

THE BLIND SPOT ZONE™

Montana HFMA/MHIMA
Joint Spring Conference

“Lessons from 33 months at C.A.M.P.”

Presented by:

Kevin McCarthy, CSP, CHBC



Most teams have relationship challenges. We provide tools and training programs to help them embrace one another's uniquenesses so they can enjoy optimal performance.

Most leaders struggle to maximize performance and capacity within their teams so we help them discover the blind spots in Leadership, Culture, Operations, Training and Service so they improve their bottom line.

DISCOVER YOUR PERSONAL LEADERSHIP BLIND SPOTS!

FREE BLIND SPOTS ASSESSMENT

www.KevinMcCarthy.com/BSA

Receive a free Kindle copy of BlindSpots - Why Good People Make Bad Choices at
www.KevinMcCarthy.com/book.

Connect with Kevin at:

Website: www.KevinMcCarthy.com

LinkedIn: www.Linkedin.com/in/KevinMcCarthyCSP

Twitter: www.Twitter.com/KevinMcCarthy01

Book: www.KevinMcCarthy.com/book

**Keynote Speaking
Leadership & Team Training
High Performance Coaching
Organizational Performance Consulting**

The Two Questions



What makes people tick?

We can reduce our presuppositions about people and enjoy better communications and relationships when we remember Dr. Tony Alessandra's Platinum Rule.

Competitor

Keyword: _____

Driving need: _____

Known by: _____

Focus: _____

Motivator

Keyword: _____

Driving need: _____

Known by: _____

Focus: _____



Analyzer

Keyword: _____

Driving need: _____

Known by: _____

Focus: _____

Peacemaker

Keyword: _____

Driving need: _____

Known by: _____

Focus: _____

Potential Blind Spots

Competitor

Some Strengths: _____

Caution: _____

Watch for:

- Bulldozing • Tasks over Relationships • Greed
- Workaholism • Power-hungry • Win at any cost
- Impatient • Arrogant • Opinionated-obstinate
- Insensitive • Abrasive • Too risky
- Too outspoken • Too Forceful

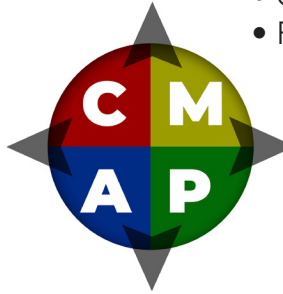
Motivator

Some Strengths: _____

Caution: _____

Watch for:

- Talks over others • Impulsive
- Inattentive to Details • Unrealistic
- Wishful thinking • Lack of follow through
- Glosses over tension • Exaggerates
- Personal attacks toward others



Analyzer

Some Strengths: _____

Caution: _____

Watch for:

- Analysis Paralysis • Overly critical • Arrogance
- Defensiveness • Passive-aggressive tactics
- Cynical • Isolation (doesn't play well...)
- Unbending

Peacemaker

Some Strengths: _____

Caution: _____

Watch for:

- Tendency to avoid change • Tendency to avoid risk • Withdraws under pressure
- Gets overwhelmed by deadlines • Internalizes frustrations • Gives in to please others • Easily swayed to help • Taken advantage of • Avoids tension • Indecisive • Sacrifices self
- False loyalties • Ignores problems

Working Together

Competitor

- Make efficient use of _____.
- Focus on the topic at hand and avoid _____.
- Expect _____.

Motivator

- Be _____ to collaboration.
- Recognize the _____ of their energy and enthusiasm.
- Find ways to _____ them so they feel appreciated.



Analyzer

- Talk to them about _____, fact-based aspects of ideas/projects.
- Avoid _____ them for an immediate decision.
- Expect _____.

Peacemaker

- Show warmth and concern for their _____.
- Offer your point of view, but take an _____ approach.
- Work _____ with them.

Leading Others

Competitor

- Outline _____ of authority
- Provide _____ overviews.
- Be _____ about expectations.
- Give _____, then autonomy.

Motivator

- Allow them to _____ group projects.
- Let them try new _____.
- Keep them on _____.
- Don't mistake _____ for understanding.



Analyzer

- Check in only when _____.
- Have them _____ you on status and decisions.
- Use _____ to ensure forward progress.
- Be _____ with feedback.

Peacemaker

- Give clear _____.
- Request their _____.
- Gradually give more _____.
- Let them know you are available for _____.

Understanding Conflict

Competitor

Natural Response: _____

Expressed as: _____

Changed Focus: _____

Motivator

Natural Response: _____

Expressed as: _____

Changed Focus: _____



Analyzer

Natural Response: _____

Expressed as: _____

Changed Focus: _____

Peacemaker

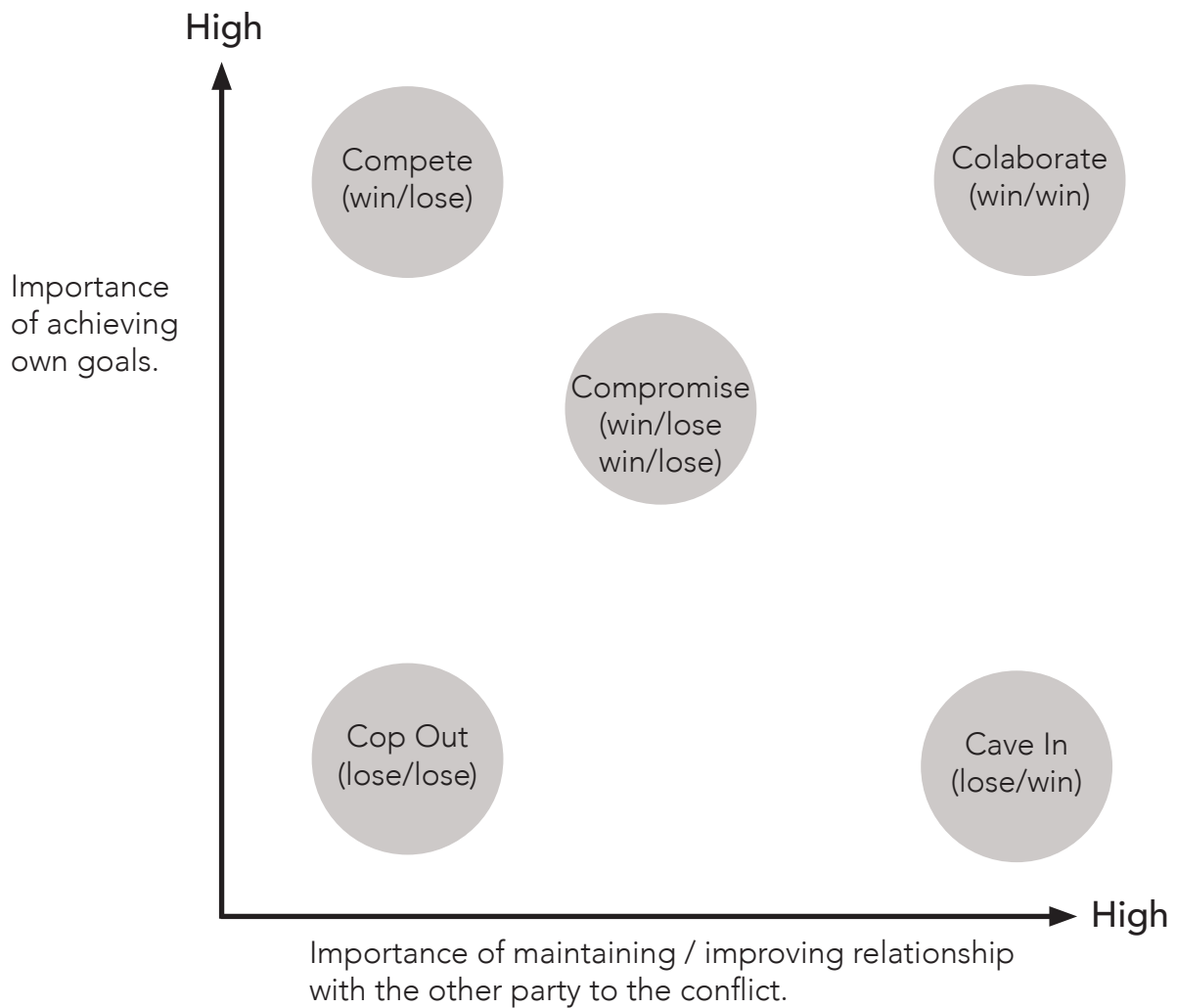
Natural Response: _____

Expressed as: _____

Changed Focus: _____

Five C's of Conflict

Is there a blind spot in your approach to resolving conflict?



THE BLINDSPOT ZONE™

JOURNAL

Fold and tear on the line

BLINDSPOT DEBRIEF (Please Print Clearly):

LESSONS FROM C.A.M.P.

Name / Title / Org: _____

Email: _____ Phone: _____

I'M INTERESTED IN... (Please check ALL that apply):

- Notify me about Virtual Learning Programs when available.
- Sign me up for Kevin's email updates so I can continue learning.
- Please contact me about _____

I would have liked to spend more time on:

I would have liked to spend less time on:

Would you recommend this program to others?

- YES, Have Kevin back!

YOUR TESTIMONIAL AND FEEDBACK IS APPRECIATED:

What I liked most about the program was:

What I would like to say to Kevin is:

- Check the box if we may quote you.

Thank you for your participation. Please give your completed form to the speaker.