

Believe in Those You Lead

As leaders, how can we help our associates succeed? There are any number of answers to this question. One principle that I teach in each edition of the *Life Care Journey* is this: To be an effective servant leader, you must believe in the people for whom you are responsible.

That same philosophy is held by Carl Mays of Gatlinburg, Tenn., a much-requested speaker who has appeared at Life Care events a number of times, an author, and a specialist in motivation, human relations and performance improvement.

He told a story about Dale Brown, basketball coach at LSU from 1972 to 1997. “I had the opportunity to visit with Coach Brown, talk to his team and sit on the players’ bench when 7-foot-1 Shaquille O’Neal was with LSU,” Mays said. “Coach Brown was a great motivator. No matter where his teams wound up in the regular season standings, they always seemed ready to play the tournament games.”

When LSU upset every team they played in the NCAA post-season tournament to reach the Final Four one year (without Shaq), a sportswriter said to player Derrick Taylor, “Your coach is known as the great motivator. What is it he does that gets you ready to play?” Taylor replied, “Well, I guess the main thing is, Coach believes in us. And, you know, when a coach believes in you, it helps you to believe in yourself.”



Mays related a similar story about Danny Ainge, now president of basketball operations for the Boston Celtics, and his great turnaround in professional basketball. When Ainge came to the Celtics after an outstanding collegiate career at Brigham Young University, he barely made the team, and only later became a vital part of a championship group for several years.

“At first, I felt like none of the coaches or players had confidence in me and I began to lose confidence in myself,” Ainge said. “But then things began to change when they began to indicate I had potential. When they started to believe in me, it helped me to believe in myself. I became a better player and we became a better team.”

Those lessons should not be lost on us at Life Care, Century Park and Life Care at Home. Providing the type of support that Derrick Taylor and Danny Ainge received is a skill we can develop. How? By simply treating others the way we want and need to be treated.

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Find the good in people and help them with the negative. Pay sincere compliments and take honest, positive corrective actions. Express encouragement. Show you care. Take time to listen. Be thoughtful.

You will be amazed and delighted with others' reaction.

Whatever you want men to do to you, do also to them, for this is the Law and the Prophets (Matthew 7:12 NKJV).

– Beecher Hunter