Ten Commandments of Leadership
by Sarah McCabe

Sarah (Sally to her friends and family) McCabe is an empathy coach and member of the leadership team at New York Presbyterian Hospital. She is also the founder of Compassion 2 Compliance, a company dedicated to promoting empathy and excellence in the healthcare, education and other business sectors.

My friend Carly who manages a team at a billing office reached out to me recently for help in putting together a post about her management philosophy. I visited her office last year to deliver Service Recovery and Communicating with Empathy Training. It is a pretty big operation and there are multiple managers and directors. Carly’s team and their “we are in this together” attitude stood out. For two days I watched Carly interact with her team and realized why they had such a great attitude. It was Carly. It was obvious to me, a visitor that she genuinely cared about every member of her team. They knew it too. In a previous post I wrote about how effective leaders can be when they lead as one of and not one above. They practice empathy and it works. It is a concept that is foreign to many in leadership roles and ridiculous to others. It is also one that is an all-in kind of deal. You can’t be one of today and one above tomorrow. It is not an action, it is a belief. Carly believes.

I look at Carly and think of how many other leaders I have met in various organizations that could learn a lot from this young woman. I had a colleague that use to call everyone with a less important title than he his “subordinates”. What a way to rally the team! I had another that refused to give anyone on his team a higher annual evaluation score than he received. Seriously? Another repeatedly
denied holiday time-off requests even when the employee had secured their own coverage because that employee had off last year and “you can’t give them too or they will expect it”. Where’s the empathy?

If you are wondering which category you fit into, first ask yourself a question – Do you hold yourself to the same standards that you hold your team? Be honest with your answer. That may be more difficult than you would think.

Next, read Pasinsky’s (Carly’s last name) Ten Commandments of Leadership and see if any make you even a little uncomfortable.

1. *Thou shalt treat all of your employees the way that you want to be treated.*
2. *Thou shalt realize that your title does not make you better than the people you supervise and remember that you all put your pants on one leg at a time.*
3. *Thou shalt remember that everyone – including you – makes mistakes.*
4. *Thou shalt view mistakes as opportunities to teach rather than opportunities to punish.*
5. *Thou shalt remember that ‘poop’ happens and people – even you - may fall behind at times.*
6. *Thou shalt be quicker to offer a hand and slower to point a finger.*
7. *Thou shalt say Thank you way more than you think necessary.*
8. *Thou shalt not quickly judge new hires.*
9. *Thou shalt never talk to one member of your team about another...never ever!*
10. **Thou shalt remember that your team will follow your lead – set a good example and stay positive!**

Still not sure if you lead as one of or one above? Ask a colleague for honest feedback. Perhaps there is even someone on your team that you can ask. Whoever you choose, make sure you listen to their answer. Really listen. Listen to understand and not to reply.