



The Safety Zone

The Newsletter of the AHA Workers' Compensation Self-Insured Trust

What Do Leaders Really Do?

Unscramble the mystery of workplace leadership

When you think of leaders, do you envision presidents, generals, or the captains of your favorite sports teams? These people certainly are leaders, each in his or her own way. So are managers, supervisors, and those who head up work teams.

How about you? You probably already possess many of the skills that leaders need, such as being a good communicator, taking your job responsibilities seriously, working well with others, and valuing everyone's contributions. What are some of the other important things that successful leaders do?

Leaders:

Understand the importance of goals and keeping everyone motivated to achieve them.

Organize and plan for success, leaving nothing to chance.

Yield to the wisdom of others.

Never give up or let others give up until success is achieved.

Adapt to changing needs and circumstances.

Create an atmosphere in which everyone is valued and respected.

Engage everyone in what needs to be done and seek everyone's participation in getting it done.

Build consensus in a group and work actively to resolve conflicts and disagreements among members.

Always practice what they preach and always set a good example.

Emphasize teamwork and always work for the good of the team rather than just seek their own advantage.

Let others in on the big picture and help them keep focused on their mission.

Recognize others' achievements and share the credit for success.

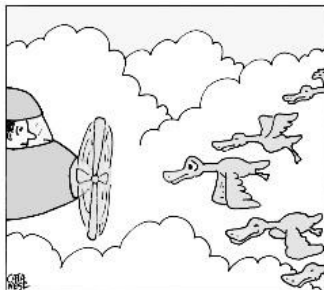
Empower co-workers to use their talents and abilities to get the job done.

Delegate responsibility as well as take responsibility.

Assist others when help is needed.

Now unscramble the first letters of each line above to spell out a five-word message about leadership.

The message is simple but important: No matter what your job, *you can be a leader* in the workplace and help focus everyone's energy and effort on success.



A moment later the flock would begin to question Doug's leadership skills.

news & notes

YIN AND YANG OF LEADERSHIP

Leaders are often depicted as hard-driving, hardnosed and headstrong. And many good leaders do have those qualities.

But as a wise old Chinese philosopher said long ago, it takes both soft and hard energy—yin and yang—to lead others effectively. The two approaches complement each other and create a powerful, yet adaptable force for action. The most effective leaders possess both yang and yin qualities. For example:

- **Commanding/Understanding.** Good leaders know how to take command and run a group and also how to be understanding of the needs of each group member.
- **Directing/Consulting.** Leaders have to be able to direct activities, but they also need to consult those they lead and listen to their ideas.
- **Ordering/Asking.** Leaders know how to give orders as well as when it is more effective to ask for cooperation.
- **Striving/Yielding.** Leaders need to strive for success, but they must also be yielding. They must know when to go around a barrier rather than try to break through it.
- **Strong/Flexible.** Effective leaders are both strong and flexible—just like the best athletes.
- **Controlling/Influencing.** They can control situations and groups, but they also know how to influence, facilitate, and work from within the group—or from behind the scenes.



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AHAWCSIT



Heat Stress is No Joke

Review this heat stress chart

Heat-Related Condition	Symptoms	First Aid
Heat Fatigue	Tired, weak Trouble concentrating Heavy sweating	Take a break in a cool place Drink plenty of water
Heat Cramps	Muscle pain Heavy sweating Normal temperature	Sit down in a cool place Drink water Massage cramped muscles
Heat Exhaustion	Pale or flushed skin Weakness Sweating Headache Moist, clammy skin Dizziness	Lie down in a cool place Loosen clothing Drink fluids slowly Apply cool wet cloths Elevate feet slightly Get medical help if the tips above don't help
Heatstroke	Hot, dry, reddish skin No sweating High temperature Rapid pulse Confusion Convulsions Loss of consciousness	Call 911 immediately Move victim to a cool place Soak clothing with water Monitor breathing and pulse Give fluids only if conscious



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Got News?

Do you have news that needs to be circulated or have a subject you would like for us to address? Let us know by emailing the newsletter editor at tcreeel@arkhospitals.org.

AHA Workers' Compensation Self-Insured Trust Program is administered by Risk Management Resources (RMR), a division of BancorpSouth Insurance Services, Inc. www.bxsi.com. In March 2003 the AHA Workers' Compensation Self-Insured Trust was established. The program provides workers' compensation coverage to AHA members.

Risk Management Resources, the administrator for the program, assists members in the areas of claims management, safety and loss control. Tina Creel, of AHA Services, Inc., is the Group Manager of the Trust and provides oversight of the day-to-day operation of the Trust.

The Board of Trustees provides oversight of the overall operation of the Group Trust.