



LEADERSHIP IN HEALTH CARE

BIOGRAPHY: DEBRA J. CRUMPTON, MBA

Debra J. Crumpton is the author of “Mastering Change Through Conscious Choice” and “LEADERPOWER!®, We All Have It!, 120 Ways to Discover Your Leadership Potential”. As a professional speaker and business consultant, Debra provides solutions for leadership success. She earned a MBA in Management from Golden Gate University, San Francisco, California. Uniquely, Debra is the only professional business speaker who rose from Private to Major while on active duty with the United States Army.

Dollars and Sense magazine has honored Debra as “One of America’s Best and Brightest Professional Women” and she has been featured in Ebony magazine’s “Speaking of People” column. In 1995, Debra was one of twelve women selected worldwide by the International Women’s Forum to be a Leadership Foundation Fellow.

From 1997 - 1999, Debra was the Executive Director of the California Head Start Association, serving 88,000 children and families and over 200 agencies. As the television talk show host of CounterPoint, Debra interviewed industry and community representatives on controversial issues that affect the way we live and work. In 1990, Debra co-founded Allpaper Mortgage, Incorporated, based in Sacramento, California. Under her leadership, Allpaper Mortgage became the first company in the nation to participate in the Federal National Mortgage Association Mentor program.

As president of the Greater Sacramento chapter of the California Association of Mortgage Brokers, Debra led the chapter to its first “Chapter of the Year. Because of her commitment to create a full, free, and fair marketplace for all consumers and her extraordinary communications skills, the California Association of Mortgage Brokers selected Debra to testify before the U.S. Department of Housing and Urban Development on behalf of its 2,000 members. The Sacramento Young Women’s Christian Association honored Debra with The Woman in Industry award.

Distinguished as “the consummate leader”, Debra has transformed substandard teams into record-setting ones. She has worked with major companies such as Hewlett Packard, Office Depot and DuPont Merck. Her training programs are used for the professional development of senior leaders, managers, novices, and foreign nationals. Debra gives individuals and organizations the tools, confidence, and courage to create and maintain a sustainable competitive advantage in the New World of Work.



The New World of Work

The world of work has been permanently restructured. Technology, changing demographics, and a redefined “free-for-all” global marketplace have created a new world order.

New rules, roles, and requirements have resulted in new realities and new demands and expectations for all leaders, managers, and workers. Old ways of working such as doing as others do, following prescribed methods, and trail and error are out.

Technical competence is not enough to be effective or successful in the new world of work. Today’s information-intense, competitive marketplace demands new skills and competencies.

Winners in the new world of work will be individuals who are highly efficient and productive and have the ability to positively influence others.

In the new world of work, every worker and every organization must provide services and products that are:

“Easier.”

“Better.”

“Cheaper.”

“Faster.”

“Closer to the person served (consumer/client/patient).”



THE NEW WORLD REQUIREMENT

- ❖ MASTER CHANGE
- ❖ EXPLODE OLD WORLD MYTHS & MODELS
- ❖ EMBRACE NEW WORLD REALITIES
- ❖ REINVENT YOURSELF WITH LEADERPOWER!™



OLD WORLD LEADERSHIP MYTHS

- LEADERS ARE BORN
- BE SEEN AND NOT HEARD
- SEEING IS BELIEVING
- WHAT YOU DON'T KNOW WON'T HURT YOU
- INFORMATION IS POWER
- DON'T TELL WHAT YOU KNOW
- YOU CAN MAKE IT ON YOUR OWN

LEADERPOWER!™



LEADERPOWER!™ is based on two realities. The first reality is every person is a leader, someone whose actions influence the actions of another person. The second **LEADERPOWER!™** reality is every person has internal power needed to make conscious choices.

LEADERPOWER!™ is:

- The new model for success in the new world of work.
- A process of positive personal and professional growth and development.
- An inside-out job; it starts with the individual.
- A performing “art”. There are no right or wrong responses that can be taught, memorized, and standardized. It is skill-based, experiential learning.
- Up-front and personal. It is a philosophy and way of conducting oneself on a daily basis, at work and at home.
- A continuous improvement cycle that has personal responsibility and accountability at its core.
- An on-going process of learning, risking, and growing.
- A required attribute for new world work-life success.

TAPPING THE LEADER IN YOU

LEADERPOWER!™

- ❖ Your innate ability to influence behavior and attitude to produce positive results. There is no right or wrong. There is only effective and ineffective.
- ❖ Asks, “Are you getting the results you desire?”
- ❖ A personal, participatory sport. Although common skills can be taught, the ability to lead comes from the act of leading, from action. Leaders are created from their learned experiences.

Leaders personify their beliefs, values, qualities, and attributes. They are fortified by a strong sense of purpose and belief in themselves.

POWER

Regrettably, the word power often conjures a negative mental image. It is often thought of as manipulative and abusive control or influence over another person. Power, in and of itself, is neither good nor bad, positive nor negative. Power is simply the energy needed to get things done.

There are two kinds of power, external power and internal power. External power is power that comes with money, title, or a corner office. External power can be bought, sold, bargained for, lost, and expropriated.

The other kind of power is internal power, sometimes referred to as innate power. It is the power we are born with. It's the conscious part of our being that gives us the insight and courage to make and act on responsible choices. Your innate power gives you the sense of direction.

Unfortunately, through socialization we tend to abdicate our innate power. We learn to go with the flow. We become less authentically powered and lose our ability to make conscious choices that allow us to “show up” as who we genuinely are.

THE THREE NON-NEGOTIABLE LEADERPOWER![™] TRAITS

❖ AUTHENTIC

❖ BELIEVABLE

❖ CREDIBLE

MEETING THE LEADERSHIP CHALLENGE

“Tackle the Substance of Things”:

❖ CHARACTER

❖ COMMITMENT

❖ COURAGE

A special note to NOVA and each and every member, VA nurse, and nurse practitioner –

“Thank you for your graciousness, hospitality, and for the life-enhancing service you provide.

May you always have the power to touch, the energy to heal, and the skills and knowledge to positively change lives.

I, and every family you serve, appreciate you.

Stay well.”

Sincerely,

Debra J. Crumpton