

REFLECTIONS

Jim Gross

Delta Omega Lecture

November 13, 2014

Purpose

To stimulate **you** to “reflect” about my own reflections, principles and beliefs that have helped guide me in the role as Montgomery County Health Commissioner. **This is intended to be an interactive session where I talk and you ponder.**

Reflection #1

Don't be Afraid to Change Jobs or Return to School

- ▣ Professional background
- ▣ More education and credentials
- ▣ Easier/earlier

Reflection #2

Focus on Greater Good

- ▣ 530,000 bosses
- ▣ Organization is a priority
- ▣ Community relationships must be continuously fostered
- ▣ Serve yourself last

Reflection #3

Earn Trust Daily

- ▣ Serve with integrity and pass the smell test
- ▣ Trust → relationships → partnerships → service
- ▣ Vaccinate twice
- ▣ Return the money

Reflection #4

Leaders Need to Lead

- ▣ Get comfortable with the unknown
- ▣ Gather the data and establish the vision
- ▣ **Show** the vision both internally and to the community
- ▣ Be a role model for the vision

Reflection #4 (cont.)

Leaders Need to Lead

- ▣ Act with courage even when the pain is inevitable
- ▣ Listen to critics, be open and willing to adapt
- ▣ If leaders don't lead, someone will lead for them
- ▣ Leaders vs. leadership titles
- ▣ Get passionate or get out

Reflection #5

Collaborate

- ▣ Trust → relationships → partnerships → service
- ▣ Early focus on well-respected partners; they can become your sales staff
- ▣ Take on the tough stuff
- ▣ Data, scalability and sustainability
- ▣ Be a starter AND a finisher

Do's and Don'ts

- ▣ Don't talk it and not walk it.
- ▣ Give them something to talk about.
- ▣ Resist the distractions.
- ▣ Don't accept status quo, but justify the change with data.

Do's and Don'ts

- ▣ Don't assume everyone leaves with the same interpretations.
- ▣ Become a fan of incremental progress. You rarely solve a community problem completely.
- ▣ Hire smart people or passionate people and put them in the right job. Passion can trump credentials.

Do's and Don'ts

- ▣ Absent leaders are less effective. Be present, active and visible.
- ▣ Be there for people, especially those who have helped you and the organization. Rarely say, “no” to community partners.
- ▣ Move on before you get tired and crabby, but assure the greater-good and the organization have the ability to succeed in your absence.
- ▣ Select good parents and mentors, and be them yourself.