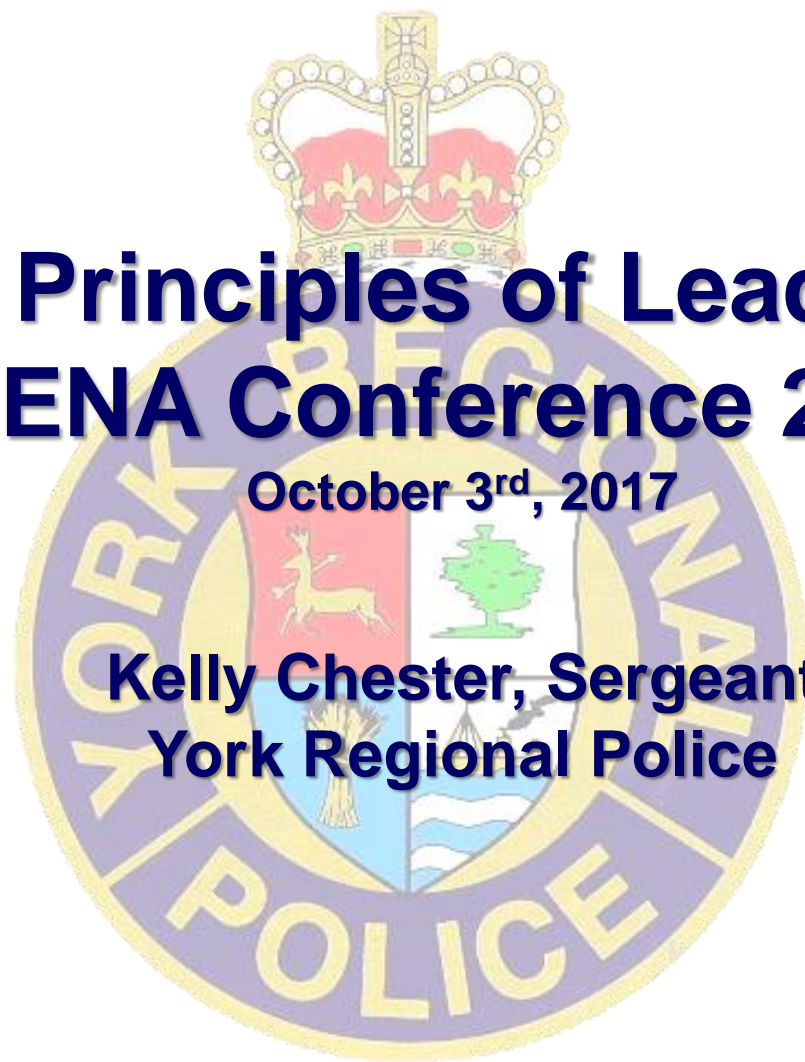




# **Five Principles of Leadership** **NENA Conference 2017**

**October 3<sup>rd</sup>, 2017**

**Kelly Chester, Sergeant**  
**York Regional Police**





# 5 KEY PRINCIPLES

- 1) Set expectations***
- 2) Take a stand and explain***
- 3) Challenge others***
- 4) Build Competence***
- 5) Overcoming mental models***



# SET EXPECTATIONS





# EXPECTATIONS

- ***Plan***
- ***Communicate***
- ***Structure***
- ***Define Roles***
- ***Set Goals***
- ***Give/Receive Feedback***





# GOAL SETTING





# FEEDBACK

- ***Feedback ensures continued improvement***
- ***Encourages better performance***
- ***Receive feedback without defensiveness***





# TAKE A STAND

- ***Take responsibility for your decisions***
- ***How you say things matter***
  - ***I/We not they/them***
- ***Do not let the winds of change influence your decisions***

Courage is what it takes  
to stand up and speak;  
Courage is also what it takes  
to sit down and listen.  
– Winston Churchill –



# REMEMBER.....

*People first follow the person,  
then they follow the plan.*

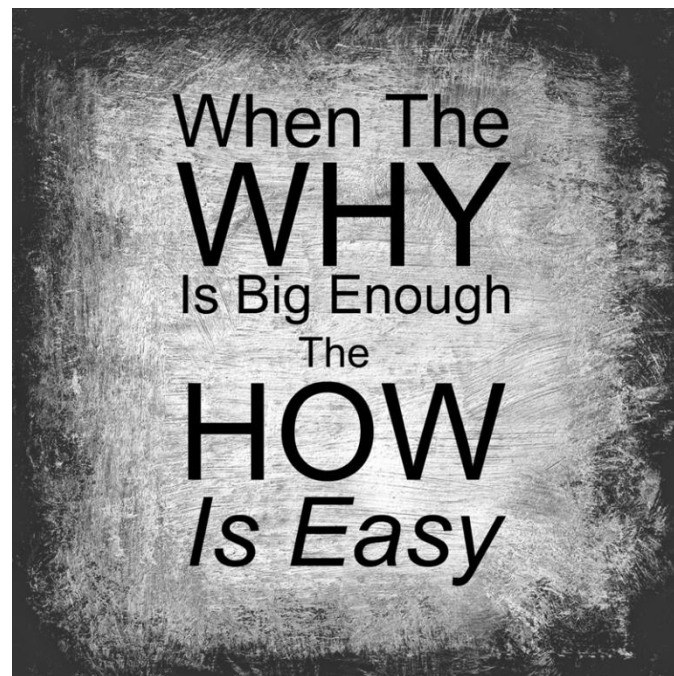
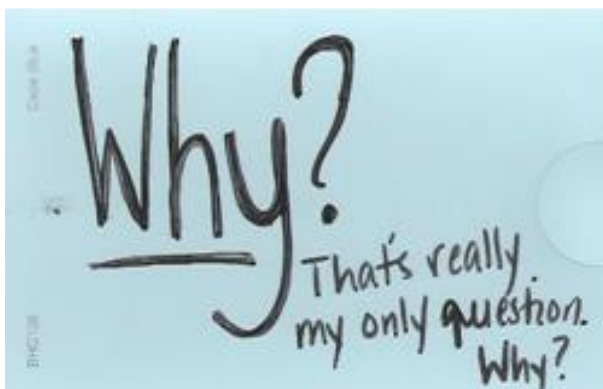






# WHY IS THE KEY

***Take the time to explain "why" and rely on your experience or understanding to bring meaning through sharing examples and story telling.***





## CHALLENGE

***“If we live in a culture of mediocrity, there is a real risk we will ease back to our lowest performance. Only a small percentage of us are strong enough to sustain excellent performance in an environment of mediocrity.”***

***Erie Chapman, nationally renowned hospital/healthcare executive***



# BUILD COMPETENCE

***When things go wrong focus on lessons learned and opportunities for improvements vs. blame and fault; however, hold those responsible accountable for implementing the necessary changes.***



**COMPETENCE IS A  
GREAT CREATOR  
OF CONFIDENCE**

MARY JO PUTNEY  
PICTUREQUOTES.COM





# OVERCOMING MENTAL MODELS

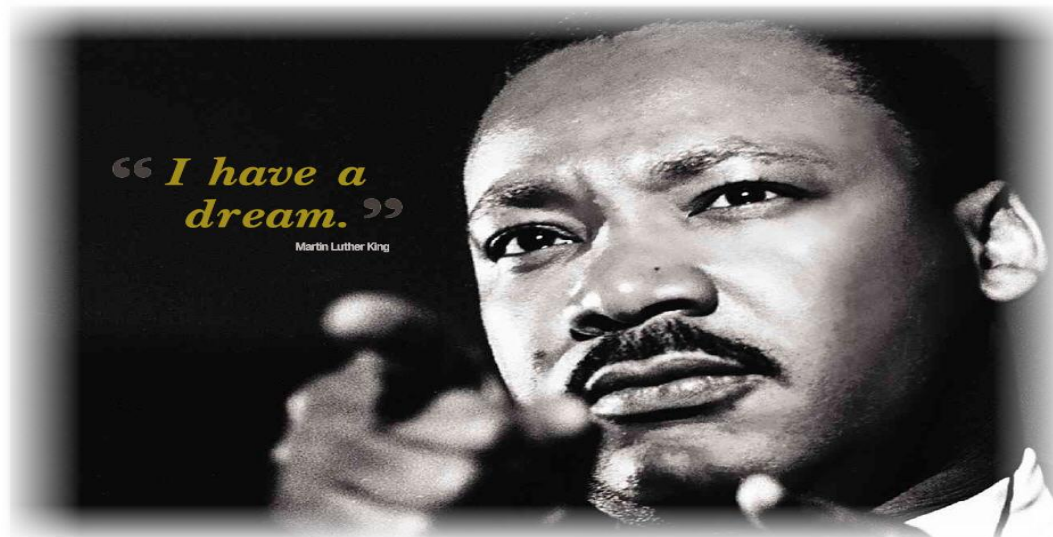
***Mental Models are:***

- ***Neither good nor bad***
- ***Neither right or wrong***
- ***Are the sum of all your life experiences***
- ***Structural barriers we must suspend to enable growth and to see things that conventional wisdom deems impossible***



# MENTAL MODEL INNOVATION

- *Creating the ability to reframe a problem in a way that convinces others to buy into your way of thinking and doing.*
- *Framing the problem differently may assist your members approach the problem with new insight and from a different angle.*





## **NENA AS A LEADER....**

- ***“By becoming part of the solution, you will have the opportunity to not only help to shape 9-1-1's new direction and speed up the standards development process, but you will be on the ground floor of these changes, and among the first to learn of our new direction. This information will help you and your agency or company plan for the future, and be better prepared to serve your customers.*”**

***Let's move forward together!”***

***<https://www.nena.org/?page=AboutNENA>***



# CONCLUSION

- ***Leadership is about action not about position.***
- ***Leadership is about doing what's right not what's popular.***
- ***Leadership is about creating more leaders not more followers.***
- ***Encourage new leaders by suspending your mental models and foster personal growth of others....which will inevitably encourage your own personal growth.***

BE THE KIND OF LEADER  
THAT YOU WOULD  
FOLLOW





# QUESTIONS?

