



### Leaders Show Up and Care



My first meeting with my new Navy boss, the commanding officer of the base, went pretty much as expected until he said,

“Oh, and if any of your people or their family members go to the hospital and are admitted, you need to let my office know.”

I was a little confused. This guy was really busy. His assistant was constantly trying to keep him on a schedule. He arrived at the office at 6 AM and was often there way after 6 PM.

I wanted to make sure I understood. I thought he was micromanaging me. “You have a lot to worry about. Why do you want to know about whether or not my people get sick?”

He matter-of-factly replied, “Because they are my people too. And if they are in the hospital, for any reason at all, I show up.”

I persisted. Was there was a threshold involved? Did the people actually have to be seriously ill? What if they just broke an arm or a pinky finger? What if they were having their tonsils out? What if they were in the hospital for just a few hours?

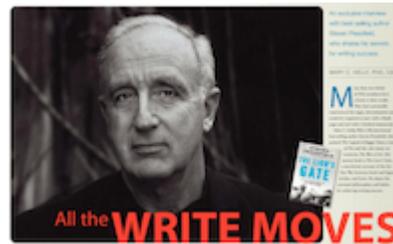
He clarified, “I show up. And you do, too. That is what we do.”

Got it, boss.

Sure enough, after a few months, one of my people landed in the hospital. I dutifully left

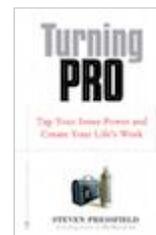
### Mary's Updates

#### Interview with Steven Pressfield in Speaker Magazine



I had the pleasure of interviewing best-selling author, Steven Pressfield! Read more about this interview in the Book of the Month section below. (Curious how this amazing opportunity happened? Check out blog post [here](#).)

### Mary's Feature of the Month



#### [Steven Pressfield Interview!](#)

As promised, [here is the link](#) to the interview with Steven Pressfield in Speaker Magazine.

Some of my takeaways:

1. Professionals work to improve all the time.
2. We all have to work to overcome doubts, obstacles, and limitations. We all have to fight Resistance.
3. If you want to write, write. If you want to golf, play golf. If you want to complete a marathon, run. Don't just talk about it. Don't make excuses. Find a way. Act.

the relevant information with my boss's office and then I drove the 20 miles to the hospital, parked my car, and trekked to my sailor's hospital room. About 20 minutes after I arrived, so did the commanding officer.

Three things happened:

**First**, my sailor's eyes lit up when the **big** boss called my sailor by his name and asked how he was doing. My sailor sat up straighter in the hospital bed. He smiled.

The visit was a huge morale booster to the patient. He visibly perked up. He felt cared for because this important leader took the time to check on him. My sailor felt like he was more than a number, more than a name on a list of employees. The commanding officer showed that he cared at a time when the young man needed to know that he had support that extended throughout the entire organization.

**Second**, the arrival of a Navy captain (that is one rank below an admiral or general) in a military hospital generated some attention. While the staff had ignored me (I was a mere Lieutenant Commander at the time), suddenly hospital personnel gave my sailor a little more attention. Having a Navy captain show up to visit made staff take notice of his case.

Mary's note here: In over 30 years of military medicine, I have consistently received fantastically conscientious care by knowledgeable and thoughtful providers. **Shout out to military and civilian medical providers, practice administrators, medical group managers for making patient care your priority!**

**Third**, my boss reiterated that it is when things go wrong or when times are tough that our people need us to show up the most.

It is easy to show up when things are going well. Most of us also have stories about fair-weather friends and co-workers who abandon us when we are going through a difficult time or are experiencing a life crisis. This commanding officer made it clear that leadership is most important when supporting people isn't glamorous, easy, or convenient. Leadership means sacrificing our own time, energy, and resources.

Want to be a great leader? Show up, show you care, and show that you can help.

*Please share your feedback on this article on [my blog](#).*

4. Passionately do what you are meant to do and push yourself beyond your self-imposed limits.

## Twitter and Social Media

Thanks to [Beth Ziesenis](#), I discovered Zoom.com. Zoom is a way to video and/or teleconference. People can call in or video conference from any phone, iPad, tablet, or computer.

Zoom has amazing clarity, real time voice to image (those voice delays from some other platforms drive me crazy), and you can link in up to 25 people for up 40 minutes for free. With the paid version, (\$100 a year) we can record the session and conference for as long as we want. Best, the learning curve is about 5 minutes. It is intuitive and clients love it.

[Terry Brock just did a quick video interview on how to use it - click here.](#)

## Pet Tip

You probably know that petting a dog or cat lowers blood pressure, reduces stress, and increases endorphins in our brains. Our pets make us happier and healthier. Let's make sure we do the same for them with quality food, good exercise, and lots of love.



## Connect with Mary



## What Does Mary Do?

We don't assume, so here is a brief list of what Mary does:

1. Interactive, experiential, motivational leadership keynote and breakout programs for conferences, conventions, banquets, and events
2. Women's leadership events, particularly in the real estate, insurance, medical, and financial sectors
3. Results-focused executive coaching
4. Strategic business planning

Call Mary at 719-357-7360 for a free initial consultation.

## Thank You for Reading this Newsletter



Do you anyone planning a conference who needs a motivational leadership speaker, or a business that needs a push forward? Please [contact me](#). I sincerely appreciate your referrals!

*Mary C. Kelly*

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*Would you like to use any of these articles in your newsletter or website? You can, as long as you include this at the end: With over twenty years of leadership experience and a diverse background leading teams in the U.S. and abroad, Dr. Mary Kelly makes leadership a reality for all levels of an organization. Register for her free newsletters at [www.ProductiveLeaders.com](http://www.ProductiveLeaders.com)*

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