Leaders Make Differences

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Leadership is a complex topic that varies among whom is asked. Despite a person having superb leadership qualities, it cannot be translated to a morally good person: it only means they have a myriad amount of followers. There are numerous historical leaders that have changed the path of society but by spitting hatred and violence. Leadership is a complex nonlinear topic that if emerged from a wholesome individual can make meaningful changes.

This composition will discuss two individuals that lead their communities to strive for a better tomorrow. Paul Master is the Master Franchise Owner in Atlanta, Georgia of Anago Cleaning Systems. Anago is a commercial office cleaning company that serves to perform superior cleaning that goes beyond expectations for their national and international clients (Anago Cleaning Systems, 2018). Mary Lou de Leon Siantz, Ph.D., R.N., F.A.A.N. is a professor at the Betty Irene Moore School of Nursing at University of California, Davis and is the founding director of the Center for the Advancement of Multicultural Perspectives on Science (CAMPOS) (“Professor,” 2018).

Despite their distinctive backgrounds and professions, Masters and De Leon Siantz exemplify how leaders come in various ways and can represent qualities of a leader. These two leaders are not featured in history books, but this essay seeks to explore each of their leadership styles and justify how they are categorized as leaders in an accumulated definition of what leadership can be considered as.

Description of Leadership

An unknown author from a leadership institution defines “leadership [as] the art of leading others to deliberately create a result that wouldn’t have happened otherwise” (“What Makes a Good Leader?,” 2013). The Essentials of Nursing Leadership and Management
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describes leadership as the ability to influence (Weiss, Tappen, & Whitehead, 2015, p. 8). The Merriam-Webster Dictionary (2017) defines leadership as the capacity to lead. As a complex topic there are different leadership definitions, but one is not superior to the other. Leadership is multifarious, however; all these definitions infer leadership as a function done by a leader, which influences change to happen. A broad accumulated definition.

Leaders are categorized by the qualities they encompass and the behaviors they perform. Good leaders do not mandate from others what they themselves would not expect to do. Leaders push forth ideas to improve and help a common cause. There are several characteristics that make an individual a good leader. Being courageous, taking initiative, being optimistic, and balancing and prioritizing aspect of the job are a few mentioned in Essentials of Nursing Leadership and Management (Weiss et al., 2015, p. 9). A leader must work on themselves before they can lead others. It is imperative they acknowledge their strengths and weaknesses to know what skills they can bring to the organization and how they can improve. Thinking clearly, setting goals, solving problems, developing selves and others are actions of effective leaders (Weiss et al., 2015, p. 9).

A research article published by CNN, “23 Traits of Good Leaders”, states having integrity and humility and being communicative and confident are traits of good leaders (Farrell, 2011). Peter Economy (2014) in “The 9 Traits That Define Great Leadership” list awareness, confidence, and empathy along with other traits. Exceptional leaders are humble and honest but are able to portray themselves assertively and explain their vision and message clearly and cohesively. These numerous qualities compose a leader’s leadership style which can be one or encompass several different leadership types.
A person’s leadership style depends on the leadership traits they contain and their qualities and skill they use to lead. *Essentials of Nursing Leadership and Management*, breaks the concept of leadership into theories. Autocratic leadership reduces creativity and motivation by rejecting members’ opinion and are frequently represented as authoritarian leaders that take control of important decisions (2015, p. 4). These leaders perceive themselves as the ones to make all decisions and care little of others’ opinions. They believe their decisions are the best for all. Some can see this form of leadership as a dictator style and bring up examples like Adolf Hitler and Yasser Arafat.

However, in occasions of chaos, autocratic leaders give despaired followers relief. New York City’s Mayor Rubi Giuliani declared that New York would stand again and become stronger despite the attacks of 9/11 in 2001 (Rast, Hogg, & Giessner, 2013). His assertiveness and ability to make decisions after a traumatic event provided New Yorkers the support they needed to become stronger. Therefore, autocratic leadership used in the right person and situation can be a suitable form of leadership.

Contrarily to autocratic leadership, democratic leadership is based on representation of members. Despite democracy being more time consuming it is more appealing because members feel ownership of the plan and feel part of a group (Weiss et al., 2015, p. 5). Integrating members’ ideas does not only give more options and expands creativity but members are usually more satisfied. Additionally, *Essentials of Nursing Leadership and Management* (2015, p. 5) mentions lassie- faire leadership: a hands-off approach where the leader does little planning. Some individuals flourish with less authority, but many see this form as too unstructured and chaotic.
Transformational leadership contains many qualities. Leach (2005) explained that transformational leaders can communicate their vision in a manner that is so meaningful and exciting that it reduces negativity, while Trofino (1995) described transformational leaders to inspire commitment in the people with whom they work (as cited in Weiss et al., 2015, p. 7). Mitchell et al. (2015) depicts transformational leaders as instrumental in establishing inclusiveness which allows different views to be heard and aiding thorough team member interaction (as cited in Kim, 2017). Transformational leaders inspire others to achieve their vision. They enlighten others to continue to peruse a goal that seemed unaccomplished. They motivate others which subsides any negativity regarding the process.

*Essentials of Nursing Leadership and Management* (2015, p. 8) describes servant leaders that prefer serving others first and then leading second as a caring leadership style. These individuals respect, listen, and empathize with others while maintaining emotional intelligence (Weiss et al., 2015, p. 8). This form of leadership is ideal for caring professions like nursing, but caring leadership can be combined with any other leadership style. These are only a few of the many different leadership styles a leader can have but the leaders in this composition portray these specific ones.

**Analysis of a Non-Nurse Leader**

Paul Masters was welcomed to Anago on May 17, 2017. Prior to his arrival, in 1998 Masters was an entrepreneur and co-founder of Ernest Communications, a successful telecommunications and information technology firm. After fifteen years of growth, Birch Communications acquired the company in 2013. Paul served as the Vice President of Sales for three years before investing into Anago. “I took this time to identify my gifts, passions, and experiences to help me decide what I wanted my next business adventure to look like” (P.
Masters, personal communication, February 11, 2018). Master understood that technology and communications were a changing field and decided to invest in a safer industry that had more stability.

Masters wanted to be part of an opportunity that had tremendous growth potential. His passion for business development and sales significantly attracted him to Anago’s “upside” of opportunities (P. Masters, personal communication, February 11, 2018). Adam Povlitz, President of Anago Cleaning Systems states: “His experience as a chief executive and extensive sales knowledge provides both Paul and Anago with the perfect platform to grow exponentially”. Masters states, “I’m committed to use this platform as a way to help others grow their own businesses within the Atlanta community and beyond” (Anago Cleaning Systems, 2017). Masters was viewed to have the qualifications and potential to put Anago of Atlanta in a whole new level.

As the CEO of Anago of Atlanta, Paul Masters pushes for the progress of his company. Since Paul Masters’s arrival, Anago of Atlanta has progressed exponentially. Masters has determination to double new contracts giving Anago of Atlanta a revenue of 48,000 dollars compared to 2017 (Masters, 2018). Many of the franchise owners have doubled their income in the short eight months that Masters was appointed. However, Masters has not only increased the income of the franchise owners, he has changed the atmosphere of the Anago of Atlanta office. Masters portrays himself as a trustworthy leader that holds the qualifications to be in the position he is in and guide others expand their own business and has made the office a welcoming environment where guest feel comfortable to be in.

Masters has a genuine, humble, and confident personality. Masters communicates efficiently to his superiors, the franchise owners in Atlanta, the clients he interacts with, and the
co-workers in the office. “The biggest component of starting or growing a business is having a vision of what the company can be one day and helping to paint the picture for how others can benefit from being a part of it” (P. Masters, personal communication, February 11, 2018).

Masters demonstrates democratic leadership by acknowledging that surrounding himself with people that complement his strengths and aid his weaknesses to make Anago as a whole better. “Many entrepreneurs fail because they try to do it all, and it severely limits their ability to grow” (P. Masters, personal communication, February 11, 2018).

Masters demonstrates caring and transformational leadership qualities. Masters is a transformational leader because he pushed others to see beyond what they expected they could accomplish. Diversity is usually a negative trait in a company because too many differences can become problematic, however; transformational leaders use diversity to their advantage. The diversity in the company would have discouraged someone else from attempting to learn or be part of the company as the CEO, however; Masters saw this as an opportunity to grow himself and also help a community. Furthermore, Masters gave his franchise owners a vision of what each of their companies could become and is assisting them execute that vision. He is a leader beyond leaders because he creates leaders as he goes.

He also contains the qualities of a caring leader because his key vision and purpose is to improve others’ lives. Prior to investing in Anago, Masters took the time to understand that his main priority was to fight for the highest possible good of those around him (P. Masters, personal communication, February 11, 2018). Despite his early wishes of being a teacher or coach, Masters has found the fulfillment of mentoring and teaching others through his current position as CEO of Anago in Atlanta. He values the ideas of mentoring, teaching, and helping others start
and grow their own business. Masters has taken the time to construct Power Points and organize meetings to address topics, concerns, and inform franchises of changes that are occurring.

Masters understand that anyone can be a leader. He did not have to be in the position he is now to be a leader. Additionally, his servitude to others also derives from his faith. “I believe Jesus was the ultimate leader. He always had others’ best interests at heart, and demonstrated personal sacrifice” (P. Masters, personal communication, February 11, 2018). All these components have made Paul Masters a respectable transformational and caring leader.

**Analysis of Nurse Leader**

The article “A leader in healthcare” from Mount St. Mary’s University’s Mount News explains that Mary Lou de Leon Siantz is a Mexican woman that pursued a Bachelor of Science in Nursing from Mount St. Mary’s University in Los Angeles. She continued her education at the University of California, Los Angeles and received her master’s degree in Child Adolescent Psychiatric Nursing and Community Mental Health. Then she obtained her doctoral degree in Human Development with a minor in bioethics at the University of Maryland, College Park (2018). According to Kim Vassilidis in her article “National nursing leader to talk about “Children of Road” explains that De Leon Siantz also served on the U.S. Secretary of Health and Human Services Advisory Committee on Infant Mortality during the Clinton and Bush administrations (2012). As a professor at the Betty Irene Moore School of Nursing at the University of California, Davis she is known for her interdisciplinary efforts in the healthcare field and in the science, technology, engineering, and mathematics (STEM) professions (“Professor,” 2018). As the founding director of CAMPOS in 2013, De Leon Siantz, made it her mission to integrate Latinas into the male-dominate healthcare and STEM field (“Future of
Nursing Scholars,” 2018). Her goal was to change the face of nursing and make the profession a more inclusive and symbolic career that represents the population it serves.

De Leon Siantz is genuine, humble, and optimistic of her work and the potential of others. She has pursued to help her community for decades. After her valedictorian honors from her graduating class in 1971, De Leon Siantz was awarded a multitude of recognitions. Recently in this year, De Leon Siantz was awarded the prestigious award by the National Hispanic Health Foundation for her community advancements in healthcare (“A leader in healthcare,” 2018). De Leon Siantz is presently conducting research on the mental and reproductive health of adolescent girls of Mexican parents in California’s Central Valley and Jalisco, Mexico that have migrated from rural areas (“Professor,” 2018). She advocated for awareness and representation. Her research and help have brought recognition to those populations that were being unrepresented.

Her article regarding diversity and cultural competence continued to support an ongoing problem that was occurring in the medical field. Minorities were growing and integrating into the majority population, but these races were not being represented in the field of healthcare or in superior positions (de Leon Siantz, 2008). As part of a minority in the United States, De Leon Siantz understood that this was a fast-growing population and took initiative (Vassiliadis, 2012). She fought to make diversity and cultural competency an addition to the curriculum of nursing schools nationwide. Many overlooked this concept, but she spoke out and took further initiative to obligate these key factors to be implemented in each level of education in nursing programs. With others De Leon Siantz did not just advocate to include culture competency to nursing curriculum, she advocated on how to transition these extra classes into an already compacted curriculum. They constructed a blueprint the evidently the academia approved for the accredited nursing schools (Cuellar, Brennan, Vito, & de Leon Siantz, 2008).
Her decision making demonstrates how autocratic leadership qualities are suitable in certain situations. Her mindset was focused on a cause and she continued to fight for it. Autocratic leadership is an important quality to have in the nursing field if sudden decisions need to be made. Furthermore, her passion for others and supporting them did not stop there. De Leon Siantz has been a distinguish speaker at many events and given her time to inform and motivate others to continue to help the communities around her. Her main focus is to give the essential tools to the next generation of nursing leaders. To help them be culturally sensitive and confident to address and create changes in their professions. She believes that all future nurses have the potential to lead and make a difference (“A leader in healthcare,” 2018). These components are what make de Leon Siantz a caring leader. Her work is selfless and is based on serving others and when need be she will make the tough decisions. All the awards given to her and articles published by her demonstrate how she is a leader in the healthcare profession.

Comparison of Leaders

Paul Masters and Mary Lou de Leon Siantz are remarkable leaders. Each respectively have amazing qualities that have gotten them to the positions they are in today. Both, Masters and De Leon Siantz support communities in ways that would not be acknowledged by any other person. Masters and De Leon Siantz represent characteristics of caring leadership. They based many, if not all professional decisions on improving others around them.

Despite having different professions, De Leon Siantz and Masters strive for growth. Masters does this by mentoring franchise owners on how to develop their business. He advises but does not dictate. He expresses his opinion on how to successfully run a business and has the credentials to give that advice. Therefore, people know his guidance is trustworthy but the most important concept that Masters does is that he lets the franchise owner take in the advice and do
with what they see best with it. He gives them the chance to grow. This is Masters transformation leadership quality. They enhance his caring leadership traits and are ideal for his profession.

De Leon Siantz is positive, takes initiative, preservers, and is able to balance these qualities to help others. Her servant- leadership enhances her nursing abilities. She is focused on helping others, giving them recognition, giving them a voice. She does all she can to make others understand that they need to be acknowledge. Furthermore, her ability to make hard decisions is also a key factor for her profession. These qualities are what make de Leon Siantz an amazing nurse leader.

**Self- Analysis**

I serve by leading but led by serving. My career is only beginning. As a nursing student I have potential to do so much. I value, strive and work to develop my leadership skills even more because I want to make a long-lasting change in my community. However, without application, leadership would just be potential that is yet to be activated. That is why I want to understand my insecurities, values, personal identity and self-discipline. These compose my character, which is driven and reflected by mistakes I have pondered, rationalized, and fixed, my perseverance, and my passion.

Like Masters and De Leon Siantz, I consider myself to have caring leadership traits. I aspire to be selfless and be the voice for those underrepresented. Like Masters I also aspire to be transformation and democratic to help others envision goals they can attain and address topics among a group. If time and the situation permits, I would try to let everyone have their opinion heard and then base the decided as a collective group. However, like De Leon Siantz, there are occasions when sudden decisions have to be made and I can fulfill that role as well. I can modify
and adapt to the situation, which is important for any leader. These are valuable traits Masters and De Leon Siantz contain as well. I can be a follower, or a leader and I know this because I have been both. Therefore, I feel my leadership potential can only grow from the guidance of others like Masters and De Leon Siantz because my goal is to leave a legacy. Even though I might not witness the direct impact, future generations may.

Summary

Leadership influences change to happen. Masters has progressed Anago of Atlanta to a whole new level. He has given the franchise owners faith that they will preserver in their business. He made the company flourish and has influence change. De Leon Siantz has given representation to many populations. She has used her servitude to help those in need and advocate for change. Her goal is to motivate future nurses to be leaders, take risk, and advocate for others. Mary Lou de Leon Siantz has influence changed in the nursing field. These are only two great leaders that live in our time.
References


