

# How can an EMS Leader serve as a Role Model?

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*Parents may live by the old mantra, "**Do as I say, not as I do**," but there's a lot of good research to show why this does not work for several reasons. Kids learn by example, plain and simple.*

*Children of smokers are twice as likely to smoke, and children of overweight parents are significantly more likely to have overweight.*

*For this reason — modelling the behaviour we want — is one of the best of things parents (**and leaders**) can do.*

**Kenneth Kronohage** is a Swedish national and a Global Strategic Consultant & Leader (Healthcare & Emergency Medical Services); EMS Development & Service Transformation. He is a Senior Executive / Strategic Consultant - developing high performance private and public sector ambulance, public safety and emergency services via strategic leadership, business development, service transformation, operational excellence, global best practice (benchmarking) and regulatory controls.

**EDUCATION & TRAINING**

- MSc, Medical Science
- BSc, Nursing (Nurse Anaesthesia Specialist)
- Paramedic Training; Emergency Care Assistant Training; Fire Fighter Training
- QMS Systems, ISO 9001, ISO 14001, OHSAS 18001 - Occupational Health
- Certified Internal Quality Auditor; Fire Rescue & Public Safety Scenarios

**THOUGHT LEADERSHIP & BOARD ROLES**

- Leadership Development Programme (Blueprint Coaching)
- Board Advisor (Chair) & Non-Executive Director Roles (various)
- EENA Advisory Board Member (European Emergency Number Association)

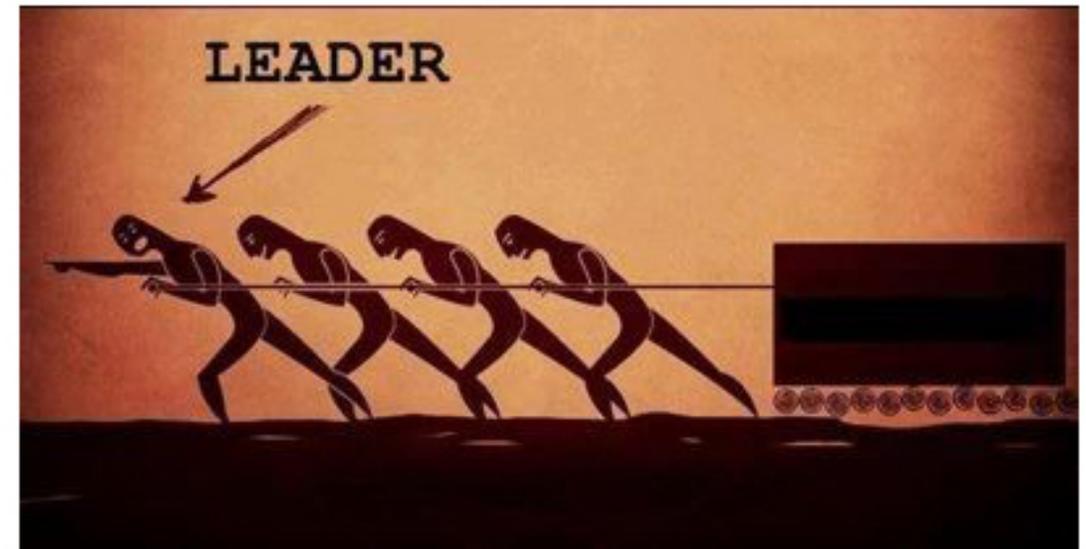
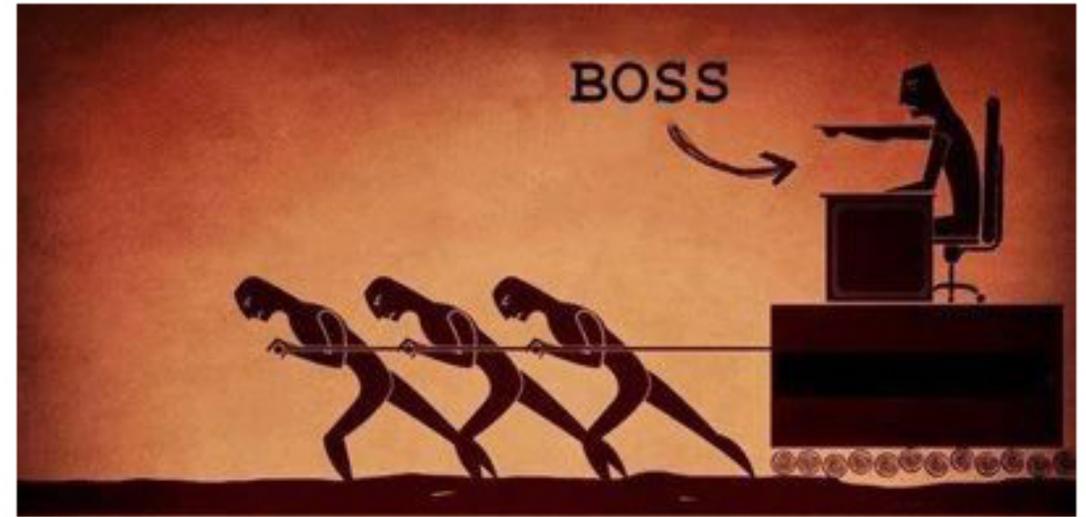
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# Two different leadership styles

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# Autocratic Leadership (boss)

- Autocratic leadership style is centred on the boss. These bosses hold all authority and responsibility. The boss makes decisions on his own without consulting subordinates. They reach decisions, communicate them to subordinates and expect prompt implementation. Autocratic work environment does normally have little or no flexibility.
- In this kind of leadership, guidelines, procedures and policies are all natural additions of an autocratic boss. Statistically, there are very few situations that can actually support autocratic leadership.
- Most known leader that supports this kind of leadership; Donald Trump

# Democratic Leadership (leader)

- In this leadership style, subordinates are involved in making decisions. Unlike autocratic, this leadership is centred on subordinates' contributions. The democratic leader holds final responsibility, but he or she is known to delegate authority to other people, who determine work projects.
- The most unique feature of this leadership is that communication is active upward and downward. With respect to statistics, democratic leadership is one of the most preferred leadership, and it entails the following: fairness, competence, creativity, courage, intelligence and honesty.
- Most known leader that supported this kind of leadership; Nelson Mandela

# BOSS



- Drives employee
- Depends on authority
- Inspires fear
- Says, "I"
- Places blame for the breakdown
- Knows how it is done
- Uses people
- Take credit
- Commands
- Says, "Go"

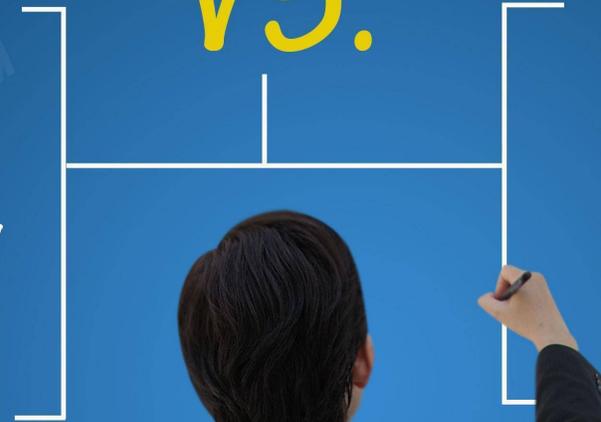
## DIFFERENCE BETWEEN

VS.

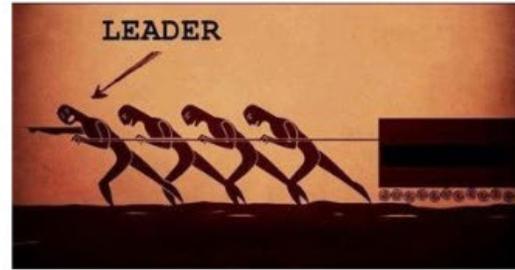
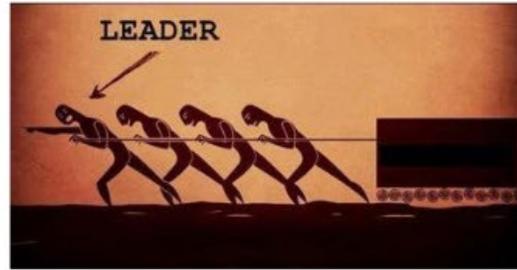
# LEADER



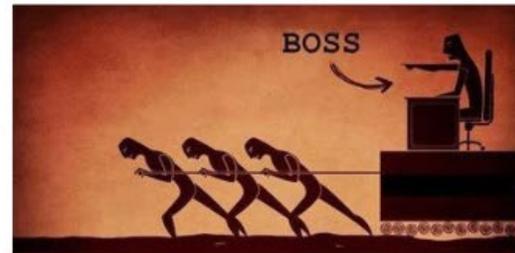
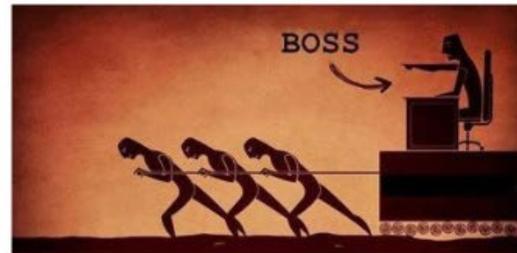
- Coaches them
- On goodwill
- Generates enthusiasm
- Says, "We"
- Fixes the breakdowns
- Shows how it is done
- Develops people
- Gives credit
- Asks
- Says, "Let's go"



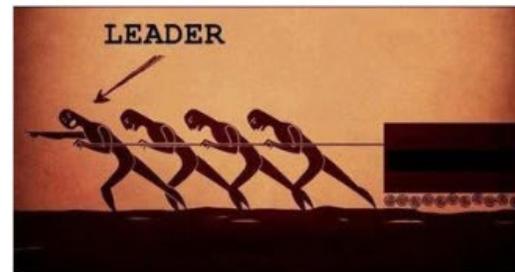
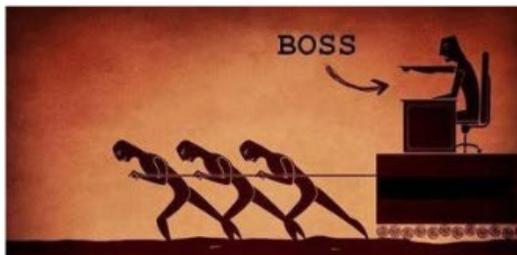
# What happens when management is changed?



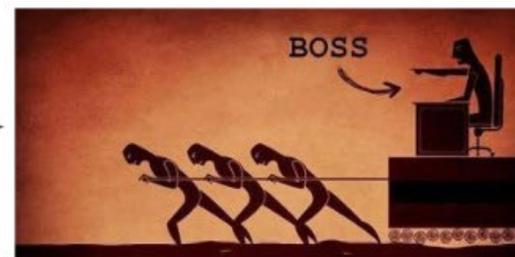
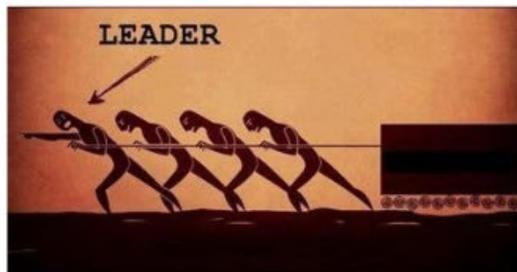
Best outcome in  
the long run



Best outcome in  
the short perspective,  
bad in the long run



Bad outcome in  
the short perspective,  
good in the long run



Bad outcome both in  
the short perspective,  
and in the long run

# Ten other Leadership styles

## 1. **Strategic**

Involves a leader who is essentially the head of an organization and delivers the goods in terms of what an organization naturally expects from its leadership in times of change.

## 2. **Transformational**

Unlike other styles, this is all about initiating change in organizations, groups, oneself and others. Tends to have more committed and satisfied followers.

## 3. **Team**

Is about working with the hearts and minds of all those involved. It also recognizes that teamwork may not always involve trusting cooperative relationships.

## 4. **Cross-Cultural**

Particularly international organisations require leaders who can effectively adjust their leadership to work in different environs. Most of the leaderships observed in the United States are cross-cultural because of the different cultures that live and work there.

## 5. **Facilitative**

Too dependent on measurements and outcomes – not a skill, although it takes much skill to master. The effectiveness of a group is directly related to the efficacy of its process.

# Ten other Leadership styles

## 6. **Laissez-faire**

Gives authority to employees. According to research, this kind of leadership has been consistently found to be the least satisfying and least effective management style.

## 7. **Transactional**

Maintains or continues the status quo and involves an exchange process, whereby followers get immediate, tangible rewards for carrying out the leader's orders. Transactional leadership can sound rather basic, with its focus on exchange.

## 8. **Coaching**

Involves teaching and supervising followers. A coaching leader is highly operational in setting where results/ performance require improvement. Basically, followers are helped to improve their skills and does the following: motivates, inspires and encourages.

## 9. **Charismatic**

Manifests leader's revolutionary power. Charisma does not mean pure behavioural change. It actually involves a transformation of followers' values and beliefs. Therefore, this distinguishes a charismatic leader from a simply populist leader who may affect attitudes towards specific objects.

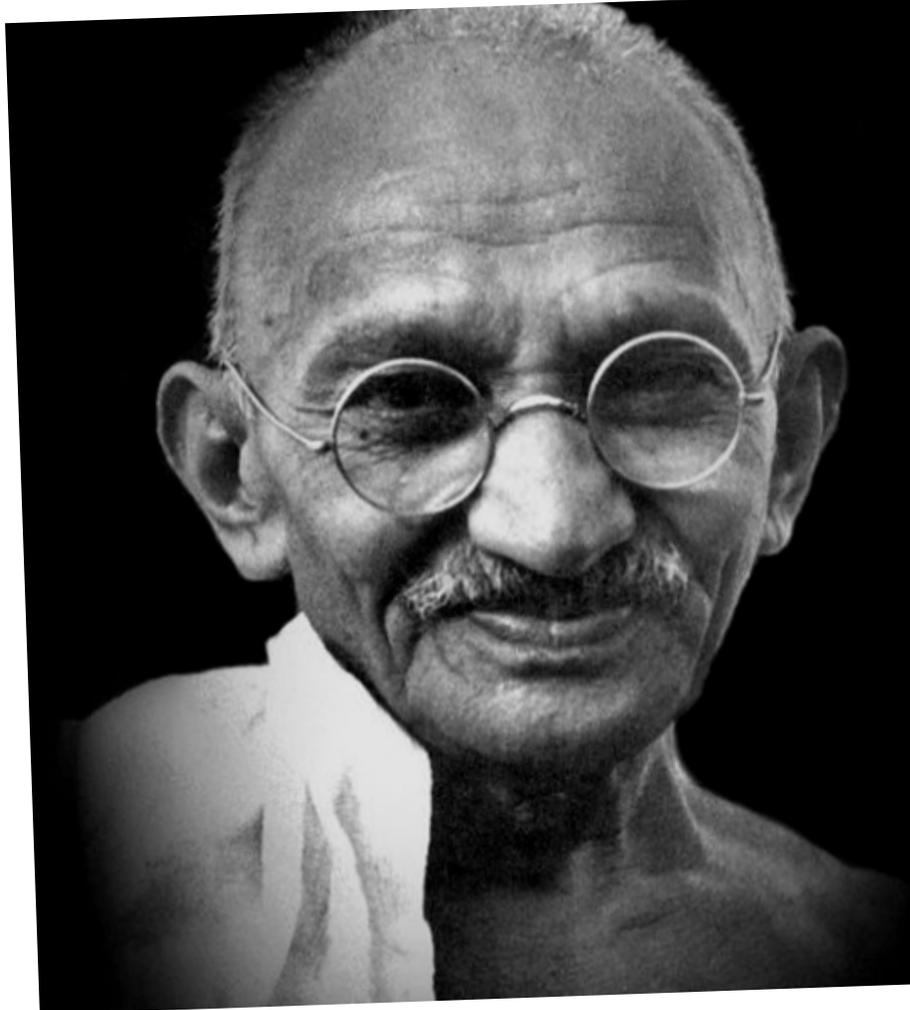
## 10. **Visionary**

Involves leaders who recognize that the methods, steps and processes of leadership are all obtained with and through people. Most great and successful leaders have the aspects of vision in them. Outstanding leaders will always transform their visions into realities.

# Followers are very important



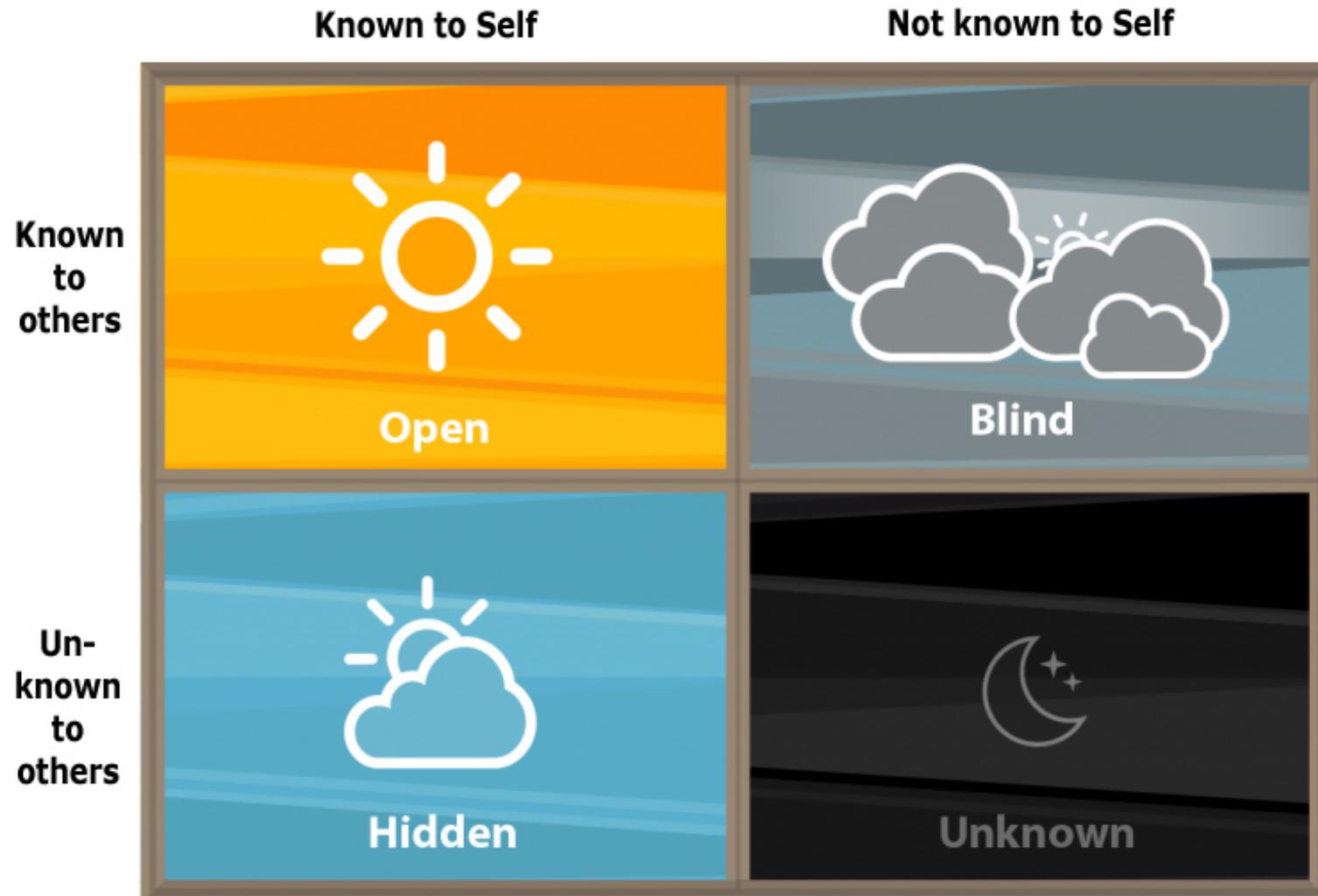
[Download video by clicking here](#)



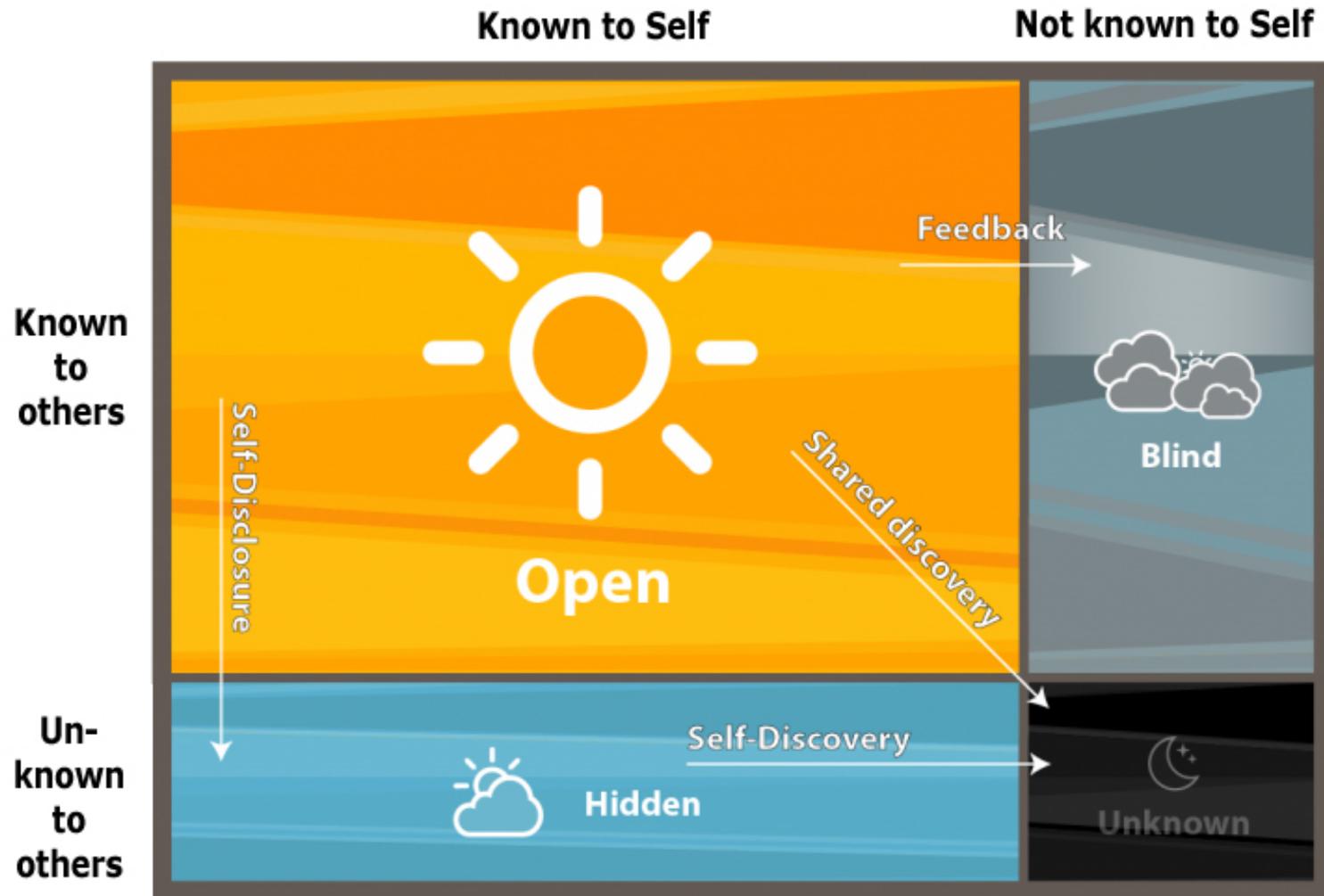
A sign of a good leader  
is not how many followers  
you have, but  
how many leaders  
you create.

*- Mahatma Gandhi*

# The Johari window



# The Johari window - improved



When you are a boss, people work for you. When you are a leader, you work for people.

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**“I was raised to treat the janitor with the same respect as the CEO.”**

What you  
can buy and  
what you  
cannot buy

PHILOSOPHY OF MANAGEMENT

"You can buy a man's time, you can buy a man's physical presence at a given place; you can even buy a measured number of skilled muscular motions per hour or day. But you cannot buy enthusiasm; you cannot buy initiative; you cannot buy loyalty; you cannot buy the devotion of hearts, minds and souls. You have to earn these things."

Clarence Francis,  
Chairman General Foods.

Achievements

**The measure of a leader is not  
what you do but what people  
do because of you.**

**Howard Hendricks**

# The Seven Traits of a Role Model

## 1. **Demonstrate confidence and leadership.**

A good role model is someone who is always positive, calm, and confident in themselves. You don't want someone who is down or tries to bring you down. Everyone likes a person who is happy with their achievements, but continues to strive for bigger and better objectives.

## 2. **Don't be afraid to be unique.**

Whatever you choose to do with your life, be proud of the person you've become, even if that means accepting some ridicule. You want role models who won't pretend to be someone they are not, and won't be fake just to suit other people.

## 3. **Communicate and interact with everyone.**

Good communication means listening as well as talking. People are energized by leaders who explain why and where they are going. Great role models know they have to have a consistent message and business plan, and repeat it over and over again until everyone understands.

## 4. **Show respect and concern for others.**

You may be driven, successful, and smart, but whether you choose to show respect or not speaks volumes about how other people see you. Everyone notices if you are taking people for granted, not showing gratitude, or stepping on others to get ahead.

# The Seven Traits of a Role Model

## 5. **Be knowledgeable and well rounded.**

Great role models aren't just "teachers." They are constant learners, challenge themselves to get out of their comfort zones, and surround themselves with smarter people. When team members see that their role model can be many things, they will learn to stretch themselves in order to be successful.

## 6. **Have humility and willingness to admit mistakes.**

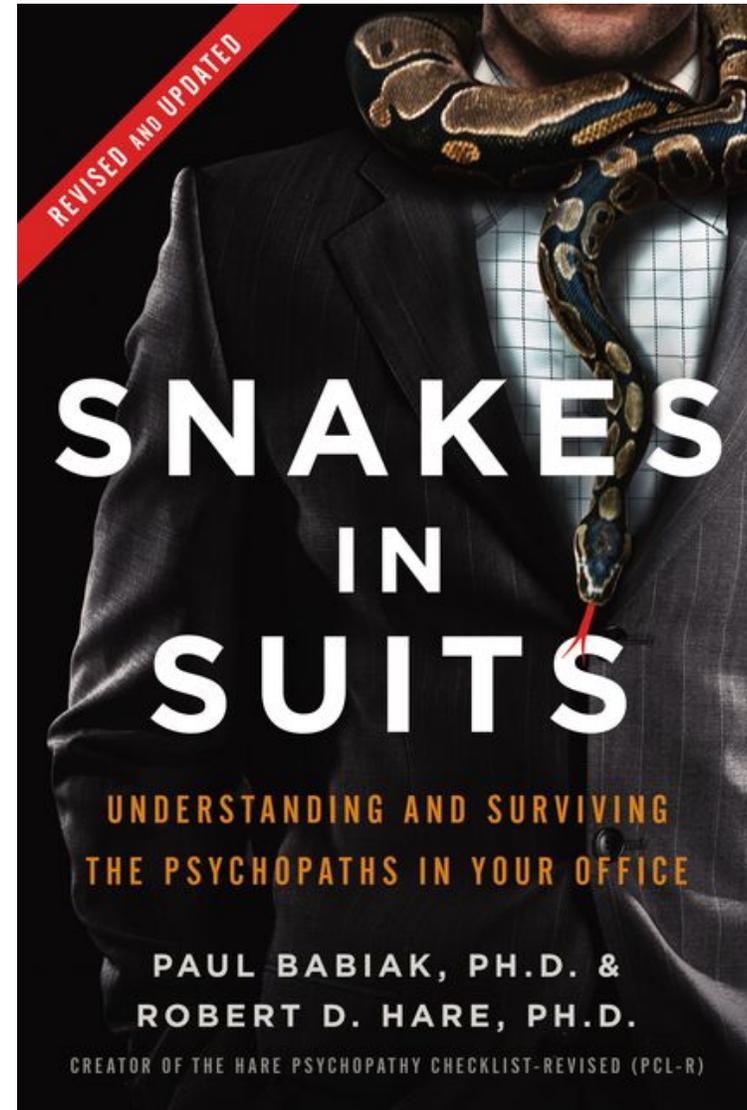
Nobody is perfect. When you make a bad decision, let those who are watching and learning from you know that you made a mistake and how you plan to correct it. By apologizing, accepting accountability, and correcting course, you will be demonstrating an often overlooked part of being a role model.

## 7. **Do good things outside the job.**

People who do the work, yet find time for good causes outside of work, such as raising money for charity, saving lives, and helping people in need get extra credit. Commitment to a good cause implies a strong commitment to the business.

Careful – the  
sick leader

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# How to differentiate between productive and destructive people



[Download video by clicking here](#)

## In conclusion

- Be honest
- Be transparent
- Be yourself
- Never maximise – optimise
- Never leave something on the table



I never lose. I either win or learn.

Nelson Mandela



INSIGHTTIMER

Thank you very much for your attention

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