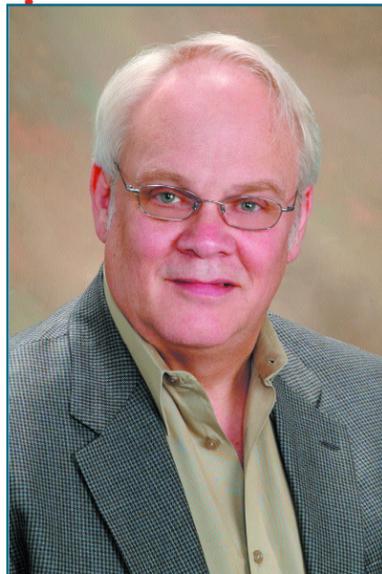
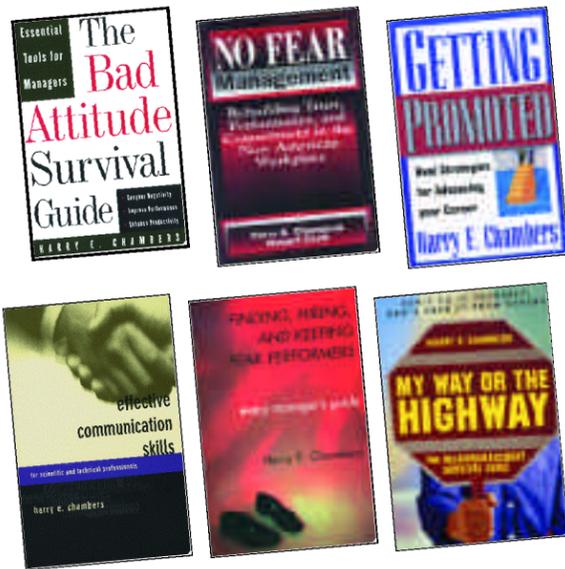


# Harry E. Chambers

# Avoiding the Healthcare Leadership Traps

- Author of:**
- The Bad Attitude Survival Guide: Essential Tools for Managers.** Reading, MA: Addison Wesley Longman, 1998.
  - No Fear Management: Rebuilding Trust, Performance and Commitment in the New American Workplace.** Delray Beach, FL: CRC/St. Lucie Press, 1998.
  - Getting Promoted: Real Strategies for Advancing Your Career.** Reading, MA: Perseus Books, 1999.
  - Communication Skills for Scientific and Technical Professionals.** Cambridge, MA: Perseus Books, 2000.
  - Finding, Hiring and Keeping Peak Performers.** Cambridge, MA: Perseus Books, 2001.
  - My Way or the Highway: The Micromanagement Survival Guide.** San Francisco, CA: Berrett-Koehler Publishers, 2004.



**Harry brings 30+ years of practical business experience** to his content-rich presentations. His experience ranges from that of an hourly employee to executive officer in the sales, operations, training and administrative areas with privately held and Fortune 500 companies. He is President of the Atlanta-based training/consulting company, Trinity Solutions, Inc. and a graduate of Kent State University. Harry has worked extensively with industry leaders such as Cingular Wireless, Pratt and Whitney, and Carrier Corporation, as well as many public sector and non-profit agencies. He is a frequent presenter at Inc. Magazine's Leadership Development conferences and his work has been featured on the web sites of CNN FN and Business Week OnLine. An award-winning author, his books have been translated into six foreign languages. His articles, excerpts, and direct quotes appear in many publications and journals, including *Executive Excellence*, *Success* and *Cosmopolitan* magazines. He has been interviewed on NBC's Today Show and is a frequent guest on radio talk shows discussing "Negativity in the Workplace" and "Dealing with Bad Attitudes" along with a variety of management and leadership issues.

**Harry** has professional relationships with the following universities:  
 University of Arkansas, Sam M. Walton School of Business  
 Boise State University, Center for Management Development  
 University of Georgia, Carl Vinson Institute of Government  
 University of Minnesota, Carlson Business Center  
 Southwest Missouri University, Management Development Institute

*He serves on the Board of Directors for America Outdoors, the premier association for whitewater rafting companies and outfitters.*

Satisfied clients include:  
 Tyson Foods  
 TEVA Pharmaceuticals  
 American Bankers Assoc.  
 Electrolux Home Products

Make-A-Wish Foundation  
 Georgia Hospital Assoc.  
 John Hopkins Medical Center  
 Otis Elevators

Bell South  
 I.B.E.W.  
 Centers for Disease  
 Control and Prevention

## The 10 Potential Mistakes that Highly Competent, Well-Intended Managers and Executives Can and Do Make



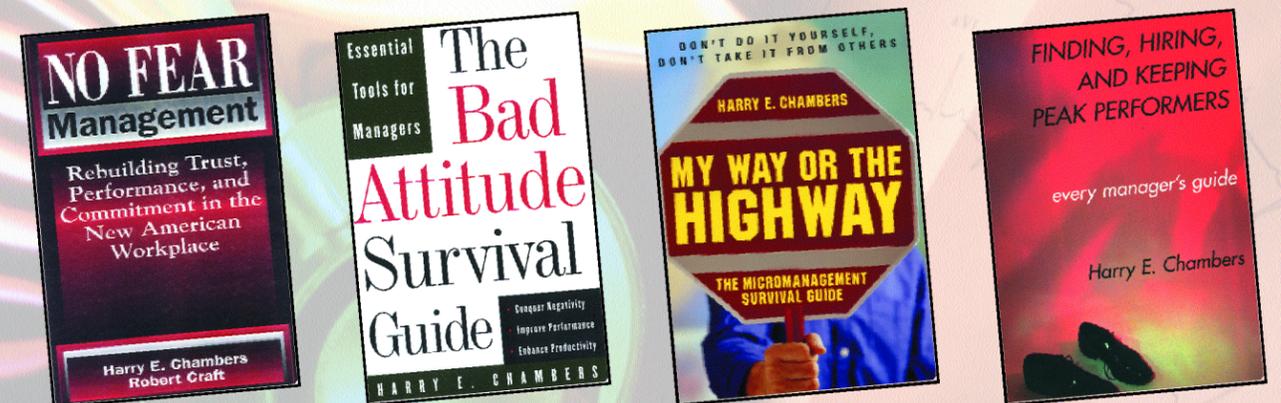
*This program identifies the ten hidden traps that often plague successful healthcare managers. Included in these traps are the seven specific traits of "micromanagers," along with strategies for eliminating, avoiding and neutralizing the behaviors of micromanagement.*

Many times competent leaders inadvertently engage in behaviors that generate unintended negative consequences, including:

- Erosion of personal effectiveness
- Low employee morale
- Increases in "bad attitudes"
- Escalating resistance to change
- Reductions in productivity and quality
- Increased workplace conflict
- Formal complaints, grievances, law suits
- Personal career damage

**Effective, real-world strategies will be offered for avoiding the leadership traps and increasing your personal influence and success.**

**Presented By Harry E. Chambers, President, Trinity Solutions, Inc.**  
*Author of:*



**TRINITY SOLUTIONS, INC.**

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## Avoiding the Leadership Traps

These leadership traps are not the behaviors of abusive, incompetent or ineffective managers. Good leaders and managers can unconsciously engage in behaviors that hinder their performance and career growth. The resulting damage ranges from inconsequential situations to significant problems in personal efficiency, declined performance in others, and process interference. The unintended consequences of the ten leadership traps can be monumental!

Participants will learn to identify and eliminate the lapses and mistakes that erode exceptional performance and hinder overall leadership influence.

### Who Should Attend?

Executives, managers and leaders at all levels, including organizational officers, middle managers, front-line supervisors, team leaders and project managers. Anyone who aspires to leadership positions and wants to enhance their career.

### About the Program

A one-day, content-rich, on-site, interactive session that identifies, confronts and corrects the critical challenges faced by all levels of organizational leadership. This program offers a broad range of assessment tools and corrective strategies for neutralizing and eliminating the impact of negative leadership behaviors.



## The Mistakes that Highly Competent, Well-Intended Healthcare Managers and Executives *Can and Do Make*

### Module One - The Myths and Realities of Leadership

- Confronting “organizational legends of leadership”
- The seven myths of leadership
- The realities of the leadership traps
- The cascade of unintended consequences

### Module Two - The Cornerstone of the Leadership Traps

- Lack of subordination of self
- The weakening of position
- Declining influence
- Career vulnerability
- Individual assessment

### Module Three - The “Active” Leadership Traps

- Blaming
- Mismanagement of change
- The manipulation of information
- Behaviors and activities defined by “like” or preference
- The immortalization of Frank Sinatra
- Interactive case studies

### Module Four - The Traps of Micromanagement

- Perception vs. reality
- 360° micromanagement
- Identifying the *interference* in performance or process efficiency
- The seven identifiable traits of micromanagement
- Avoiding/neutralizing micromanagement
- The micromanagement potential indicator™

### Module Five - The Traps of “Attitude” and “Managerial Perceptions”

- The “exception” perception
- Historical focus
- Recreating oneself
- Interactive case study
- Personal self-assessment