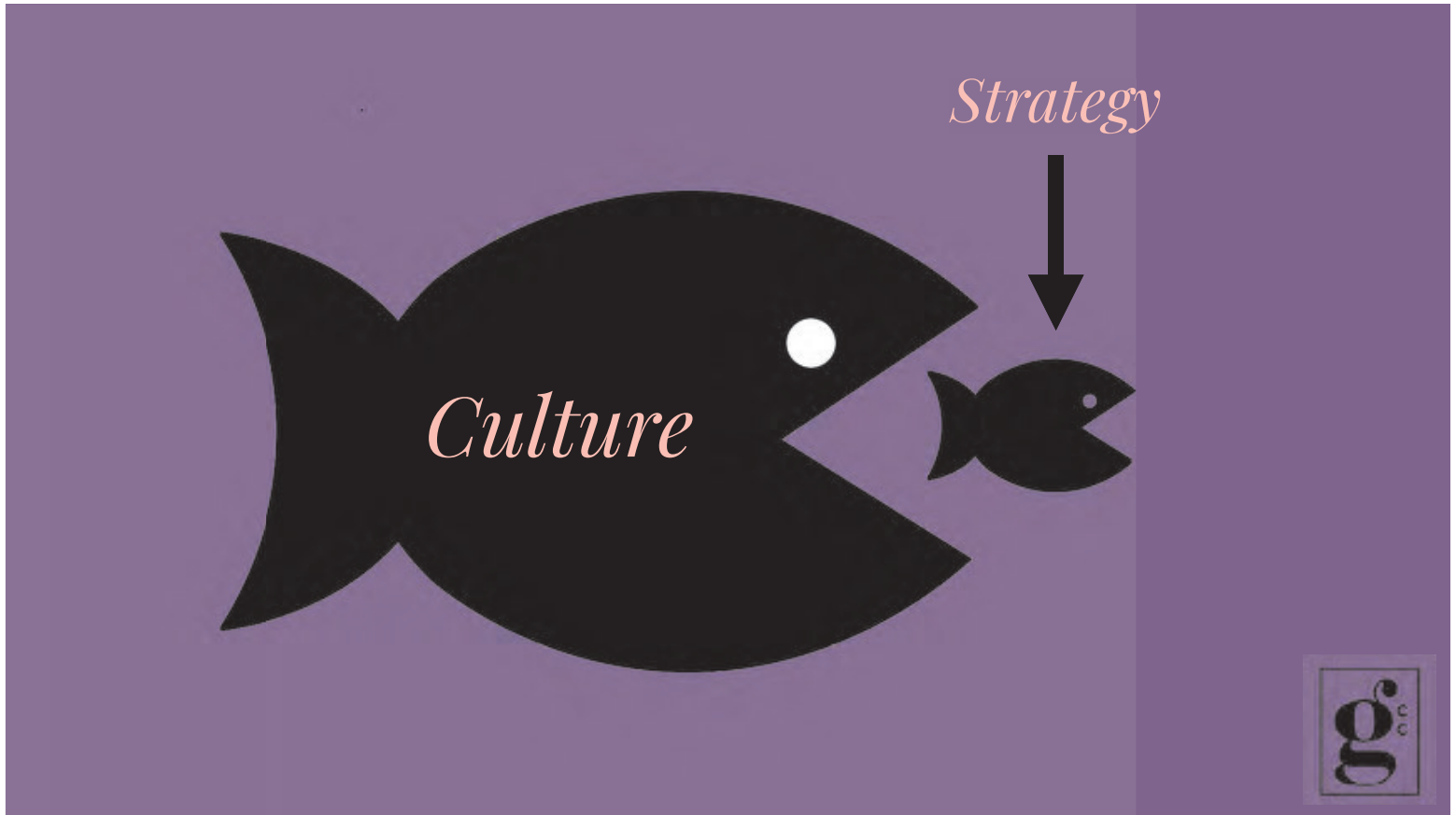


*Meeting the Challenge* ■ *Hospital Workforce* ■ *Meeting the Challenge* ■ *Hospital Workforce*

# Compassionate LEADERSHIP







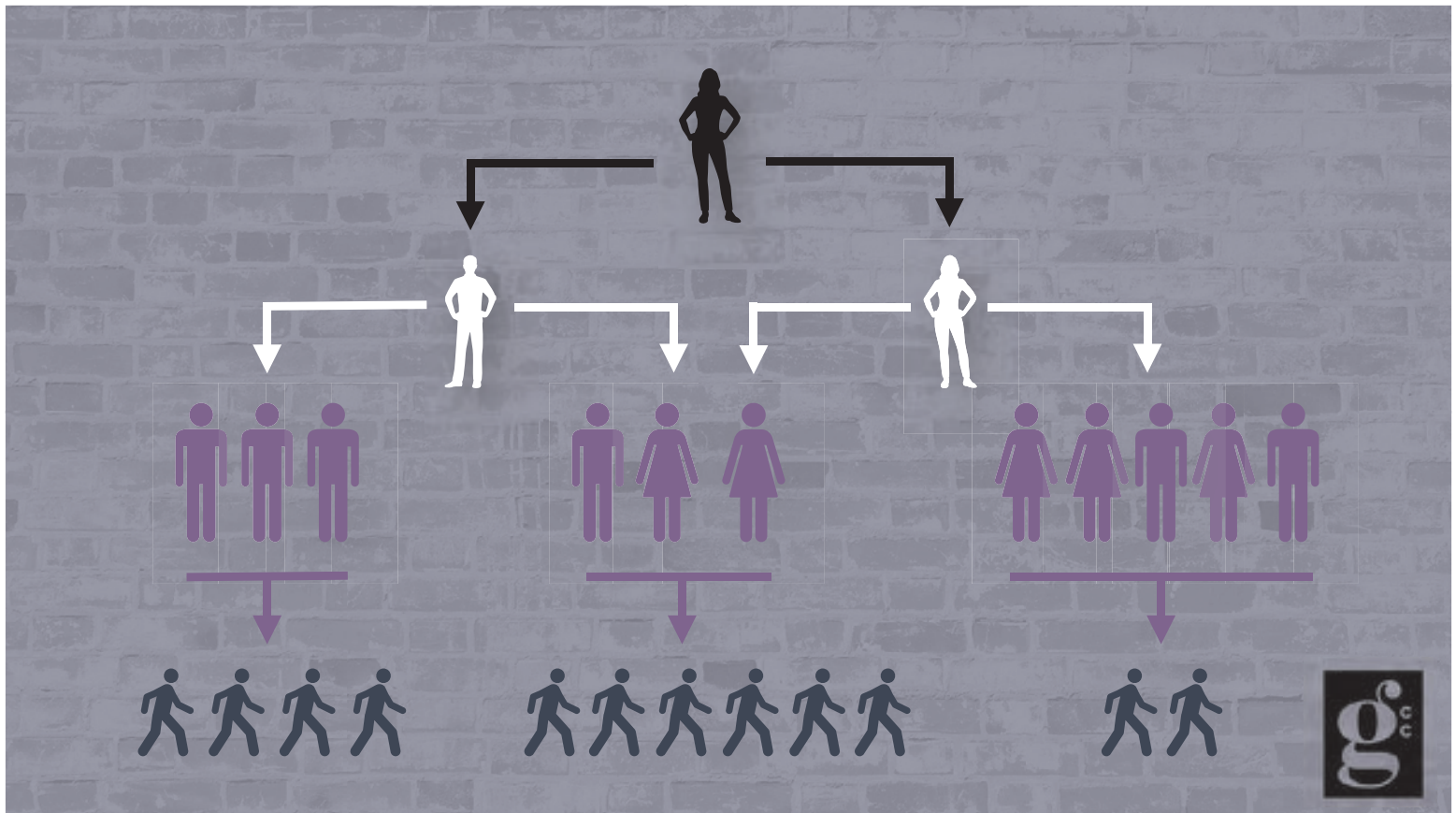
**Culture = Beliefs in Action**





MINDSET SHIFT

*Culture is HR's job to  
we \*all\* craft culture.*



# JUMP!



**FASTCOMPANY**

## Why vulnerability will be a key trait for leaders post-COVID-19

By its very definition, vulnerability seems incompatible with leadership. Yet as Merilee Kern notes, "When it's genuine, showing vulnerability can foster a magnificent mélange of respect, admiration, empathy, and loyalty."



## The New Normal: A Kinder, More Human Workplace

by **Mark McCormack** ⌚ Thursday, May 14, 2020

Compassionate leadership guiding response to COVID-19

## Tuning in, turning outward: Cultivating compassionate leadership in a crisis

May 1, 2020 | Article

How To Be A More Compassionate Leader (And Why It's So Important)

## Compassionate Leadership is a Crucial Skill

*How compassionate leaders create trusting, thriving teams*





Managers impact employees' mental health the same as a spouse or partner.



The Workforce Institute, 2023



75%

said the most stressful aspect of their jobs was interacting with their immediate boss.

McKinsey, 2020







# 58%

of people trust strangers  
more than their own boss.

HBR



MINDSET SHIFT

*Boss Leadership  
to Coach Leadership*





**lead like  
a coach**



***Boss***

***Coach***



# ***Boss***

- ~ Leads with rules/regulations
- ~ Seeks to maximize productivity
- ~ Influences by directives
- ~ Spends most of time talking
- ~ Manages time

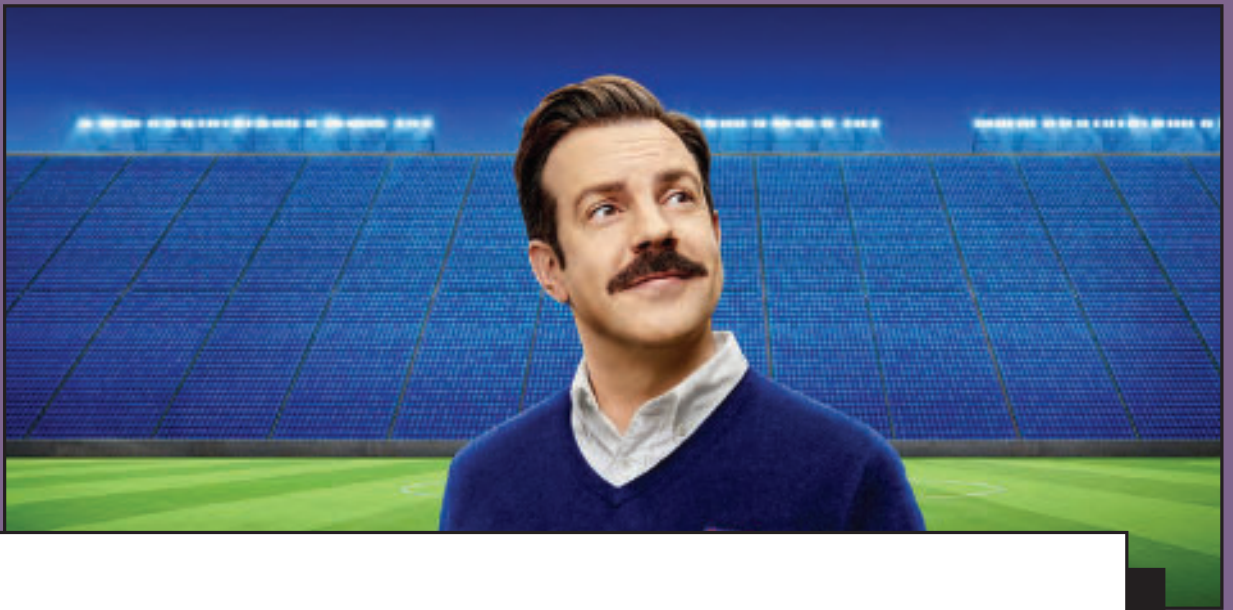
# ***Coach***

- ~ Leads by inspiring others to action
- ~ Seeks to maximize potential
- ~ Influences by suggestions
- ~ Spends most of time listening
- ~ Manages trust



# ***Hero Leader***





# ***Compassionate Leader***

*Compassion*



*Accountability*





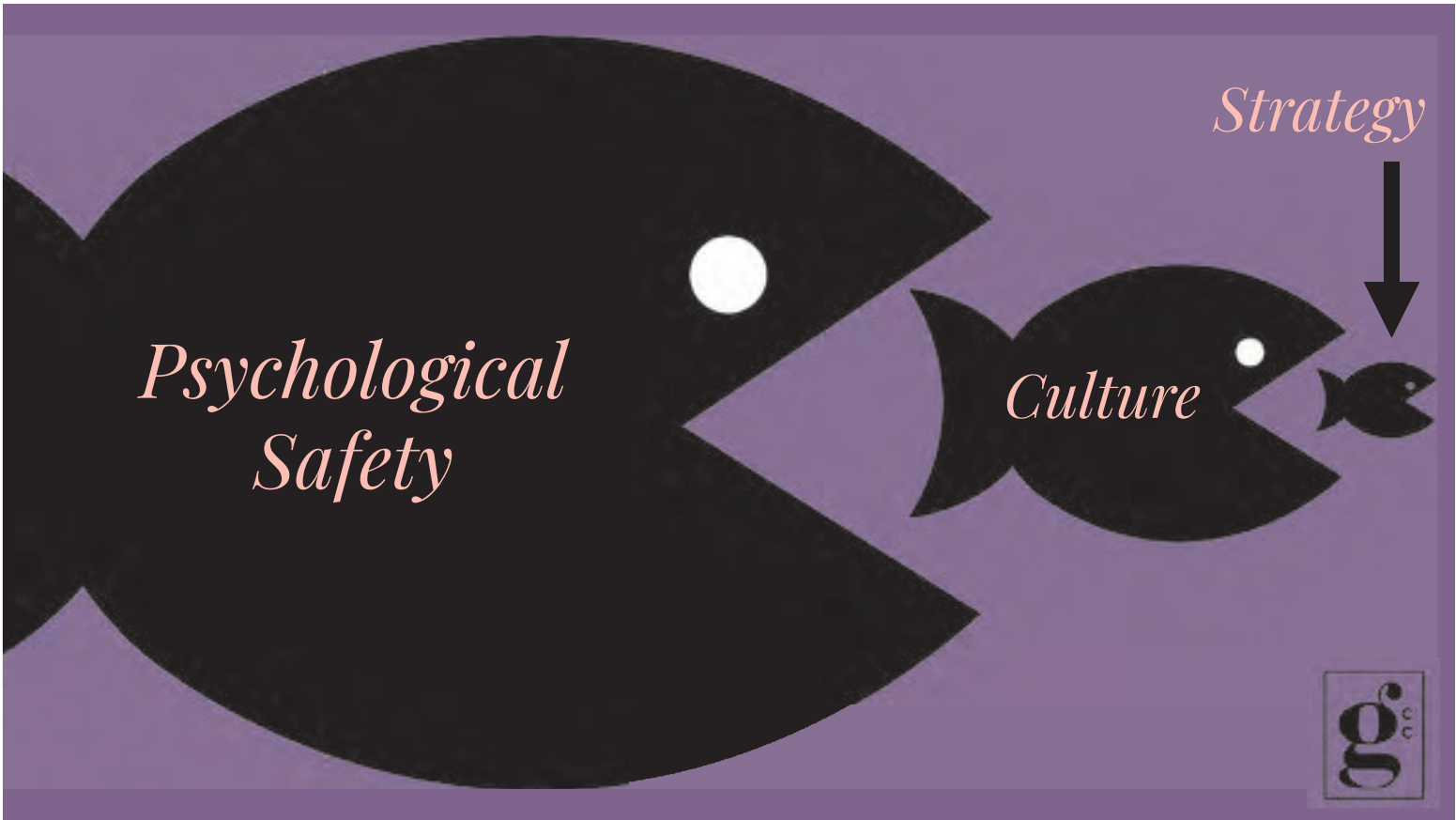
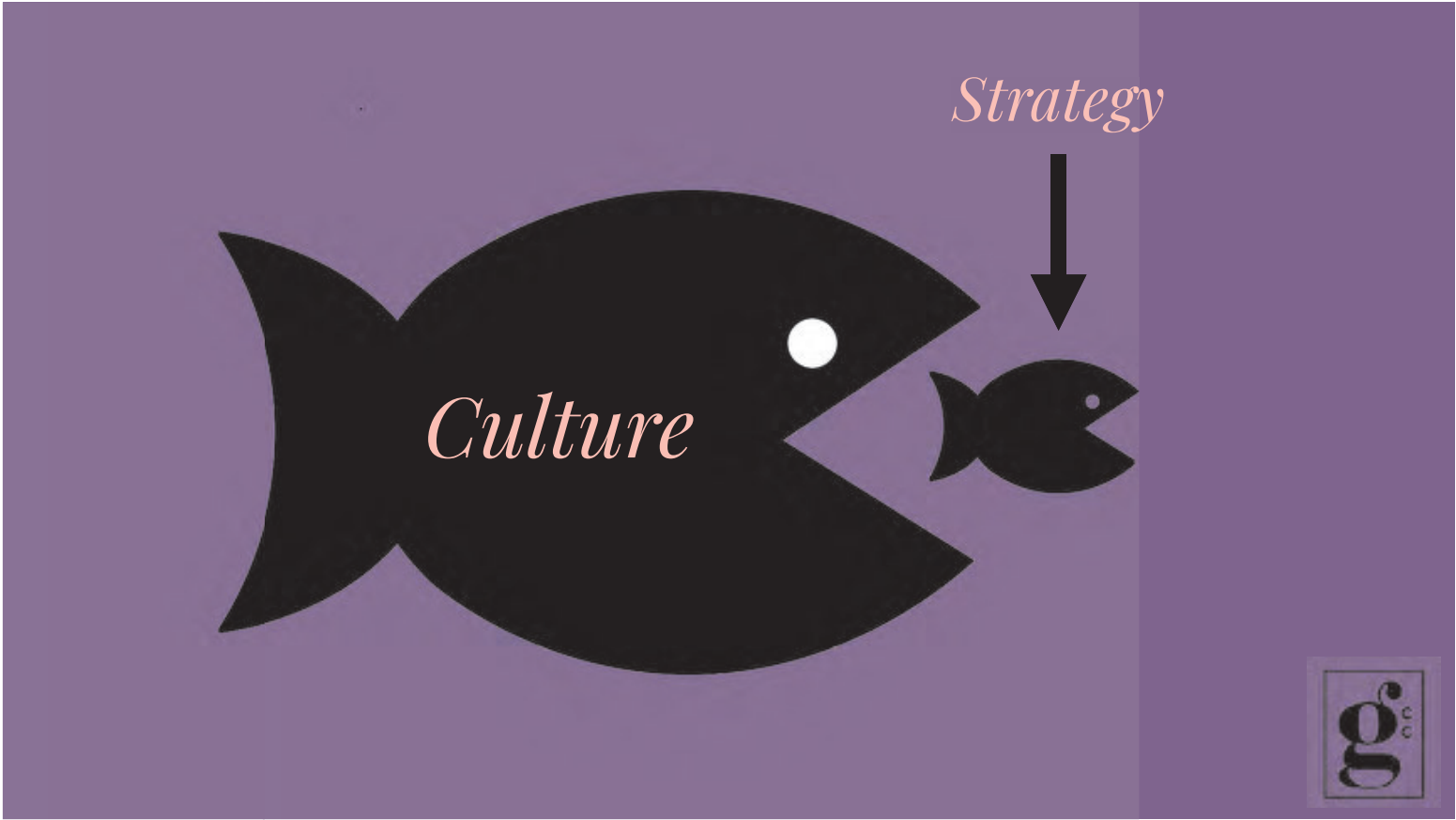


**make psychological  
safety a top priority**



*psychological safety*

**A shared belief held by members  
of a team that the team is safe  
for interpersonal risk-taking.**





Do team members feel free to ask “stupid” questions?

Are leaders comfortable having their ideas critiqued?

Do people not just trust their peers, but trust that their peers trust them?

Is failure seen as a step towards learning/innovation?

Can you openly give feedback to others without fear of negative consequences?

Do you have a culture that invites input?



*“Caring reliably” program*





**Dr. David L. Schreiner**  
@dlschreiner



Trust should be enforced not expected.

Real trust emerges when your team knows that no one will be punished for their mistakes and that everyone's success is celebrated.

12:00 PM · May 31, 2023 · **114** Views



**practice**

**self-compassion**







~~x~~2

Hospital CEO exits  
nearly doubled in Jan  
2022 compared to 2021

*CHALLENGER, GRAY & CHRISTMAS*



**SELFLESS**



**When under pressure,  
it is wise to behave like a duck.**



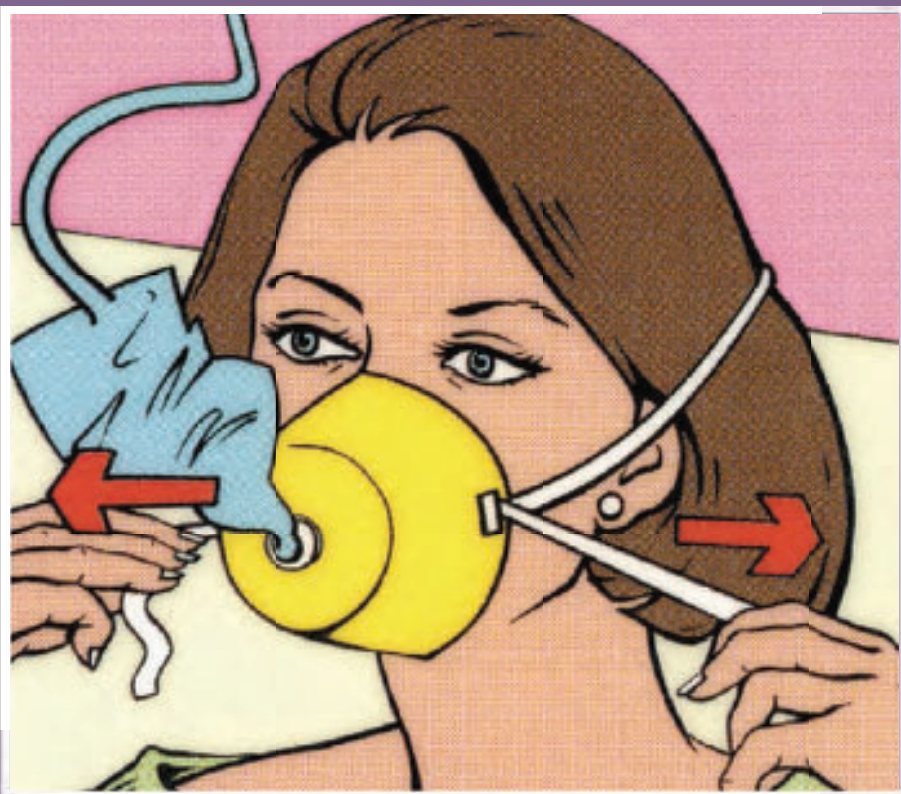
**Keep calm and unruffled on the surface,  
but paddle like the hell underneath.**



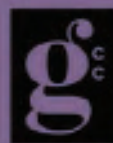
**chief  
"FAKECATIONER"**



**ALWAYS ON**



Put  
your  
mask  
on  
first



*Meeting the Challenge* ■ *Hospital Workforce* ■ *Meeting the Challenge* ■ *Hospital Workforce*

**NEXT GEN  
TALENT**





# Gen Z

1996 - 2010

13 to 27 years old



**mark**  
@TheCatWhisprer

I legitimately have no idea what anybody under 30 is saying anymore.









# Gen Z

1996 - 2010





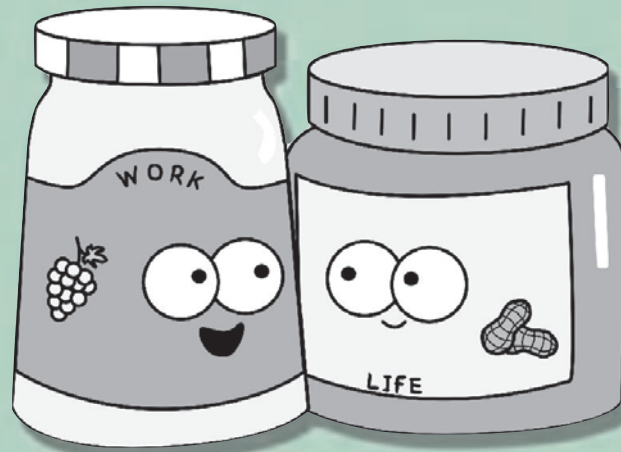
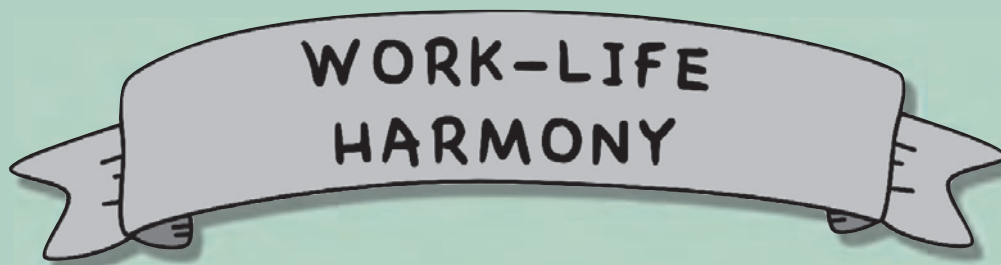
MINDSET SHIFT

*Live to work  
to work to live.*

- ♦ **Pragmatic**
- ♦ **Progressive**
- ♦ **Entrepreneurial**

# Gen Z

1996 - 2010



“

**Talked to a UW recruiter who said she can't believe the number of recent grads who are asking for Badger Saturdays off or they won't accept the job.**

Hospital Association Leader





# FLEXIBILITY



We hired a controller that  
lives in Colorado and an  
accountant who lives in  
Aurora. We never would  
have considered that before!

ILLINOIS HOSPITAL INTERVIEWEE



## FLEXIBILITY

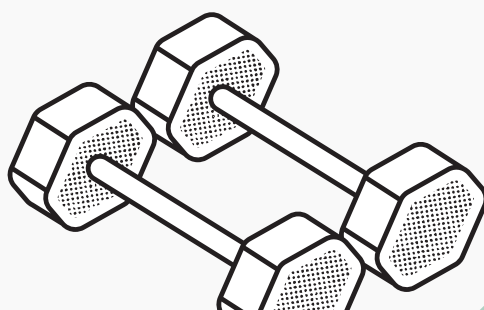
Work  
Your Way



Nurse for Nines



VA Paid Gym Time



# Meet Gen Z where they're at



## RECRUITING

Dinner with the Doc



High School Internships



## STEPPING INTO THE FUTURE



Generational Breakdown & **COMMUNICATION**



**LEADERSHIP** For the Modern Age



A Peak at **GEN Z & THE FUTURE OF WORK**



**BETTER**  
is a direction.



**NEW STUFF**  
is hard...

*...offer yourselves grace*






# YOU'RE NOT ALONE

Utah  
Missouri  
Iowa  
Wisconsin  
Pennsylvania  
Oklahoma

Massachusetts  
Maine  
Montana  
Missouri  
Tennessee  
*Illinois*





"Historically, pandemics have forced humans to break with the past and imagine their world anew. This one is no different. It is a portal, a gateway between one world and the next."

**Arundhati Roy**  
*The Pandemic is a Portal*



**What's  
Possible?**



*thanks!*



**good  
company**

**CONSULTING**

@goodcompanyconsulting

Interested in  
bringing Lisa and  
GCC's message to  
your organization?

**We'd love to hear  
from you!**

Reach out to  
[lisa@goodcompanyconsulting.com](mailto:lisa@goodcompanyconsulting.com)

or

Check out our website at  
[www.goodcompanyconsulting.com](http://www.goodcompanyconsulting.com)

## **OUR SOLUTIONS**

Our topics can take the form of a number of different deliverables. We work closely with you to identify the most impactful way to make a permanent change to your organization's topography.

+ KEYNOTE SPEECHES

+ VIRTUAL OFFERINGS

+ WORKSHOPS

+ TEAM BUILDING

+ WORKING SESSIONS

+ EXECUTIVE  
COACHING

## THE GCC EXPERIENCE

Our process is critical to crafting the GCC experience. Let's face it, our expertise is irrelevant if we don't also have a grasp on your distinct challenges. To add much-needed context to our deliverables, we've created a streamlined system for getting to know you.

### 01. KICK-OFF CALL

It starts with a kick-off call with key stakeholders to determine objectives.

### 02. INTERVIEWS

Next up, one-on-one interviews with people in your organization (or association) help us develop another important layer of understanding.

### 03. DEEP DIVE

Lastly, we always apply an industry-specific deep dive, analyzing and incorporating relevant research and trends.



The result is a highly tailored presentation that functions like a curated guide, packed with mindset shifts and actionable insight to help joyfully craft people-first cultures.