Vanderbilt University Medical Center, Physician Leadership Development

Addressing “Hills”

Step One: Identify, within your leadership area, a place where you are seeing more variable results than you would like.

Step Two: Identify Leadership Actions to Address “Hills”

Using the categories of common hill barriers, identify actions you can take that might help team members achieve less variable performance. Try to be specific about what you could do in each category.

(Re-)Set Expectations	Communicate About Resources	Run Interference
Where do you need to establish and/or clarify expectations? *Think:* *WHAT is the objective?* *WHY is it important?* *WHO must be involved?* *WHEN must it be done, especially relative to other things?* *HOW must the work proceed?*	*Where might you need to help team members members understand the resources available to them and where they can access those resources?*	*Where do team members need a stronger understanding of when to turn to you for help and of your willingness to help?*

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