

■ Webinar Resources & Key Takeaways

Resources Mentioned

1. Books

■ **The Five Dysfunctions of a Team** — Patrick Lencioni

Used as required reading for Andrea's leadership team. Focuses on building trust, embracing conflict, and fostering accountability. [Link to book](#)

■ **Situational Leadership Model** — Ken Blanchard

A foundational leadership framework Andrea recommends. Encourages leaders to adapt their style based on team member readiness and task complexity. Overview from Ken Blanchard Companies

2. Organizations

■ **MGMA (Medical Group Management Association)**

Offers education, networking, and leadership development. Andrea emphasized its value throughout her career. National MGMA • Missouri MGMA • Greater Kansas City MGMA

■ **Missouri MGMA Annual Conference**

Held in May 2026 at Margaritaville, Lake of the Ozarks. Combines professional development with fun and networking. [Conference Info & Registration](#)

■ Expanded Insights on Key Topics

1. Leadership in Fast-Paced Healthcare Environments

Leaders must balance operational demands with human-centered leadership. Andrea emphasized Situational Leadership, which tailors support based on each team member's skill and confidence level—fostering autonomy while ensuring accountability.

2. Handling Difficult Conversations

Use empathy and preparation: check in with yourself first, lead with curiosity, avoid blame, and stick to fact-based discussions to maintain objectivity and trust.

3. Generational Differences in the Workplace

Younger teams value transparency, purpose, and real-time feedback. Authenticity and vulnerability from leaders build connection across generations.

4. Retention Strategies Beyond Pay

Connection, growth, and belonging drive retention. Culture, recognition, and meaningful work often outweigh incremental pay increases.

5. Feedback & Performance Culture

Normalize frequent, informal check-ins and use shared language (e.g., from Lencioni) to make feedback developmental rather than punitive.

6. Avoiding Burnout as a Leader

Leaders must model self-care and delegation. Inability to take time off is often a sign of poor delegation; setting boundaries prevents trickle-down burnout.

7. Succession Planning & Emerging Leaders

Identify natural leadership traits, assign incremental responsibilities, and discuss career goals—so promotions align with individual aspirations.

8. Collaborative Leadership Across Roles

Set expectations early, be direct and honest (especially with physicians), celebrate contributions across levels, and own mistakes to build trust and alignment.