
The **20 QUESTIONS** **EVERY** **HEALTHCARE** **LEADER SHOULD** **BE ASKING**

With Eric Collett & Sam Stoddard



A MIND
FOR ALL SEASONS





Eric Collett, Principal and CEO of A Mind For All Seasons, LLC, is a nationally recognized speaker, consultant and dementia expert, a licensed residential care administrator, and a teacher at Boise State University and the College of Western Idaho. Eric passionately believes that lifelong learning is a key

to finding powerful new solutions to significant challenges and has been working to change lives through innovative dementia care techniques, program development, and leadership strategies since 2000.

Sam Stoddard developed a love for the elderly as a boy when his father began taking him to volunteer at a nursing home. Years later, he began working as a caregiver in assisted living. As a 22-year-old freshman at BYU-Idaho, an opportunity presented itself for Sam to become the executive director of The Homestead Assisted Living. His career has taken him from managing small 11 bed communities to being the executive director of one of the largest standalone communities in the country- a 250-bed assisted living and memory care. Sam has built his career by inspiring teams and turning around troubled communities, bringing each to the highest occupancy of their history. He has spoken to and trained thousands of professionals, sharing



the principles that cause such transformation. He is currently the Vice President of Operation at The Homestead Senior Living where he oversees the operations independent living, assisted living, memory care, home health, and hospice.

“If I had an hour to solve a problem and my life depended on the solution, I would spend the first 55 minutes determining the proper question to ask... for once I know the proper question, I could solve the problem in less than five minutes.”

-Albert Einstein



Ideas are like seeds. Some seeds are good and, if properly cultivated, will provide a rich harvest of food that sustains life. Other seeds are bad and will sprout into weeds that choke out the good and clutter the landscape. Some seeds do not grow at all. Ideas can be just like that; some grow into great things, some clutter our

lives and distract us from better things, and some take us nowhere. James Allen said, “A man’s mind may be likened to a garden which may be intelligently cultivated or allowed to run wild. But whether cultivated or neglected, it must and will bring forth.”

We aren’t here today to give you all the answers- that’s the hard work you will have to do. But we are going to help you with some of the questions that will spark ideas you can plant, tend, and harvest. In short, we are here to invite you to take action rather than being acted upon by circumstances.

Randy Vawdrey, Chief Medical Officer at A Mind For All Seasons, likes to say that “we don’t move ahead by looking in the rearview mirror of life.” This is crucial to consider right now because many people are looking back at how things used to be and waiting for everything to get back to ‘normal’. Life is one-way, though. We can remember and learn from the past, but we can’t go back there. Things will never be exactly as they were, so if we are sitting back and waiting for normal to return, we will get run over.

Let’s get started with the 20 Questions Every Healthcare Leader Should Be Asking!

We want to help you have a bountiful harvest of good things in your life and business, and that requires that we first prepare the soil. We need to consider the state of the garden when we first go out in the Spring and there are things to do before we can plant. The first six questions we want to consider are designed to help you take stock of how you and your team are doing and whether you are ready

to grow in new ways. This is crucial to growth. We must have a solid understanding of where we are before we can decide the steps we must take to get to where we want to be.

1. Am I looking in the _____ of life instead of focusing on the next right step to take?

We might be inspired by last year's garden, but if we spend too much time thinking about it, we'll never get this year's garden planted.

2. Simon Sinek said, "People don't buy what you do; they buy _____".

- Why do I do what I do?

- Why do we exist as a business?

3. How do I see _____? How could I _____ about my problems?

"The problem's not the problem- it is the thinking about the problem that's the problem". - Mary Morrissey

4. Where is my _____? Where do I need more _____?

If I want to change something, I can start by increasing my awareness. Awareness changes behavior.

“Where you put your attention becomes your intention, so pay attention to your attention for it will determine your life.” – Mary Morrissey

5. Do I see _____ right now?

When I see abundance, it grows in my life.

What I appreciate appreciates in my life.

Write 10 things I am grateful for every day.

**6. Am I generating my _____
and from within, or is the world setting it for
me? How do I see my circumstances?**

Once we have ‘prepared the soil’ and made sure we are open to receive new ideas and move in new directions, we can begin to consider additional questions that generate insights that allow us to change in positive and productive ways. Here are some questions we can begin considering once the soil of our minds has been cleared, tilled and fertilized:

7. What keeps ____ up at night with worry? How can we serve them in ways that address their worries?

8. What have we _____ our current crisis or past times of crisis that we should keep doing as we go forward?

9. If we were developing a new SNF/ALF/HH/PCS/Hospice today, what would we do differently that would allow us to meet the needs of _____?

10. If I was my customer, what would give me a _____ to move myself or my loved one to our community or use our service?

11. How can we ____-_____ our biggest challenges as our _____?

Both gardening and life can be full of setbacks. Effective people constantly adapt to change and consistently do the small, daily things that lead to success over time. Here are some questions to help you find ways to stay consistent while also adapting to changing conditions:

12. If I did not think _____ for my business to recover in the next 4 months what would I do today?

13. What are the _____ that, if compounded over time, would make a big difference?

What is simple to do is simple not to do.

14. What _____?

“If you will change everything will change for you.” – Jim Rohn

15. What unique _____, _____, or ideas do I or my team members have that can be our superpowers right now?

Who has a talent we have not leveraged?

What are the strengths of our individual team members?

16. Who is _____?

Peter Drucker said, "The purpose of a business is to get and keep customers." How can I get keep all 3 customers?

Successfully cultivating an effective organization requires that we balance work on individual details with stepping back and surveying the big picture. Here are four questions to help keep the big picture clear:

17. Is the culture of my organization happening by _____ or by _____ right now? What does it mean to be a (my company) team member? What should (my company) be known for?

18. Is there a way to _____ of what everyone else is doing?

19. Am I driven by my _____ or my _____?

20. Have we _____ the right to have more _____?

Thoughts from Eric:

The #1 differentiator between successful people and unsuccessful people is grit. Successful people are not any smarter than everyone else. They are simply more committed to the process and are willing to grind it out because they love what they are becoming and what they are creating. They love the process of

creating something that would not have come into existence except by their willingness to take action. They often find the daily work difficult- even painful, but they persist in doing more so they can become more. Their sights are not limited to the present goals; they see something far off on the horizon and find joy in the adventure of pursuing their dream. They don't find their passion, they live with passion, purpose and excellence. People are always willing to follow those who have the commitment to live with excellence.

Thoughts from Sam:

You never know when the right question could change your life, your business, and your family. There seems to be a handful of things in every area of life that make the biggest difference. We don't need to do 100, we just need to do a few things consistently. There seems to be a small group of people in every situation who lead the way, pave the path, and meet it all head-on. The easy road usually becomes hard and the hard road usually becomes easy. We can choose to be the ones who take the hard road! There is a great opportunity when we ask the right questions, at the right time, and follow-up with the right action. If we can do that, we will make a big difference.

But Wait...There's More!

Bonus Questions

1. Do I have a growth mindset?

**2. What emotions are setting me in motion?
What direction are they moving me?**

**3. What attitude am I affecting my team with?
How can I help my team have the best attitude?**
William James said, "The greatest discovery of my generation is that a human being can alter his life by altering his attitudes."

**4. Where are I and my team so worried about
the solution that we can't see the problem?**

5. What is your big opportunity right now?
Winston Churchill said, "A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."

**6. What can we do that is hard for our
customers to do without us?**

**7. What am I doing right now to become more?
What am I doing to help my team grow their
skills and become more?**

8. What customers can we serve that we don't have yet? What would best serve them?

9. Are we in control of our message or are we allowing the media and others to dominate the conversation?

10. What good ideas have we had but failed to try?

"The critical ingredient is getting off your butt and doing something. It's as simple as that. A lot of people have ideas, but there are few who decide to do something about them now." - Nolan Bushnell

11. James Allen Said, "Circumstances don't make the man they reveal him." What is being revealed in you right now?



Thank you for participating in “The 20 Questions Every Healthcare Leader Should Be Asking”!

We hope your time today was well spent and that this can be the beginning of the insights and direction you need to thrive in your business and personal life right now.

Please stay in touch! You can reach Eric and his team at amindforallseasons.com or on Facebook [@amindforallseasons](https://www.facebook.com/amindforallseasons).

We offer private executive coaching, staff training, family training, and our extensive programs to prevent and treat dementia, including our exciting Brain Therapy Studio and The Enhance Protocol®.



In addition to his work at The Homestead Senior Living, Sam is available for speaking engagements and training. He can be reached at slsbusiness@yahoo.com.