

Leader
WEEK 22

Culture Begins With You



Welcome.
Own.
Wow'em!



EVERY PATIENT | EVERY TIME | EVERY INTERACTION



THE BIG IDEA

Every leader influences culture.

Your words matter.

Your attitude matters.

Your consistency matters.

Whether you realize it or not, your team is constantly learning what matters most by watching how you lead.



OWN EVERY INTERACTION

Model professionalism.

Demonstrate respect.

Be consistent.

Live our values.

Lead by example.



TRY THIS TODAY

Ask yourself:

"If every member of my team led exactly like I did today, what kind of culture would we have?"



HUMAN CONNECTION

Culture is experienced through small signals about who is heard, valued, and safe. Those daily moments shape whether people feel they truly belong.



WHY IT MATTERS

Employees are influenced more by what leaders consistently demonstrate than by what they occasionally say.



THE WOW HABIT

Model the culture you expect.



LEADERSHIP IN ACTION

You remind your team that kindness matters.

Later that afternoon, a frustrated family member approaches the desk.

Instead of asking someone else to help, you calmly step beside your employee, listen carefully, and help resolve the concern.

Your team learns far more from what you modeled than what you said during the morning huddle.



THIS WEEK'S COMMITMENT

Choose one behavior today that clearly models the culture you want your team to repeat.

Welcome the person. Own the moment. Wow'em!™
THE WOW METHOD™