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My Head is Spinning

HOW TO CHANGE THE GAME

PRESENTED BY

Suzanne Ousey, RDN

NUTRITION THERAPY ESSENTIALS

CHANGING LIVES ONE MEAL AT A TIME

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About Me



My name is **Suzanne Ousey**, founder of NTE.

I have 25+ years of experience in long-term care, with a passion for nutrition, resident dignity, and compassionate care.

I founded NTE to empower dietary teams with practical solutions that strengthen programs and improve quality of life—**one meal at a time**.

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Overview

Your WHY

Leadership

Leaning In

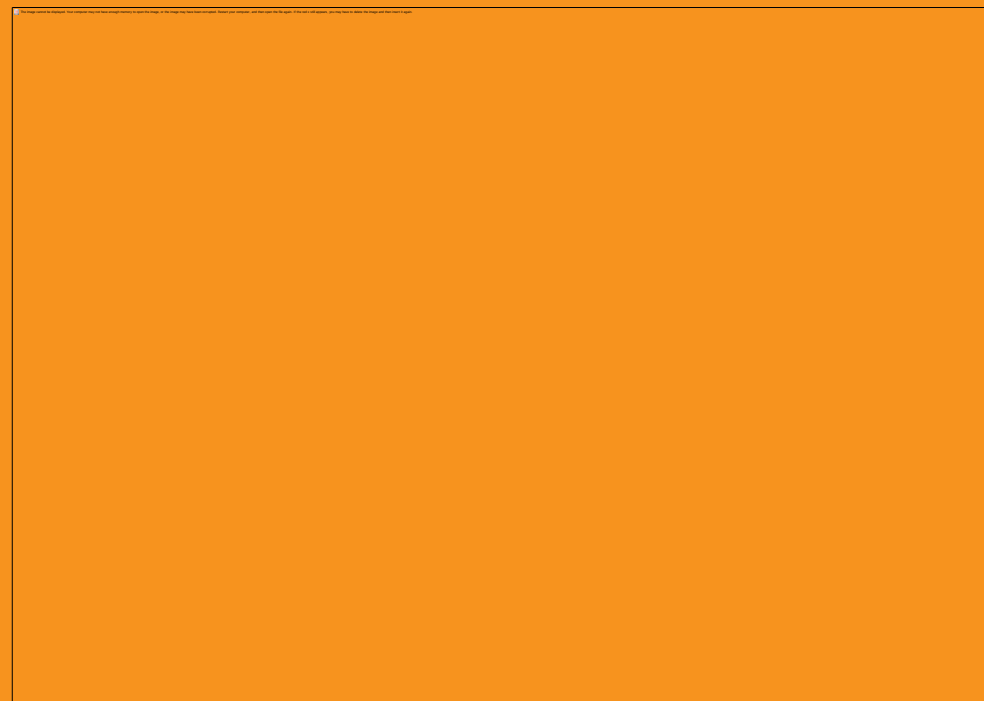
Expectations

- 1 Your WHY: What is the purpose that drives your work?
- 1 Leadership is not a title or a power—it's empathy, compassion, and vulnerability.
- 1 Ask the hard questions, lean into discomfort, and stay curious.
- 1 Expectations, mentoring, and the trust that sustains success.

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From Chaos to Clarity

Here are the hard questions.



What is your WHY?

Your why is the purpose behind what you do. As a leader, knowing your why gives you clarity, especially when things get difficult. Lead with facts. Keep the bar high. Stay calm on Purpose.

Are you willing to be vulnerable?

Leadership isn't about having all the answers or pretending to have everything figured out. Most people avoid conflict. There are 6 steps to handle conflict.

Are you willing to make new friends?

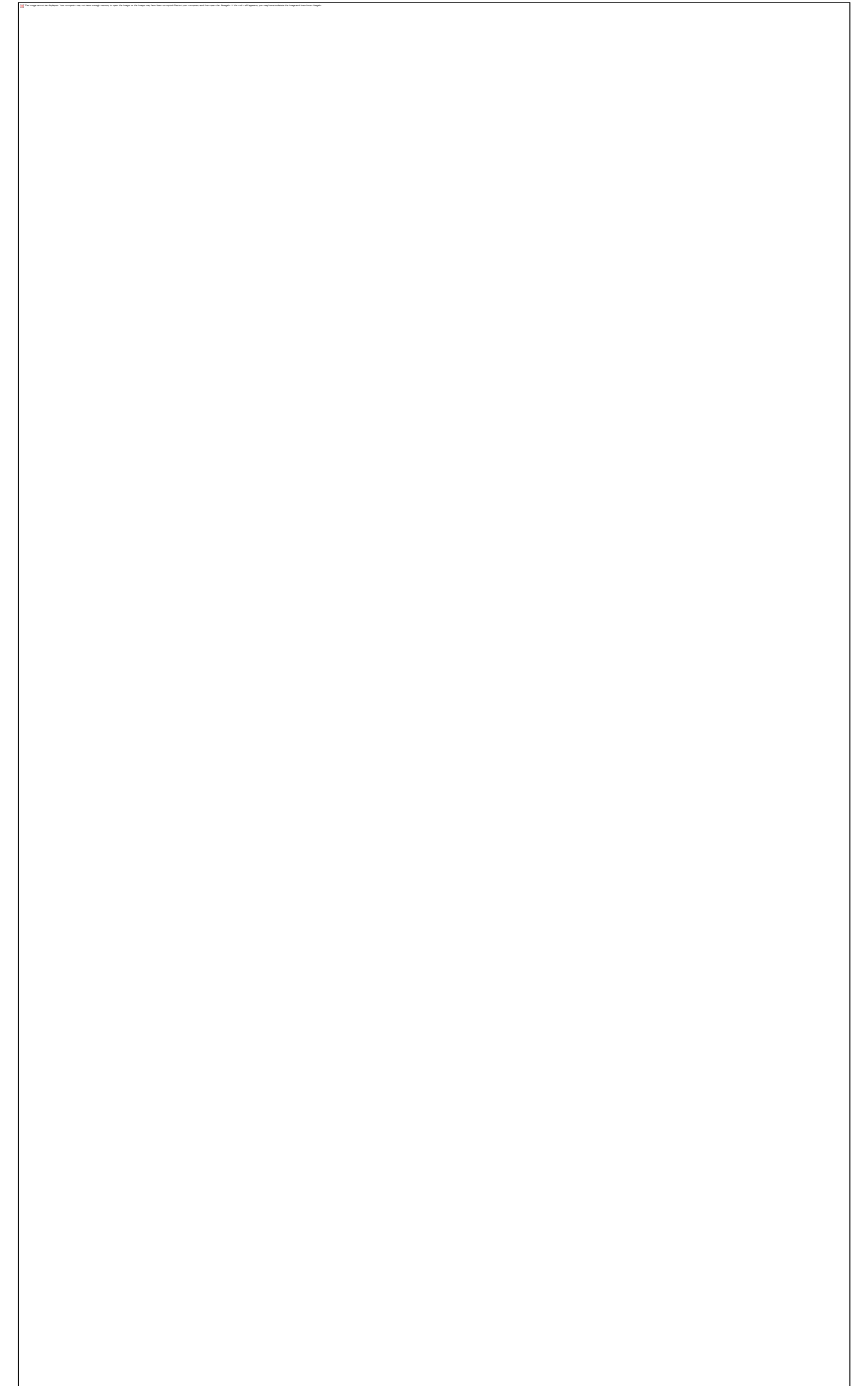
Changing the game requires getting outside of your comfort zone and building relationships with people who think differently.

Are you willing to find a mentor?

Great leaders understand that they don't have to figure everything out alone. A mentor can provide perspective and challenge your thinking. Help to make expectation and goals clear.

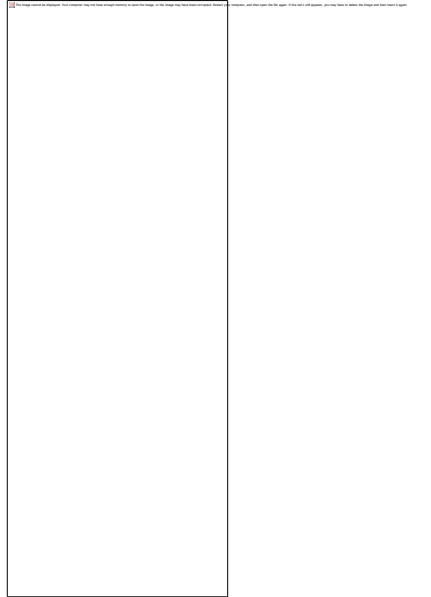
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Are you a
Tin Man
organization?



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The Tin Man Theory



The Metaphor

In The Wonderful Wizard of Oz, the Tin Man is convinced he is missing a heart. He had one all along. It had simply rusted in place.

Leadership Parallel

Tin Man teams look polished. Clear roles, clean dashboards, good systems—but no heart.

The Oil Can

Empathy, vulnerability, and honest conversation. Small acts of care are what gets a stiff team moving again. Training. Looking at realistic labor solutions. Keeping open to options.

Leading with heart is not soft. It's the most courageous thing you can do.

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From Complicated Tin Man, to Complex Octopus

As leaders, we have a choice: stay in the Tin Man mindset of control, silos, and short-term thinking, or evolve into the Octopus—adaptive, connected, and empowered to navigate change.

TIN MAN

Control

Silos

Short-Term Focus

Resistance

OCTOPUS

Adaptability

Connection

Originality

Vision and Long-Term Goals

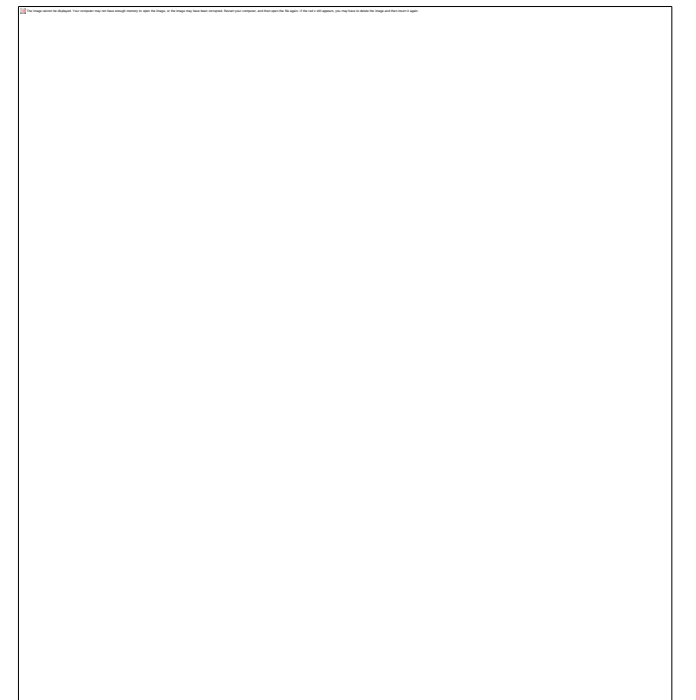
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GAMETIME

Let's test your communication skills!

How well do you listen?

How well do you communicate?



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The Definition

LEADERSHIP / *noun*

Leadership is the ability to influence and lead the behavior of individuals or groups toward the achievement of organizational or collective objectives.

(It's not a title. It's not just status & power. It involves much more.)



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“This is once in a lifetime
opportunity to rethink how we do
things.” — Priya Parker

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Generate Disruptive Ideas

Don't fall in love with your *FIRST* idea/solution.

The path to success is paved with multiple
DISRUPTIVE ideas until a holistic method sticks.

FAILURES are the true key to success.



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Set Expectations

Scaffolding

Give people structure and support while they stretch into new responsibilities.

Team Building

Build a shared purpose and real relationships, not just shared tasks.

Team Trust

Earned slowly through consistency, honesty, and follow-through.

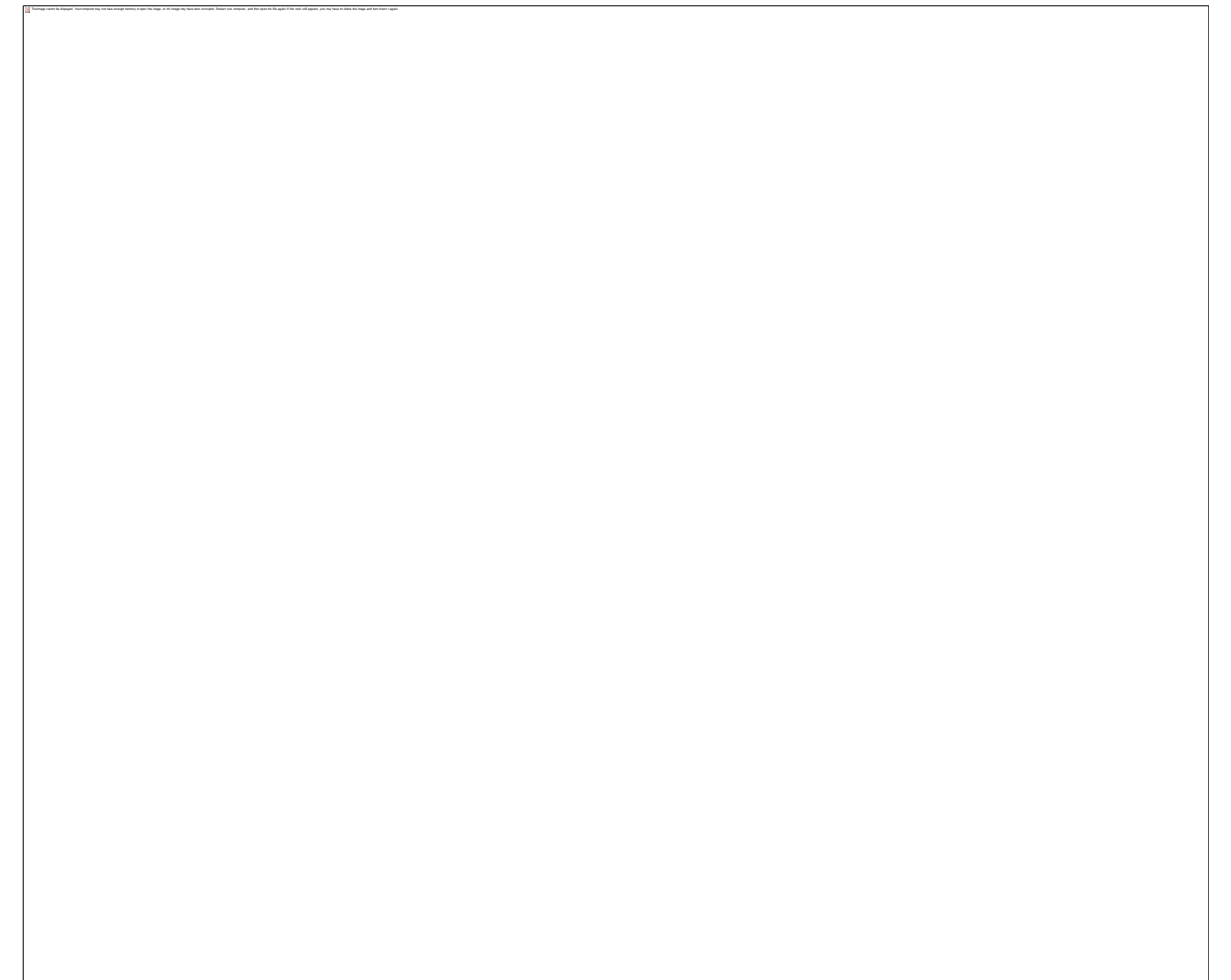
Review Failures to Celebrate Success

Debrief openly, then recognize progress out loud.

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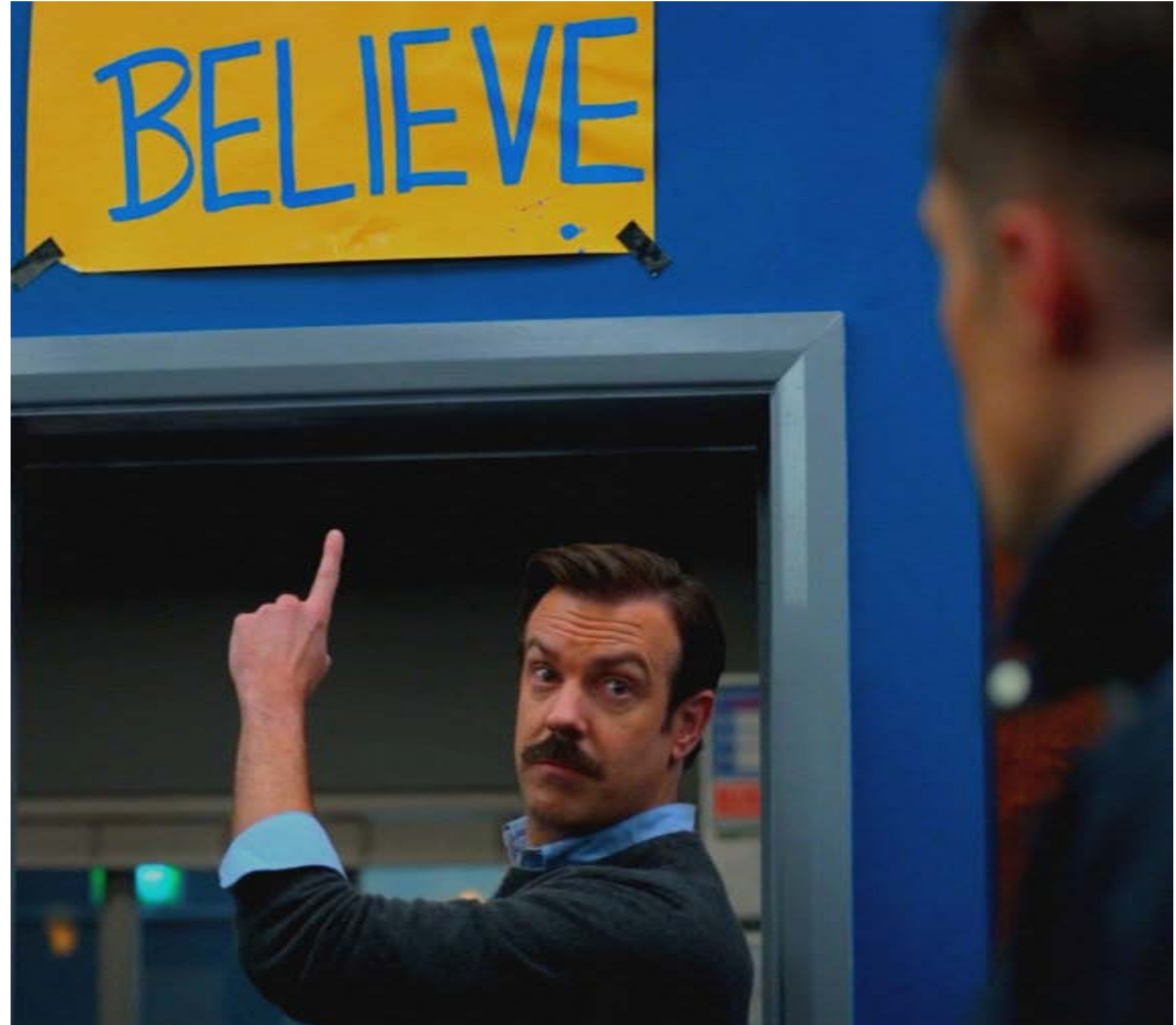
Mentoring Creates...

Trust
Teamwork
Clarity



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That.



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Stay Current & Lead

Ethics & DEI

Ethical leadership matters more than ever.

Hard Skills

Are taught in a classroom and step by step.

Soft Skills

Human skills that need to be coached.
Sharpen the saw.

Personal Accountability

This is up to you.

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Key Takeaways

WHY sells. WHY connects. WHY makes your purpose clear.

Vulnerability is a STRENGTH, not a liability.

Human skills are COACHED, not inherited—and rarely taught in a classroom.

ETHICS are in command more than ever.

Trust and clarity grow from MENTORING and honest feedback.



Reading Material:

Find Your WHY—Simon Sinek

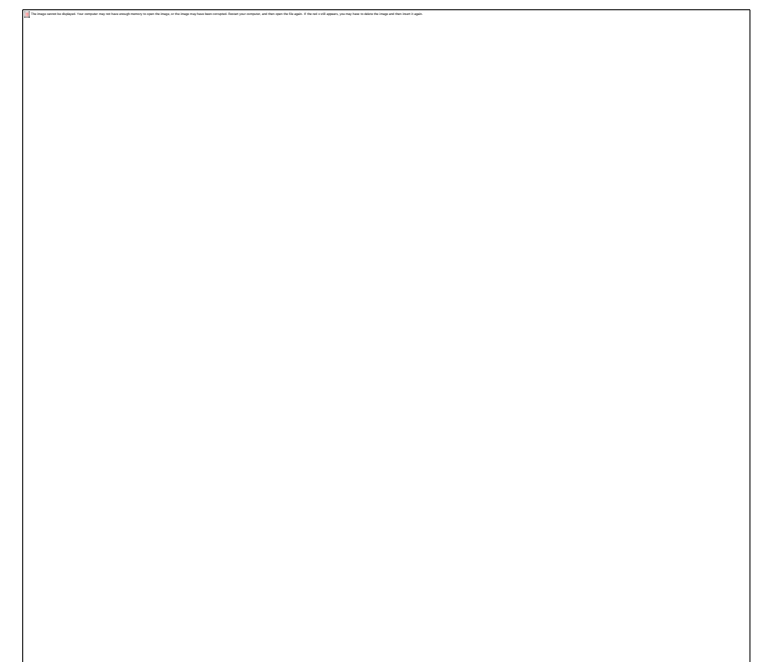
Dare to Lead—Brené Brown

The Octopus Organization—Phil Le-Brun, Jana Werner

Driving Innovation from Within—Kaihan Krippendorff

Listening Material:

Dare to Lead Podcast — Brené Brown



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Resource s

Honorable Mentions:

The producers of Ted Lasso and The Mandalorian.

As well as the greatest insights from Bono and his book, *Surrender*.



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Thank You!

Questions?