

A stack of smooth, dark stones balanced on top of each other, set against a blurred background of water and a sunset or sunrise sky. The stones are arranged in a tiered fashion, with the largest stone at the base and smaller ones stacked on top.

# UHA Health Insurance – Lunch & Learn Becoming a Leader of the Future

September 22, 2021

Corey P Campbell | CEO & Founder | Akamai Training & Consulting

In your own words,  
write in the chat box:

What does a leader of the future  
do differently?

*(consider thoughts, actions, behaviors, traits)*

"You **cannot be** the same, **think** the same, and **act** the same if you hope to be **successful** in a world that does **not remain** the same."

~ John Maxwell

# Our Purpose Today



Where the  
magic happens

Your  
comfort  
zone





Stimulate Our MBS Together



If you know me **based** on who I  
was a year ago - even two months  
ago - you **don't know me**.

My **growth** game is stupid strong.

Allow me to **reintroduce** myself.



# UHA Workplace Wellness Model



## **I: Believe**

BELIEVE is the mindset of an organization AND their employees that they can indeed be healthier, happier and higher-performing

## **II: Belong**

BELONG is the understanding that, in order to thrive, every leader, every manager and every employee needs to belong to a network of like-minded believers where health improvement ideas and resources can be shared and everyone can benefit from the group's energy, inspiration and support!

## **III: Become**

BECOME is knowing that everything your organization BELIEVES, can happen. Specifically, it's the step-by-step process of developing our best selves and our best organizations!



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ENGAGING | REAL | TRANSFORMATIONAL



## My Background

### CEO | Founder

Akamai Training & Consulting

### Complex Director of Training

Starwood Hotels & Resorts, Waikiki

Sheraton Waikiki, Royal Hawaiian, Moana Surfrider, Sheraton Princess Kaiulani

### Regional Manager, North America

Starwood Corporate Learning & Development

### Director of Training

Royal Hawaiian Hotel

### RumFire Manager

Sheraton Waikiki Hotel

### Guest Services Manager

Sheraton Waikiki Hotel

### Prefectural Advisor, JET Program

Akita, Japan – Board of Education

### Bartender; Certified Trainer

Bubba Gump Shrimp Company, Ala Moana

# Akamai Training & Consulting – Recent Clients







# The **Change** Required in Leadership





# Invictus – First Day Video



# Servant Leadership



# Principles of **Servant** Leadership

Primary focus of the leader is to **serve**.

Servant leaders **share** power.

They put the **needs** of the team **first**.

Their barometer of success is helping people **develop**.

They take **extreme ownership**.

As I leader, you **don't** work for **me**. I work **for you**.






## Making It REAL

- 1) How many of you have had a boss that you **intentionally** did **not** want to work hard for?
- 2) **Why?** What did they **do?** **How** did they **break** your **trust?**





Could **you** be **doing** any of these actions with your team **without** realizing it?

How would you **know**?







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# Mastering the Mindset of Inspired Living

What **percentage** of your co-workers arrive to work ***demonstrating*** that they want to be there?



# Global State of Engagement at Work

Gallup  
2017





# The World's Workplace Canoe

2 Rowing

6 Sleeping

2 Trying to  
Sink the Canoe



# Gallup Poll Results – State of Engagement

15% - Engaged (love their job, productive & happy)

67% - Not Engaged (simply there for a paycheck)

18% - Actively Disengaged (miserable; destroying the workplace)

# Leadership Statistics

**13%** strongly agree the leadership of the company **communicates effectively** with the rest of the organization [\*Gallup].

**15%** of employees strongly agree the leadership in their company **makes them enthusiastic** about the future [\*Gallup].

**23%** say that their leaders, overall, are **effective** [Ketchum Leadership Communication Monitor, 2016].

# Four Primary Reasons for Lack of Engagement

- 1) Lack of Leadership Support/Recognition
- 2) Frustration with Co-workers Not Being Addressed
- 3) Not Currently Using Innate Talents/Strengths in Role
- 4) Personal Mindset Challenges

# Mindset

[mīn(d)set]

(noun)

the established set of attitudes or beliefs held by someone.



Life is a product  
of your most  
dominant thoughts.

# Power of Reframing



# Reframe

/rē'frām/

(verb)

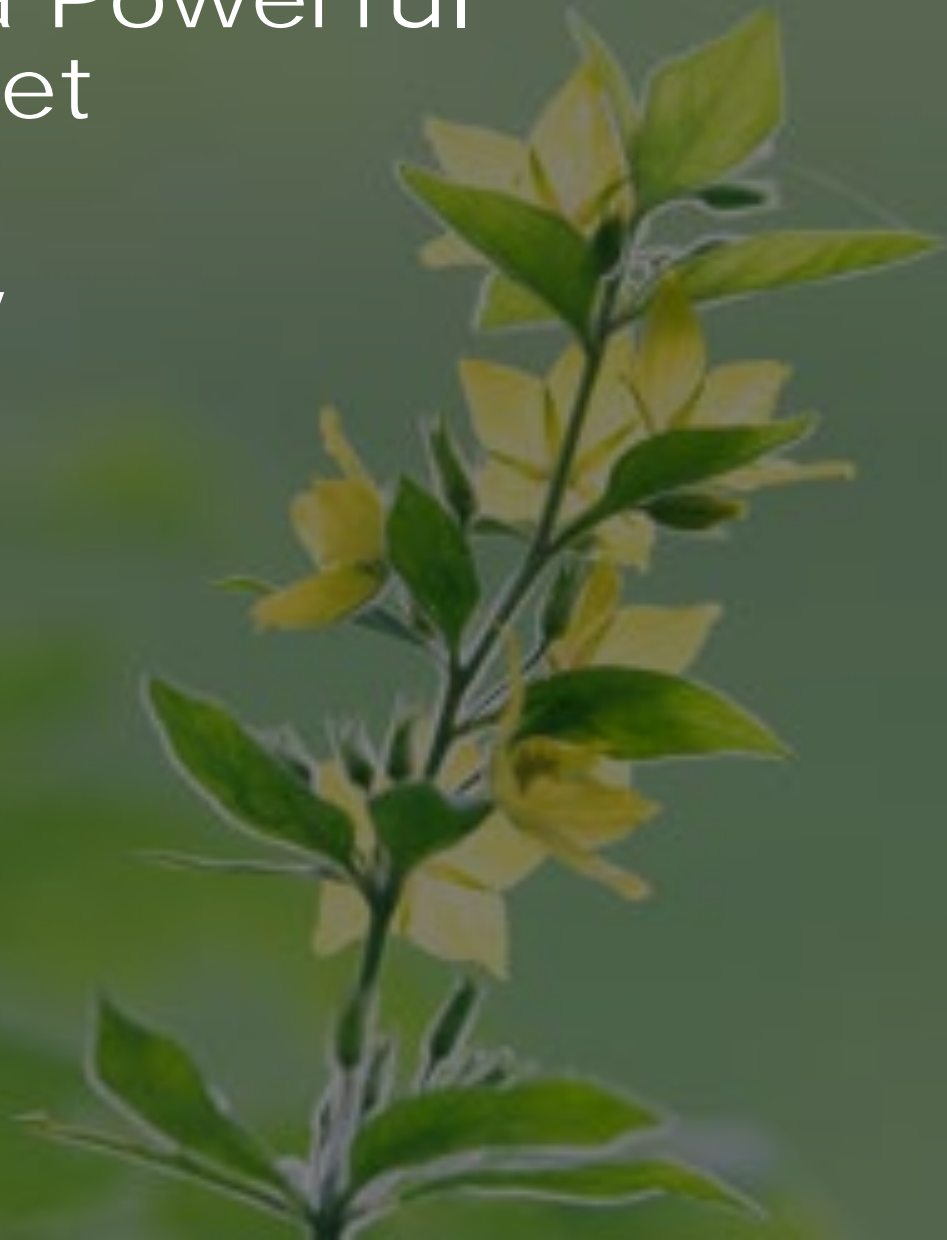
frame or express (words or a concept or plan)  
differently.

# Reframing to Activate a Powerful Covid-19 Mindset

" I HAVE TO..."

versus

" I GET TO..."







## Self-Reflection Question

What do you need to **reframe** right now  
in order to **activate** a powerful mindset  
that **benefits YOU?**

# Neuroplasticity

The brain **continually** reorganizes itself by learning new neural connections throughout life.



“ Every **thought**, every  
reverberation you create on the  
level of the mind changes the  
**chemistry** in your body.”

~ Sadhguru  
(Jaggi Vasudev, founder Isha Institution)

Change Your THOUGHTS, Change your ENERGY





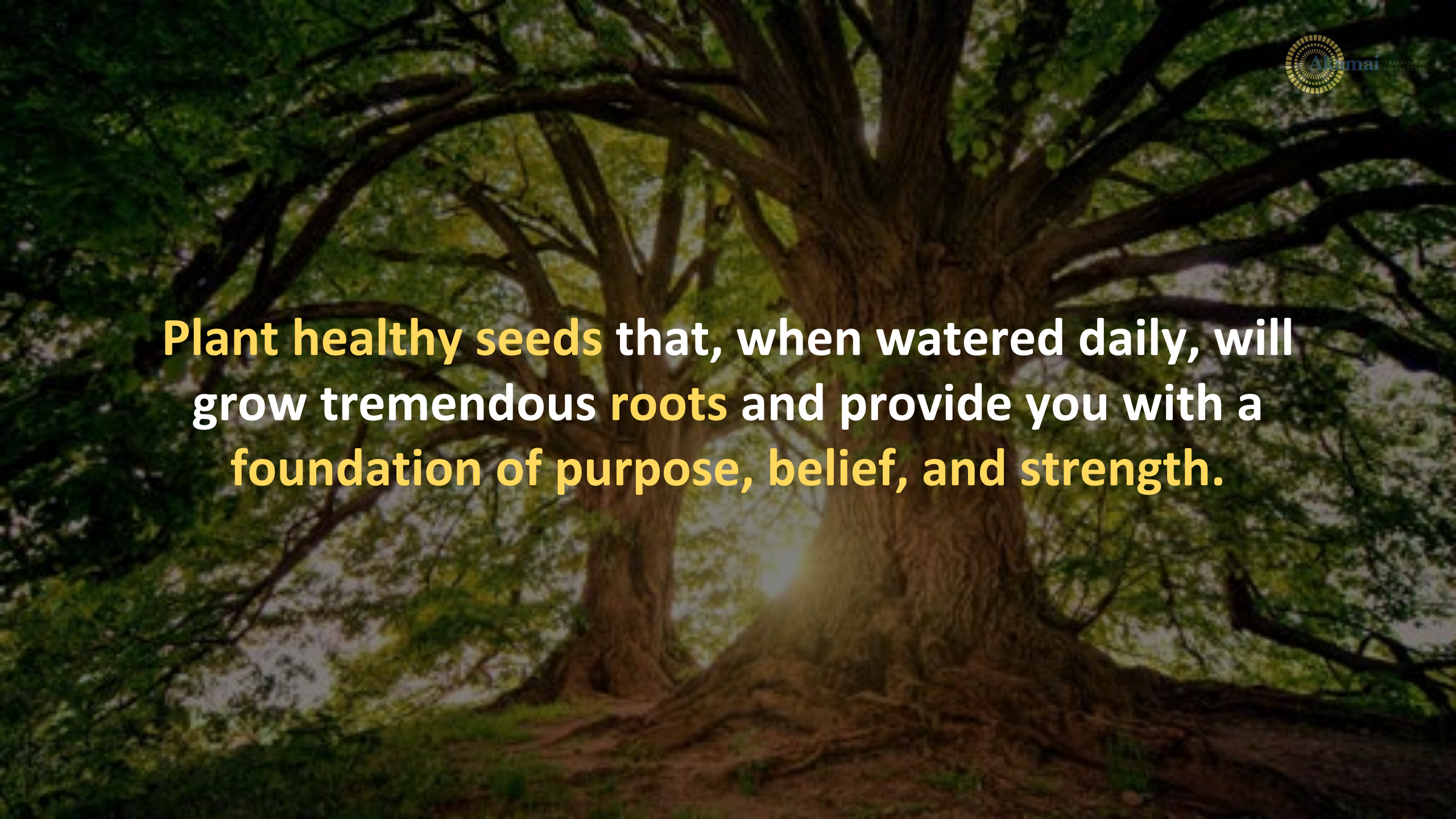
Change Your ENERGY, Change your LIFE

# Creating *Your* Morning Ritual

*"If you **win** the morning, you **win** the day."*

~ Tim Ferris





**Plant healthy seeds** that, when watered daily, will grow tremendous **roots** and provide you with a **foundation of purpose, belief, and strength.**



# The Akamai Morning





# ATTITUDE OF GRATITUDE

# KNOWLEDGE



# AFFIRMATIONS



# MINDFULNESS



A silhouette of a person standing in a field of tall grass, with their arms raised in a 'V' shape towards a sunset sky filled with clouds. The sun is low on the horizon, creating a warm, golden glow.

# ACTIVATE

# I INTENTIONS





If you **don't know** where you're going,  
**any** road will get you there.

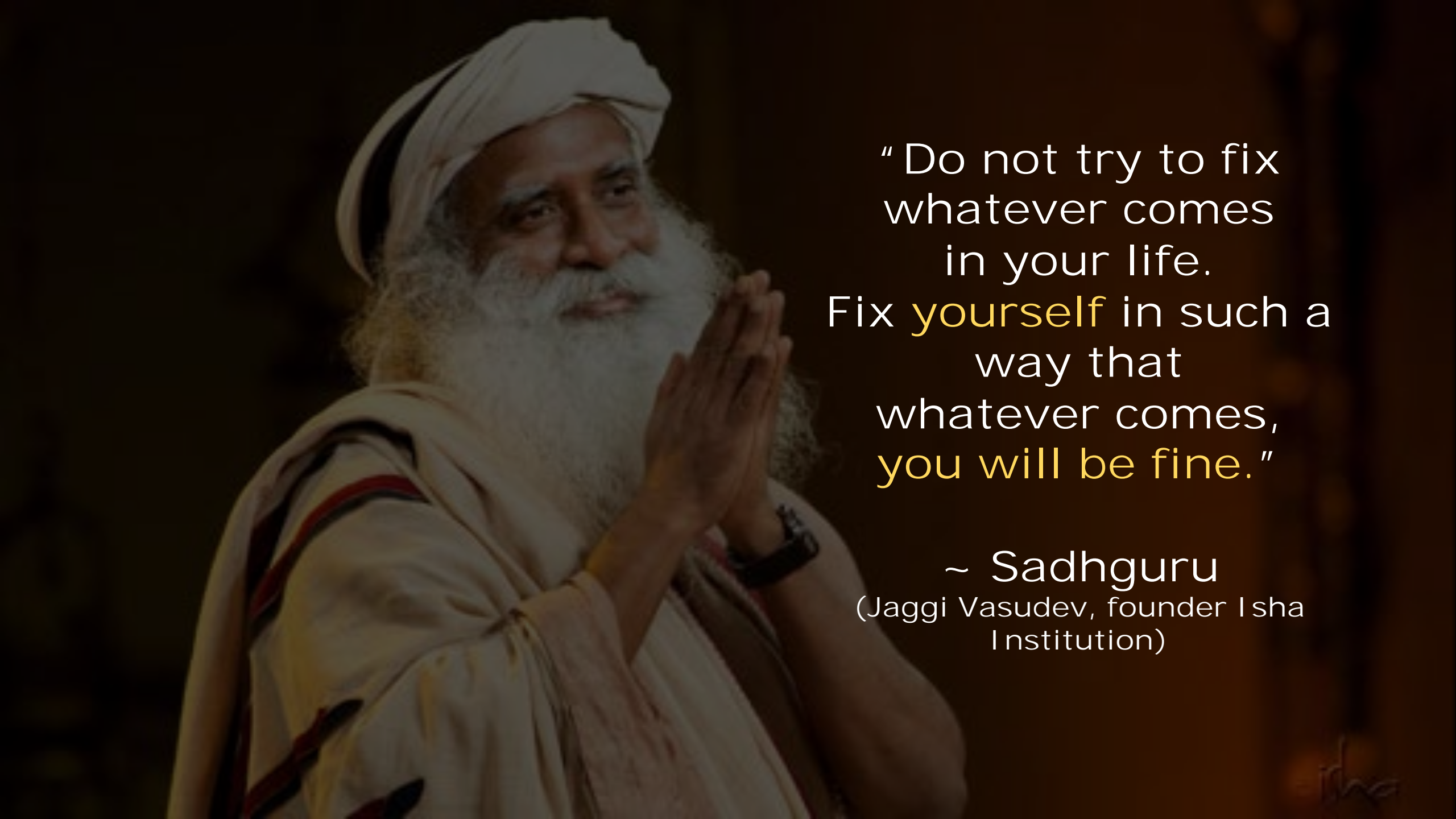
~ Lewis Carroll

# Setting Your Intentions - Activity

- 1) One **word** that **describes** the person I **will be** today...
- 2) One **task** that absolutely **must be done** today is...
- 3) One way I will **create** the **culture** I want around me (at work or personal life) is...
- 4) One **person** I need to **connect** with today (and **how** I'll do it) is...
- 5) One thing I need to **do to take care** of my **mental/physical well-being** today is...



# Your Rituals Rule Your Thoughts



“ Do not try to fix  
whatever comes  
in your life.  
Fix **yourself** in such a  
way that  
whatever comes,  
**you will be fine.**”

~ Sadhguru  
(Jaggi Vasudev, founder Isha  
Institution)

# Your Morning Ritual

What **rituals** do you need?

How can you **change** your **nightly rituals**  
to create a more **impactful** morning?





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# BE A COACH





Lead by Listening



# Levels of Listening

## **Level One – “Listening to ME”**

Noticing everything that is going on inside of you during the conversation. Your thoughts, feelings, opinions, reactions, etc.

## **Level Two – “Listening to YOU”**

100% full attention on the other person. Awareness of what they’re saying, how they’re saying it, and noticing their body language, breathing, posture, etc.

## **Level Three – “Listening to US”**

Noticing what’s happening in the space between you. The vibe of the conversation, the connection between the two of you, levels of trust, etc.

# Mindful Listening

Listening for the **emotion** and the **feeling** behind what is being said.  
Listening for **understanding**, *not just hearing* the words that are said.

**Intention Statement:** I intend to listen **with** presence, openness, curiosity, and humility.

**Method [*Intentional Listening*]:** “I’m just going to **listen** for two minutes.”

**Response:** “What I heard you **feeling** is...”

# Emotional Bank Accounts







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A landscape photograph showing a dirt road that splits into two paths leading towards a bright sunset on the horizon. The sky is filled with colorful clouds, and the ground is covered in dry, golden-brown grass. The text "Developing Our Best Selves and Organizations is your CHOICE." is overlaid on the upper half of the image.

Developing Our **Best** Selves and  
Organizations is your **CHOICE**.



Do you have a wellness program?



# The Compound Effect



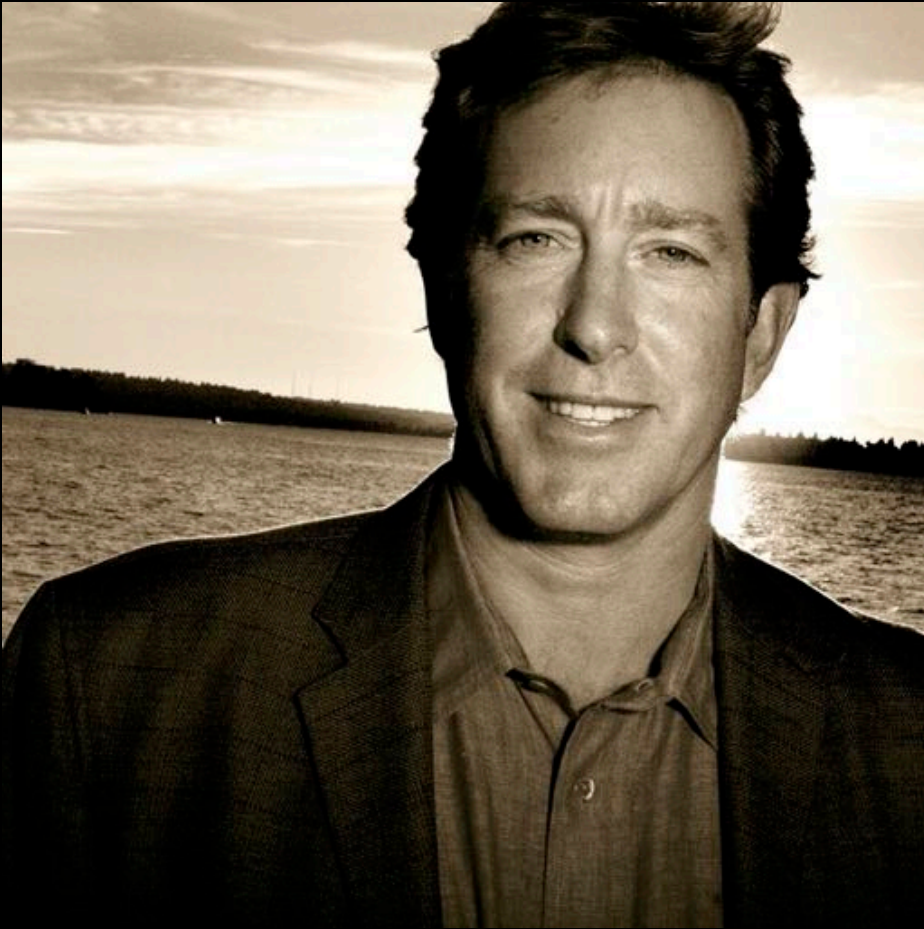
# The Compound Effect Illustrated

Hole 1	\$0.10	Hole 11	\$102.40
Hole 2	\$0.20	Hole 12	\$204.80
Hole 3	\$0.40	Hole 13	\$409.60
Hole 4	\$0.80	Hole 14	\$819.20
Hole 5	\$1.60	Hole 15	\$1,638.40
Hole 6	\$3.20	Hole 16	\$3,276.80
Hole 7	\$6.40	Hole 17	\$6,553.60
Hole 8	\$12.80		
Hole 9	\$25.60		
Hole 10	\$51.20		
		Hole 18	\$13,107.20

# What is the Secret of World-Class Organizational Cultures?



# Scott Bedbury (Author, "A New Brand World")



# 1987 Nike Campaign

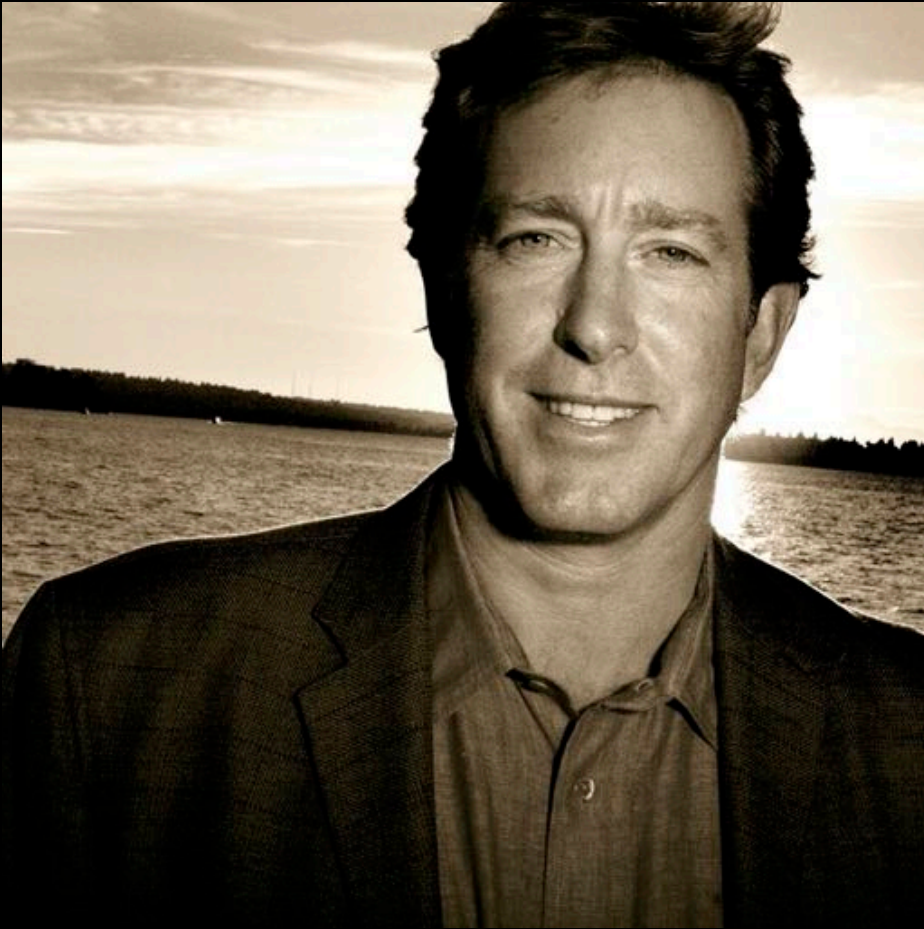


**JUST DO IT.**





# Scott Bedbury – Starbucks, 1998



**STARBUCKS®**



"It's not how you feel about the  
product.

It's how you  
feel about yourself,  
when you associate  
yourself with the product."

~Scott Bedbury

How do I feel about myself  
because I work at your company?



A low-angle, dark photograph of a person's legs and feet as they perform a deadlift. The person is wearing black athletic shoes with orange accents and is positioned over a barbell with large black weights. The floor is made of dark, square tiles. The text "Becoming a Strengths-Based Organization" is overlaid in the center of the image.

# Becoming a Strengths-Based Organization

“There are 7 billion people in the world. Imagine if all 7 billion received coaching to **maximize their potential** this week.

It would **change** how humans **develop**.

Even being coached just once per year to develop strengths can **dramatically change** one's life journey and **improve the odds** for an **extraordinary** life.”

*Jim Clifton, Chairman and CEO, Gallup*

# Strengths-based Approach

Believes that **all** people have **talent and potential**.

Believes all people **deserve to know** what they **do best**.

Believes a **positive culture** is formed and sustained by **focusing on what is right** with people.

Regularly talks to people about **what they do well**.



# Strengths-based Organizations...

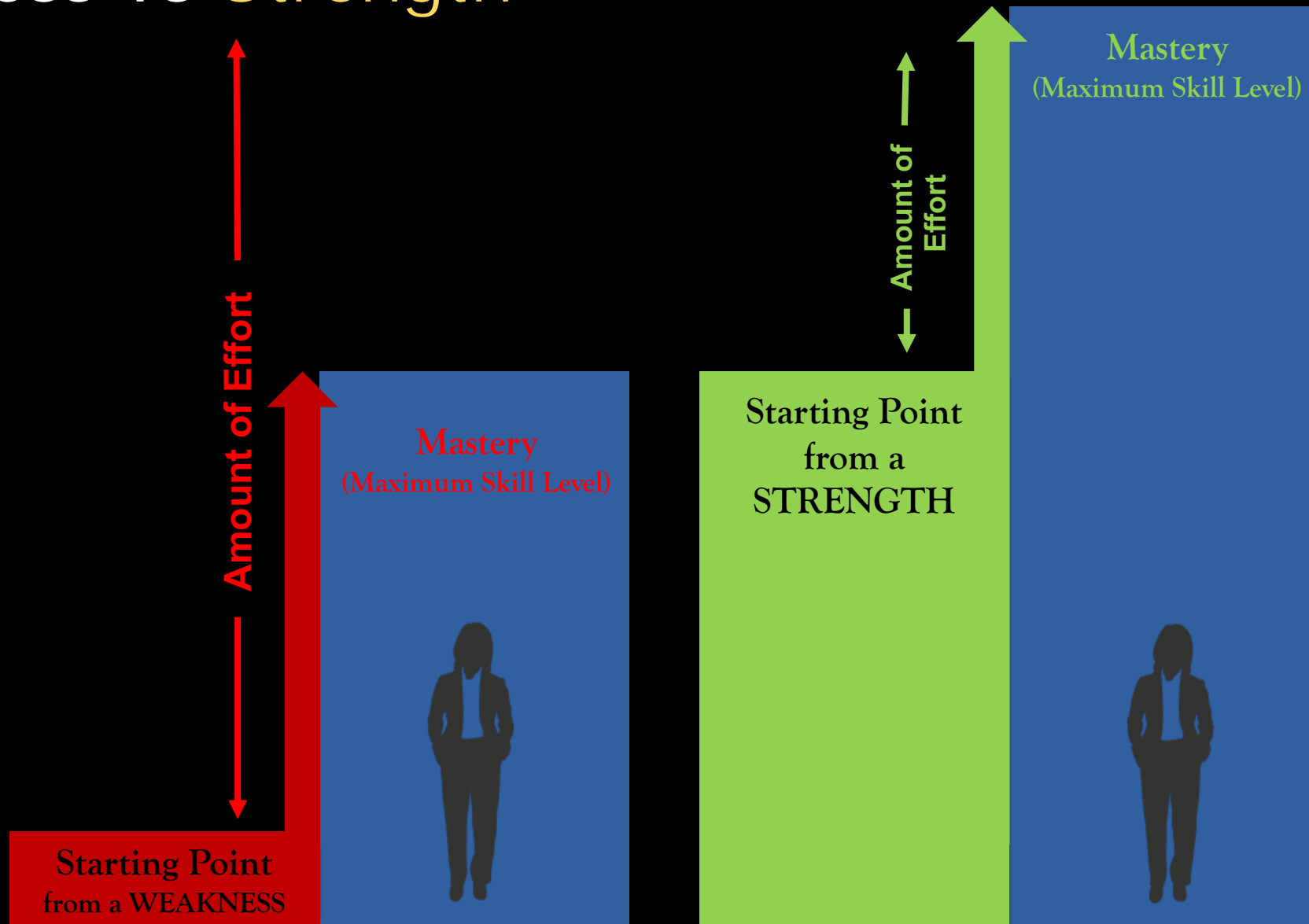
Understand that each employee is **different** and **capitalize** on these differences.

Look for and **identify excellence** in every role.

**Do not** ignore weaknesses (work to **understand** and **proactively manage** them) and correct behavior that produces **counterproductive** outcomes.

Achieve optimization by **focusing on talents** and **building** upon them.

# Weakness vs Strength



# Strengths-Based Methods

- 1) **Aim It:** Ask, "How can I **use** this strength **more** today?" At the end of each day, **reflect** on how you intentionally used this strength and think of the **impact** it had for you.
- 2) **Explore** the Best of Us handout in further depth. Are there ways to **shift duties** to align ourselves to our strengths?
- 3) **Identify** potential areas of weakness – discuss how to **use your strengths** to protect/enhance that area.
- 4) **Be a Strengths Scout:** Look for strengths in action. When you spot a colleague using a strength, write him or her a short note that **describes what you saw** and **reinforces the value** of his or her strengths.



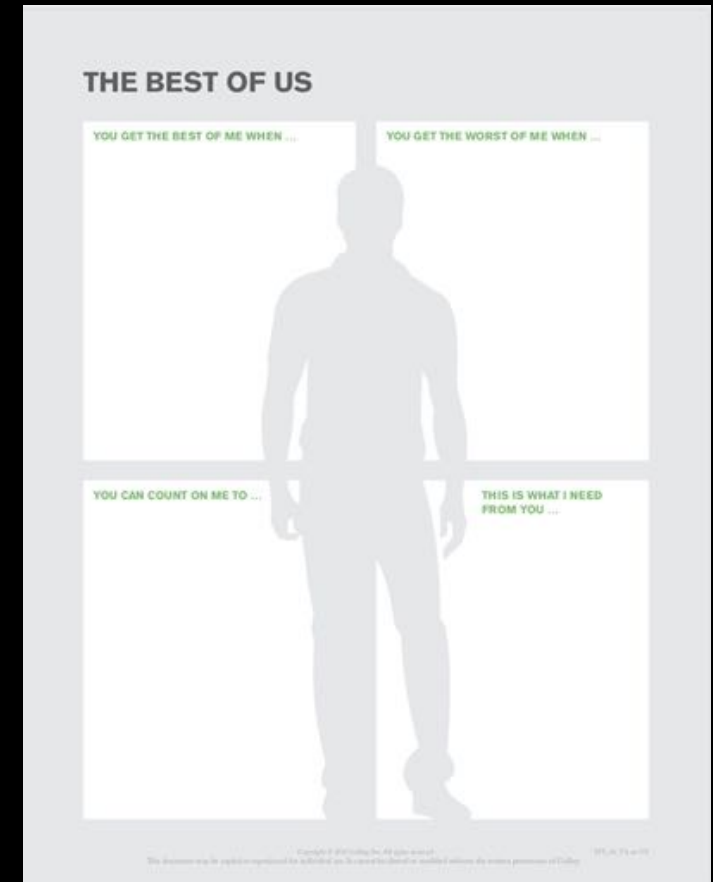
# Activity: The **Best** of Us

You get the **best** of me when...

You get the **worst** of me when...

You can **count on me** to...

This is what I **need** from you...



**THE BEST OF US**

YOU GET THE BEST OF ME WHEN ...	YOU GET THE WORST OF ME WHEN ...
YOU CAN COUNT ON ME TO ...	THIS IS WHAT I NEED FROM YOU ...

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A close-up photograph of a white cat's head, tilted upwards. The cat has a blue contact lens in its right eye and a yellow contact lens in its left eye. Its mouth is slightly open, showing its pink tongue and teeth. The background is a plain, light-colored surface.

Learning to **see** through  
another's eyes.

The background is a dark, textured surface, likely a chalkboard, with a faint white chalk grid. Three small, glossy red hearts are placed on the grid: one in the top-left quadrant, one in the center, and one in the bottom-right quadrant. The text 'TBCs' is written in a yellow, sans-serif font, centered horizontally and positioned above the center heart.

TBCs

Touch Base Conversations



# Touch Base Conversation Themes

**Targeted** connection time focused on a **specific theme**.

Possible Themes:

Purpose  
Team Dynamics  
Wellbeing  
Recognition  
Tension/Stress

# TBC Questions

Remember, TBCs are **NOT** about performance. They are about the **person** and their **wellbeing**: how they are **feeling** at work and are their **needs being met**?

- ❖ If you could **change** one thing about your workplace or **HOW YOU FEEL WHEN YOU'RE HERE**, what would it be? What do you **hear** from your co-workers?
- ❖ If I was going to do one thing **differently** as your leader, what would you **ask for**?

A portrait of Oprah Winfrey with her signature voluminous curly hair, wearing a blue top and large hoop earrings. She has a wide, joyful smile and is pointing her right index finger towards the viewer. The image is semi-transparent, serving as a background for the text.

" You are **responsible** for your life.  
**Anything** you imagine you can **create**. "

~ Oprah Winfrey



# Your Personal Commitment



# Questions or Comments





# Mahalo