

A Boss or a Leader?

Good leadership is vital to the success of any endeavor. That is an understatement, to be sure. What makes a good leader? There are volumes of books and magazine articles written on the subject every year.

Health care is certainly a profession that requires capable leadership, and any of its institutions will rise and fall on the degree of quality of it being demonstrated. I have always been uncomfortable about the use of the word *boss*, but the term's usage is widely recognized in business. Here are some distinctions that can be drawn between boss and leader:

1. A boss creates fear in a staff. A leader builds confidence.
2. A boss says, "I". A leader says, "We."
3. A boss *knows* how a job should be done. A leader *shows* how a career should be forged.
4. A boss relies on authority. A leader relies on cooperation.
5. A boss drives. A leader leads
6. A boss fixes blame. A leader solves problems and fixes mistakes.
7. A boss rules over the *problem* 10 percent of the work force. A leader works alongside the *cooperative* 90 percent.
8. A boss eventually causes resentment to grow. A leader fosters growing enthusiasm.
9. A boss makes work drudgery. A leader makes work interesting.
10. A boss sees problems as disasters that will destroy the company. A leader sees problems as opportunities that a united staff can overcome and turn into growth.



The question begs to be asked: Are you a boss, or are you a leader?

Another way to put it: Remember the difference between a boss and a leader – a boss says, "Go," while a leader says, "Let's go!"

– Beecher Hunter