Why is This Discussion Important?

“Leadership is not defined by the exercise of power but by the capacity to increase the sense of power among those led. The most essential work of the leader is to create more leaders.”

*Mary Parker Follett (1868-1933)*
Overview - 3 Concepts

Disaster Planning – The Next Senior Leader Departure Crisis

Crisis Communication

Succession Planning & Retention Strategies

Next Steps - Plan & Execute

Crisis Communication

- Define the Message
- Understand Stakeholders’ Point of Reference
- Be The Ethical Compass
- Show Responsible Transparency

“There can’t be a crisis this week. My calendar is already full.” - Henry Kissinger while Secretary of State
Man For Himself
An Inquiry Into The Psychology of Ethics
-Erich Fromm (1947)

- Care
- Responsibility
- Respect
- Knowledge

Succession Planning & Retention Strategies

- Current State
- Future State
- Integration
- System Approach
Next Steps- Plan & Execute

• Board of Directors/Command & Control Coordination
• What is our Interim Solution?
• Recruiting-Networking
• Continued Focus on Communication

Post-Crisis Reflection

Evaluation of Process w/Stakeholders

• What Did We Learn?
• What Did We Miss?
• How Can We Improve?
Discussion

- Crisis Communication
- Succession Planning & Retention Strategies
- Next Steps - Plan & Execute

Accomplishment Culture© Theory - Marion Spears Karr
mkarr@tylerandco.com

Thank You!

New Mexico Hospital Association

October 23, 2018

Marion Spears Karr
Vice President
Tyler and Company
mkarr@tylerandco.com

All Photos: Marion Spears Karr 2018