



UNDERCOVER BOSS

Lessons from the Front Line

PRESENTED BY DAN REXROTH, PRESIDENT/CEO

SESSION 76-H, LEADINGAGE ANNUAL MEETING
OCTOBER 30, 2013
DALLAS, TEXAS



Our Vision and Mission

- **Vision**—to be the leader among senior living communities in the Greater Kansas City Area
- **Mission**—to enrich the lives of older adults through community living, “Enriching lives, building community.”



Our Community

- Widely recognized as one of the best and most comprehensive retirement communities in the Greater Kansas City Area
- 400-acre campus with a wide variety of activities, classes and travel opportunities as well as a 9-hole executive golf course, multiple restaurants, indoor and outdoor swimming pool, and a bowling alley



Our Community

- Services include independent living, residential care/assisted living, memory support and skilled nursing
- Village Home Health, Village Hospice and Village Helpers offers a variety of health care services to older adults who live on campus and in a 10-county service area in Missouri and Kansas



What is Leadership?





Leadership Qualities

- What should you look for when promoting and/or hiring leaders?
 - Attitude
 - Work ethic
 - Integrity



Leadership Responsibilities

- Operating results
- Strategy
- Culture



Leadership

- How do you engage front line employees?
 - You embody the mission and purpose of the organization
 - You must **LIVE** and **SPEAK** what you believe



Leadership

- Less understood laws of leadership
 - Listen
 - Learn
 - Lobby
 - Lowliness
 - Love



Leadership

“The goal of many leaders is to get people to think more highly of the leader. The goal of a great leader is to help people think more highly of themselves.” J. Carla Northcutt

Northcutt



Questions

Daniel D. Rexroth, President/CEO
John Knox Village
400 N.W. Murray Road
Lee's Summit, MO 64081

(816) 347-2864
drexroth@jkv.org


