



RLD

Restoring Life Dispatch

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The Restoring Life Dispatch is a monthly resource for orthopedics and leadership. My hope is to provide a single hub with timely news and credible sources that are beneficial to both work and life. Additionally, I'll share what lessons I am learning from my own experiences in leading a small orthopedic business. Be on the lookout at the end of every month for The RLD and please share with others! Thank you for your commitment to restoring life in the orthopedic community by daily serving patients who have lost a critical part of their life and desire to get back to living!



Clay Steves

Wow. The pace at which COVID-19 has disrupted our lives and the entire world, let alone the orthopedic community, has been remarkable. The entire Habakkuk team has been praying individually and collectively for those directly affected by the virus and for the brave families and health care professionals serving those patients. We will continue to pray for peace, health and restoration for everyone affected. Information, and misinformation, is moving so rapidly I find it to be unrealistic and unwise to be a source of providing you COVID-19 updates. Instead I will share what our current reality looks like and how I am trying to lead our team to thrive through the slowdown in the hope that it provides you some ideas.

As of today, all our hospitals have officially stopped elective surgery for at least two weeks and potentially longer. I fully support this decision in the hope that resources we would have utilized in those procedures could help alleviate hospital critical shortages of PPE (Personal Protective Equipment) and other needed medical supplies. While this is the right decision for the greater good, it is also a painful decision for our organization as 93% of our revenue comes from elective procedures. But please know we are not deterred nor fearful. Rather we have a peace that God has already gone ahead of this challenge and is equipping us in the downtime. We will continue to take one faith filled step forward at a time, embrace and wrestle the challenge, and find creative ways to help restore life within the orthopedic community during this slowdown.

If you have any specific ways we can serve you during this surgery stoppage, please do not hesitate to reach out to me directly and let me know how we can be of service.

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Leading Through Crisis

Clay Steves

“It’s not what happens to you, but how you react to it that matters.” - Epictetus

“You can’t manage your way through a crisis. You MUST LEAD your way through a crisis.” – [Craig Groeschel](#)

While I try to leverage the three following principles consistently in my leadership, this crisis has called on me to take them to another magnitude of intentionality. I hope they serve you as you lead your team through this uncharted territory.

1. Be exceedingly human
2. Enhance communication

3. Embrace your team identity

First and foremost, be [exceedingly human](#) and vulnerable in front of your team. This pandemic and the resulting economic fallout are an unprecedented and rapid disruption. Everyone is feeling the crippling weight of it and one of the greatest gifts you can give your team is to let them know you are personally processing the same dynamics they are. Too often as leaders we fall into the trap that we have to be superhuman, but our teams would much rather us be authentic than act like we are immune to the emotions and stresses this pandemic is producing. Of course, we must be confident in the strategies and decisions we are making navigating these rapids, but we can choose to do that with a humility and vulnerability that will make our team know we are in the same boat as them. Lead from the front by being exceedingly human.

Next, enhance your communication into overdrive. We immediately implemented a daily video connect with our entire team to streamline communication of internal initiatives, hospital closures, surgeon interactions and other relevant information needed to thrive through this slowdown. But beyond just the dissemination of information, this daily video touch provides a consistent opportunity for me to live out the first principle of being exceedingly human and creates a space for the team to consistently feel connected in the midst of our social distancing. This discipline is critical to eliminating FEAR (False Evidence Appearing Real). If you don't communicate, your team will do their best but ultimately fall victim to filling the silence with incorrect conclusions. It is your role to overcommunicate and deliver clarity. Enhance your communication through this time. You cannot, I repeat, you cannot overcommunicate too much with your team through this crisis.

Lastly, and now more than ever, embrace the identity of your team. Leverage your strengths and lean into who you are as a tribe. This will remind your team who they are and give them a sense of comfort while the world appears to crumble around them. Habakkuk's culture is laced with fun, worship, excellence, serving, and prayer, and we are emphasizing those attributes more than ever. As I write this, just this morning we started with an intentional prayer for our surgeons who are battling anxiety in the slowdown, followed by some intense finance work and soon after there were orthopedic memes flying through our GroupMe to bring the joy we are known for. This is who we are. And one of your key responsibilities as the leader is to remind your team of who they are by modeling and magnifying these qualities every chance you get. This is more critical now than ever before. And if you don't have clarity as to what behaviors and qualities embody your team, take this slowdown time as an opportunity to put in the work and put these down on paper.

Apply these principles with a passionate vigor and you will set your team up with the best chance to thrive during this time. This is your time. Step up. You have everything you need to lead through this time. One of my mentors says it to me all the time. "Everything rises and falls on leadership." That couldn't be truer than it is

today.

Please know I will be praying over you and am here to serve you as you lead your team through this time.

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