Results of the 2017 Leadership Survey

These are the top ten responses to each survey question.

1. What traits should a good leader possess? 2042 responses
    1. Strong communication skills (oral/ written) – 414
    2. Honest/ genuine/ truthful – 370
    3. Good listening skills – 295
    4. Having knowledge/ being informed - 290
    5. Confidence – 222
    6. Compassion – 212
    7. Being fair and equal – 195
    8. Being organized – 192
    9. Having integrity – 192
    10. Being a team player/ promoting teamwork/ team building – 158

2. How can the AAMA help you develop your leadership skills? 583 responses
    1. Leadership focus groups/ training/ literature – 68
    2. Articles/ tools/ books/ education – 57
    3. Mentoring/ guidance – 55
    4. Let all members (young, new, other credentials) take charge/ offer opinions/ suggestions/ get involved – 32
    5. Local/ state meetings (CEUs/ communication/ workshops) – 29
    6. Communication Education – 21
    7. Support – 18
    8. Encouragement/ motivation (all levels) – 16
    9. Webinars/ workshops in general – 15
    10. Experiences from seasoned CMAs (AAMA) – 13
    11. Help with confidence to lead – 13

3. What additional resources would you like to see available on the Leader's Center on the AAMA website? 689 responses
    1. What is the Leader's Center? – 54
    2. It is fine as it is – 40
    3. Personal stories/ videos from past/ current leaders about their positions (good & bad) – 17
    4. Mentoring/ networking opportunities for mentors/ list (all levels) – 15
    5. An active forum/ communication board on website (ideas/ Q&A's) – 14
    6. Publications on effective leadership – 11
    7. Learning modules/ free CEUs - 8
    8. Spot for what's happening in other chapters/ states – 6
    9. Tool kit to aid handling problems/ problem solving – 5
    10. Additional reading articles – 5
    11. Reliable resources/ reader's list – 5
    12. Tips to resolve conflict in and out of the workplace – 5

4. What resources do you use as a leader that might be good to share with others? 1246 responses
    1. Articles/ resources/ books (audiobooks/ leaflets/ handouts) – 95
    2. Experience from past leaders/ mentors/ coworkers – 84
    3. Internet/ technology (general) – 76
    4. Past personal experiences (life/ job) – 73
    5. AAMA website/ publications/ emails – 68
    6. Leadership seminars/ training/ workshops/ videos/ books/ articles – 65
    7. Listening – 61
    8. Teamwork/ team meetings – 54
    9. Open communication – 51
    10. Networking – 43

5. How can the AAMA encourage CMAs (AAMA) to become involved in their chapters and learn leadership traits? – 964 responses
    1. Make meetings more flexible (locations/ dates/ times)/ have more meetings – 126
    2. Chapters/ state societies send out more information about meeting times/ locations/ opportunities to serve (newsletter/ email/ eblast) – 123
    3. More chapters/ none close to home – 70
    4. Current leaders/ members need to be kind to everyone/ no cliques/ allow everyone to be involved/ share information on how to get involved/ no bullying – 41
    5. Have events on leadership (seminar/ webinar/ surveys/ emails/ retreats) – 39
    6. Get the word out in the work place (hospitals, clinics, etc.) – 37
    7. Educate the importance of being involved – 36
    8. Mentor new members/ apprenticeship program – 35
    9. Clear description of leadership duties/ available opportunities – 30
    10. Have direct contact with members (face-to-face conversations, phone calls, etc.) – 28

Here are some meeting suggestions that some states are using:

- If you have instructors on your executive board that use Zoom or any other meeting software in their classrooms, see if your board can set up a "face-to-face" meeting.
- Conference calls through www.freeconferencecall.com
- In Connecticut, we use Meetings to Go - it is wonderful and we pay $468.00 A year. We use it for our regular meetings and post it in social media and our web site inviting all our members to join us. We meet at least quarterly and from October until our state conference (April) we meet sometimes weekly.
- See if someone has a connection to a hospital organization that will allow your state to use their conference call system and then pay the invoice when it comes in.
- Free Skype Group Calls - https://www.skype.com/en/features/group-calls
- North Carolina has a leadership program at our winter seminar. This is after new officers are elected and chapter presidents are at their board meeting. The past presidents committee is responsible for the program. It is very informal and we have the new presidents ask questions that they may have and we share information about what committees are assigned to do, etc. It has really gone over well the past few years.

Ever wondered what other resources Volunteer leaders around the AAMA use to help make them an effective leader? Well wonder no more! Below you will find a list of websites, videos, books, articles and other resources recommended by leaders around the US from the 2017 Leadership Survey.

1. AAMA website (www.aama-ntl.org)
2. CMA Today articles
3. AAMA staff (Ken Kreiger, Kathy Langley, Don Balasa, etc.)
4. CDC website (www.cdc.gov)
5. "Who Moved my Cheese" – Dr. Spencer Johnson, M.D. (also a 16 min. YouTube video)
6. "Seven Habits of Highly Effective People" – Stephen R Covey
7. Mind Tools (www.mindtools.com)
8. State department of health websites
9. Vaccines for Children programs (CDC and others)
10. Medicare website (www.medicare.gov)
11. Harvard Review (www.harvardreview.org)
12. MGMA (www.mgma.com) – also state MGMA websites
13. DISC assessment tool
14. Crucial conversations – YouTube, books, websites
15. GoodRX (www.goodrx.com)
16. Needymeds (www.needymeds.org)
17. Chronic Care Calls (www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2017-02-21-CCM.html)
18. NaviNet
19. United States Department of Labor (www.dol.gov)
20. Internal Revenue Service (www.irs.gov)
21. Franklin Covey workshops (www.franklincovey.com)
22. Institute for Clinical Systems Improvement (www.icsi.org)
23. Institute for Healthcare Improvement (www.ihi.org)
24. Robert's Rules of Order and Quick Guide to Robert's Rules of Order – books, Sparkcharts and study guides available for purchase online or at Barnes and Noble)
25. "The Leaders Toolbox" – Ted Rogers
26. The Story of Dick and Rick Hoyt (www.youtube.com/watch?v=dDnrLv6z-mM)
27. Family Practice Management magazine (www.aafp.org/journals/fpm.html)
28. TED and TEDx Talks (www.ted.com/talks)
29. FISH! Philosophy (www.fishphilosophy.com) (www.youtube.com/watch?v=-ZKiJejNRtw)
30. CUE (www.cue.org)
31. EHR updates, meaningful use updates, ABN (Advanced beneficiary notice of noncoverage - (www.healthit.gov) (www.csm.gov)
32. MAERB website
33. PAHCOM (www.pahcom.com) – national and state chapters
34. Service Corps of Retired Executives (S.C.O.R.E.) (www.score.org)
35. LinkedIn (www.linkedin.com)
36. Twitter (www.twitter.com)
37. National Healthcareer Association (www.nhanow.com)
38. Psychology Today articles (psychologytoday.com)
39. Google

40. Local libraries may offer online classes
41. "One Minute Manager" – Ken Blanchard, Ph.D.
42. Healthcare Administration course textbooks
43. Grand Rounds presentations at local hospitals
44. Leadership training courses/ workshops
45. Online business courses
46. "The Leadership Challenge" – Kouzes & Posner (www.leadershipchallenge.com/home.aspx)
47. National Society of Leadership and Success (www.societyleadership.org)
48. John Maxwell's books on leadership
49. American Association of Otolaryngic Allergy (www.aaoaf.org)
50. Brian Tracy (www.briantracy.com)
51. "Superstar Leadership" – R. Conlow & D. Watsabaugh
52. "The Leadership Engine" – Noel Tichy
53. "The Speed of Trust" – Stephen Covey
54. "The Five Dysfunctions of a Team" – Patrick Lencioni
55. National Safety Council (www.nsc.org)
56. National Disaster Life Support Foundation (www.ndlsf.org)
57. iTriage (www.itriagehealth.com)
58. Epocrates (www.epocrates.com)
59. State law websites
60. "The Road Less Traveled" – M. Scott Peck, M.D.
61. Local rotary club
62. Harvard Managementor (www.harvardbusiness.org/harvard-managementor)
63. Online courses from MD Anderson (www.mdanderson.org/education-training/professional-education/professional-oncology-education.html)
64. Cynthia D'Amour (cynthiadamour.com)
65. Fred Pryor (www.pryor.com/site/default.aspx)
66. American Academy of Family Physicians (www.aafp.org)
67. American Academy of Family Medicine (www.aafm.com)
68. Lippincott (www.lippincott.com)
69. State Department of Public Health websites
70. Harvard management courses
71. MAGNA Leadership Solutions (www.magnaleadership.com)
72. "How to Provide Extraordinary Customer Service: The Fred Factor – YouTube video (www.youtube.com/watch?v=4GKQ9kTnSg4)
73. CoverMyMeds (www.covermymeds.com)
74. The Banff Centre (www.banffcentre.ca/leadership)
75. HealthStream
76. Leadership Freak blog (https://leadershipfreak.blog)
77. "Leadership Skills of Attila the Hun" – Wes Roberts, Ph.D.
78. Culture of Accountability training
79. "Professionalism in Healthcare: A Primer for Career Success" – Sherry Makely
80. "Seven Men and the Secret of their Greatness" and "Seven Women and the Secret of their Greatness" – Eric Metaxas
81. UpToDate (www.uptodate.com)
82. US Preventive Services Task Force (www.uspreventiveservicestaskforce.org)
83. Toastmasters (www.toastmasters.org)