The Path Towards Trusting Yourself with Dr. Shabnam "Shabi" Showell

00:06.940 --> 00:13.210

You are now listening to the Audacity to fail

podcast, A podcast about miss stepping into

00:13.210 --> 00:16.830

success.

Get ready to dive into conversations and real

00:16.830 --> 00:22.690

stories from leaders as they share how failure

activates a growth mindset is an important part

00:22.690 --> 00:26.420

of learning and motivation for improvement.

I'm your host,

00:26.430 --> 00:32.220

Dr Shari Dade psychologist with the National

Center for Organizational Development.

00:32.230 --> 00:34.850

Thank you for tuning in.

Let's get started.

00:41.010 --> 00:44.110

The Path Towards Trusting Yourself with
Dr. Shabnam "Shabi" Showell

Support for this.

Leadership podcast comes from the National

00:44.110 --> 00:49.270

Center for Organization Development N. C. O. D.

Aims to increase the long term growth and

00:49.270 --> 00:53.180

performance of the Department of Veterans

Affairs by collaboratively working with the

00:53.180 --> 00:56.900

leaders throughout the V. A.

To improve organizational outcomes by

00:56.900 --> 00:59.410

supporting the development of an engaged

workforce.

00:59.420 --> 01:02.940

For additional information on our services,

click the link in the show notes.

01:08.350 --> 01:14.000

Almost every leadership role calls on us to

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Dr. Shabnam "Shabi" Showell

trust ourselves to help with developing others

01:14.010 --> 01:18.410

and finding the way forward.

However, the possibility of missteps can

01:18.410 --> 01:23.290

sometimes cause us to fail.

Before we begin, I am excited to sit down with

01:23.290 --> 01:27.730

dr Shabnam Showell.

Dr Showell is an Associate Chief of Staff of

01:27.730 --> 01:33.120

Primary Care West at the north Florida south

Georgia healthcare system and a leadership

01:33.120 --> 01:35.760

coach.

She is an internist who completed medical

01:35.760 --> 01:38.938

school and residency at the University of

Colorado.

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Dr. Shabnam "Shabi" Showell

01:38.948 --> 01:43.928

She is passionate about primary care, women's

health, muscular skeletal medicine,

01:43.938 --> 01:49.228

medical education, leadership coaching and in

improving health disparities.

01:49.238 --> 01:54.708

She is an avid baker, a dancer, a skier and the

mother of four beautiful Children.

01:54.718 --> 01:59.738

Get ready to join us as we explore the journey

of miss stepping into success.

01:59.748 --> 02:05.588

This is the audacity to fail podcast, episode

14, traveling the path towards trusting

02:05.588 --> 02:09.606

yourself Hi Shabi, how are you this morning?

Hi, I'm doing great,

02:09.606 --> 02:12.406

how are you?

I'm doing well, thank you for asking.

02:12.406 --> 02:17.596

It is so amazing to have you here today.

So thank you for agreeing to be on this episode.

02:17.606 --> 02:21.776

Absolutely, I'm excited, do it. Perfect.

Well let's go ahead and get started.

02:21.786 --> 02:27.956

So in an earlier conversation that we had you

shared with me that you have this love hate

02:27.966 --> 02:33.256

relationship with failure, can you share more

about where that comes and starts for you?

02:33.266 --> 02:37.544

Absolutely.

I think leaders often times we want to to feel

02:37.544 --> 02:41.124

that connection to failure, that it's a step

forward that we're going to learn and we're

02:41.124 --> 02:46.074

going to grow from it and I completely feel

that and I want that to be the part of my life

02:46.074 --> 02:50.464

that I always see when I had these missteps,

but I have to tell you I've wanted to be a

02:50.464 --> 02:53.694

doctor from a very, very young age when I was a

small child,

02:53.694 --> 02:57.394

I knew I wanted to be a doctor and there were a

lot of steps that I knew I had to take to get

02:57.394 --> 03:01.264

there and a lot of those steps revolve around

being successful,

03:01.264 --> 03:03.872

right like getting straight A's being at the

top of the class,

03:03.872 --> 03:07.802

having the perfect test scores, getting to

where you want to be and you can make that a

03:07.802 --> 03:11.082

part of your identity over time being the

successful student,

03:11.082 --> 03:15.662

being that dependent person, the one that gets

stuff done that people rely on and depend on?

03:15.672 --> 03:19.562

And as you ingrain that in your identity and

your personality,

03:19.562 --> 03:23.872

this drive to succeed.

It can make failure or miss stepping feel even

03:23.872 --> 03:28.762

more scary than it would have been otherwise.

And so over time,

03:28.762 --> 03:33.150

I think, you know, I set myself up in some of

those ways where I was wanted to be that

03:33.150 --> 03:38.010

driving success and I have a strong work ethic

and model where I thought if you just work hard

03:38.010 --> 03:41.170

enough, you can always succeed and you might

not misstep.

03:41.180 --> 03:45.890

But the truth is that to air is human right?

Like we hear that quote all of the time and

03:45.890 --> 03:51.630

accepting that failing at something does not

make you a failure is the love hate

03:51.630 --> 03:55.710

relationship that I've had to really grow and

cultivate in my own life over time.

03:55.830 --> 04:00.940

That speaks volumes because oftentimes with

leaders, we are those high performers,

04:00.958 --> 04:03.898

we are the ones who want to be at the front of

the pack,

04:03.898 --> 04:10.838

We're leading the charge and that causes us to

carry so much of that weight of having to be

04:10.838 --> 04:15.958

successful each and every time or having that

fear of failure.

04:15.968 --> 04:21.158

And when we often do that, we can engineer our

own failure without knowing it,

04:21.168 --> 04:26.648

it happens when we decide that we won't take a

leap or we won't try something because of the

04:26.648 --> 04:31.316

possibility of a misstep.

And like we said, the outcome is failing even

04:31.316 --> 04:35.316

before you begin.

And so what do you think contributes to that

04:35.316 --> 04:41.226

fear that many leaders have a failing?

I think part of it is exactly what you said,

04:41.226 --> 04:43.966

right?

We we've cultivated this identity in ourselves

04:43.966 --> 04:48.226

that we are the front of the pack that we're

here to be an example to lead the way.

04:48.236 --> 04:52.956

And in order to be an example, in some ways we

feel like it has to be perfect.

04:52.966 --> 04:59.230

And when we set up ourselves for a situation

where perfection prevents us from taking a leap

04:59.230 --> 05:03.840

of faith, trying to do what's best, then we can

oftentimes fail before we begin because we

05:03.840 --> 05:08.770

don't ever create a product or put our name out

in the world when we're not engaging in taking

05:08.770 --> 05:12.720

those steps to lead.

Even in the risk of potentially failing we are

05:12.720 --> 05:17.400

manufacturing smallness for ourselves.

We have so much that we can offer the world,

05:17.410 --> 05:21.260

but we can strain ourselves into this tiny

little portion that we're willing to share.

05:21.270 --> 05:25.722

And that's not helping us get our goal,

whatever our mission might be in our leadership

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05:25.722 --> 05:29.442

role. Yeah.

The words that really stood out for me and that

05:29.442 --> 05:34.752

is manufacturing smallness.

That is powerful because we are we are creating

05:34.752 --> 05:41.542

our own small spaces to exist in without

realizing how expansive

05:41.552 --> 05:47.384

this journey could be from your own experience.

Are there spaces where you've manufacture your

05:47.384 --> 05:52.734

own smallness. Absolutely.

I feel like I've changed in those ways over

05:52.734 --> 05:55.754

time.

The first one I can remember honestly was when

05:55.754 --> 05:58.244

I was applying to medical school and as I

mentioned before,

05:58.244 --> 06:01.584

I knew I had wanted to be a doctor for a very

long time.

06:01.594 --> 06:03.734

And I remember getting ready to apply to

medical school.

06:03.734 --> 06:08.014

I was writing some of the essays for my

applications and I went to my father who has

06:08.014 --> 06:13.086

been just my rock over time and helped me

really work through my own concerns and my

06:13.086 --> 06:17.616

issues regarding, you know, should I put myself

out in these in these situations where I can

06:17.616 --> 06:22.076

try to to expand my horizons in my world, such

as applying to medical school?

06:22.086 --> 06:25.486

I remember telling him, I said, you know, dad,

I'm I'm wondering if I should,

06:25.496 --> 06:29.676

if I should do this because I'm really scared

that if I become a doctor,

06:29.686 --> 06:35.980

I might actually lose a patient someday.

And to me that was so frightening because this

06:35.980 --> 06:42.680

is somebody's friend, sister, daughter mother.

And that is a very significant thing to hold in

06:42.680 --> 06:45.420

your heart as a, as a young person applying to

medical school.

06:45.420 --> 06:48.190

And I remember being being afraid and thinking,

should I do this?

06:48.200 --> 06:52.230

And my dad said to me, he's like, you know what

they're going to be times where you might lose

06:52.230 --> 06:55.440

a patient.

But if nobody became a doctor, then all of the

06:55.440 --> 06:56.810

patients would be lost.

06:57.220 --> 07:01.650

And that was my first experience as a, you know,

a young adolescent applying to medical school

07:01.650 --> 07:05.830

thinking to myself, I am creating a smaller

space for myself to exist.

07:05.830 --> 07:09.020

And I'm not putting myself out there.

If I don't take this leap of faith and apply

07:09.020 --> 07:13.840

and go through this because people need us.

And there might be times where you have an

07:13.840 --> 07:16.950

outcome that you weren't anticipating or that

clearly you didn't want,

07:16.960 --> 07:20.460

but 100% of the time you'll fail if you don't

take that step.

07:20.470 --> 07:23.570

And so that was my first experience with it.

And you know,

07:23.570 --> 07:26.710

it's interesting to see over time, how my

journey has changed.

07:26.710 --> 07:32.670

There was a time to where I was taking the step

between being a staff physician that was my

07:32.670 --> 07:37.360

first job out of my residency, was being a

primary care provider and over time I had an

07:37.360 --> 07:39.800

opportunity to step into a leadership role.

07:40.100 --> 07:45.970

And it's funny how in our minds we create these
stories that constrain us to these smaller

07:45.970 --> 07:49.890

existences and they sound great, right?
Like we're protecting ourselves and protecting

07:49.900 --> 07:52.740

what we think could happen.
And I remember as I was considering going into

07:52.740 --> 07:55.540

leadership, you know, I was telling myself if I
do this,

07:55.550 --> 08:00.080

I have this panel of patients, you know, that
need my help.

08:00.090 --> 08:05.740

And if I step into leadership, I'm not going to

be right there every day for those patients

08:05.740 --> 08:08.210

that need me.

And I remember speaking to a mentor at one

08:08.210 --> 08:10.000

point in time and saying like how did you do

this?

08:10.000 --> 08:14.840

How did you decide to go into leadership and to

leave behind these people that have come to

08:14.840 --> 08:17.420

depend on you?

And she said to me said Shabi,

08:17.430 --> 08:21.620

yes right now you're caring for this segment of

patients that you know and that you established

08:21.620 --> 08:24.570

this relationship with, but think of when you

go into leadership,

08:24.580 --> 08:29.300

that sphere expands and you have so many more

patients that you are responsible for,

08:29.310 --> 08:33.620

maybe not directly in the way that you would be

if you're there prescribing physician but your

08:33.620 --> 08:38.110

influence only grows bigger and only allows you

to help more people in the long run.

08:38.120 --> 08:44.440

And so even though there was that time where I

felt so connected to my patients in my direct

08:44.440 --> 08:49.850

patient care role, I was constraining myself in

my reach and my influence by not seeing that

08:49.850 --> 08:55.270

there's an opportunity in a different way to

impact even more for sure and you speak to the

08:55.270 --> 09:01.690

expansion, the expansion of our influence, the

expansion of how we can impact

09:01.700 --> 09:07.380

spaces and you know, one of the things that,

that really stands out in those stories is

09:07.390 --> 09:13.830

those who are around us who will challenge us

and push us to continue to grow

09:13.830 --> 09:17.560

because in that first story, your father was

there to say like,

09:17.570 --> 09:24.040

hey, this will happen, there will be failures,

there will be loss and

09:24.050 --> 09:28.630

without that movement forward without that leap

or without that step,

09:28.640 --> 09:34.190

the loss is much greater and the same for your

mentor standing in and saying like think about

09:34.190 --> 09:39.940

how, how, how much growth or how much expansion

your influence could have with moving into this

09:39.940 --> 09:45.110

leadership space and I think what you're saying,

it's something that we've all experienced as

09:45.110 --> 09:48.710

far as the questioning, the doubt, the what if

this happens,

09:48.720 --> 09:55.670

what if I fail and I think the need to always

succeed every time and in every

09:55.680 --> 09:59.570

circumstance can often leave us paralyzed.

It often leaves us stuck,

09:59.580 --> 10:05.390

it reminds me of a quote by Patrick lynch Cioni

who has said when leaders are motivated by

10:05.390 --> 10:11.400

personal reward, they will avoid the unpleasant

situations and the activity that leadership

10:11.410 --> 10:16.120

actually requires.

That quote really stuck with me with thinking

10:16.120 --> 10:22.740

about failure and just the fear of moving into

some of these spaces because of the

10:22.740 --> 10:29.150

possibility of failing and so as a leader and I

know you mentioned just that leadership journey

10:29.150 --> 10:35.470

and that shift in that change for you, how

could that fear of failure impact success for

10:35.470 --> 10:40.740

leaders, you know, one of the things that I

tell myself over and over again is that the

10:40.740 --> 10:46.530

growth is in the discomfort and so as I have

looked at myself and my growth and my

10:46.530 --> 10:51.800

development, the times that I stretched the

furthest that I grow the most are in times

10:51.800 --> 10:56.966

where I have challenged myself where I have

leaned into that discomfort to really expand my

10:56.966 --> 11:02.796

abilities and so as we mentioned before over

time I've had to really coach myself and and

11:02.796 --> 11:06.936

get coaching through how do I willingly accept

that discomfort,

11:06.946 --> 11:09.946

right?

We have to let go of that fear because if we

11:09.946 --> 11:14.726

don't then we, we stunt our own growth when we

lean into discomfort,

11:14.736 --> 11:21.382

we grow and we allow our teams to grow if we

are so afraid of making a decision so

11:21.392 --> 11:26.672

paralyzed by our fear of potential failure,

we're not even willing to take the first step

11:26.672 --> 11:29.792

to get our product or our mission out into the

world.

11:29.802 --> 11:34.882

And if we can't show our teams that were

willing to take that risk,

11:34.882 --> 11:39.782

take that leap of faith and move forward, we

can't also engage our teammates in doing the

11:39.782 --> 11:43.790

same.

So creating that safe space for your team

11:43.790 --> 11:47.810

members to see that you're willing to engage in

that discomfort.

11:47.810 --> 11:52.490

You're willing to take that risk and that you

might miss step or you might have a failure,

11:52.680 --> 11:57.330

encourages them to know that they can do the

same and that's how you move your mission or

11:57.330 --> 12:01.160

your program forward. Absolutely.

You mentioned the word,

12:01.170 --> 12:07.170

cultivating trust in our team by basically

trusting ourselves to step into these spaces

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12:07.170 --> 12:12.960

and make these leaps.

And I often wonder if imposter syndrome plays a

12:12.960 --> 12:17.310

role in that fear that many leaders have a

failing for instance,

12:17.310 --> 12:21.092

like the fear failure will somehow reveal that

we are not prepared.

12:21.102 --> 12:25.312

Were not knowledgeable, were not as ready as

others think we are.

12:25.322 --> 12:29.112

And I know for me that has played a role in

those leaps,

12:29.122 --> 12:33.932

like wow, if I make this leap and I fail, then

everyone's going to find me out.

12:33.942 --> 12:40.782

Everyone's going to know that for some reason

I'm not ready or I am not ready to

12:40.782 --> 12:47.464

move forward into this role that I've kind of

identified as such a big leadership role.

12:47.474 --> 12:52.184

What do you think about this line of thinking?

I think it's so prevalent in what so many of us

12:52.184 --> 12:56.814

face as leaders.

It's so interesting that when you say how you

12:56.814 --> 13:00.314

perceive your own failure as everybody is going

to find us out,

13:00.314 --> 13:02.484

right, they're going to catch us.

They're going to know we're not ready.

13:02.494 --> 13:07.224

And the funny thing is that we do this to

ourselves when we're seeing other people make

13:07.224 --> 13:10.116

missteps, it's very rare for any of us to point

it out and say,

13:10.116 --> 13:13.356

wow, it's clear you're not ready to be a leader,

clear you,

13:13.366 --> 13:16.346

you didn't know what you were doing, right?

That's not what we think of.

13:16.346 --> 13:19.766

We give others so much more grace than we give

ourselves.

13:19.766 --> 13:24.126

And yet we fear to make these mistakes and

think that everybody else is going to be

13:24.126 --> 13:28.086

perceiving us as this failure.

But I remind myself pretty frequently,

13:28.086 --> 13:32.586

you know in my mind when I see my own misstep,

I think of it as being this large,

13:32.596 --> 13:36.168

overwhelming all consuming thing and it takes

up all of you know,

13:36.168 --> 13:39.208

my brain space for whatever amount of time I'm

dealing with it.

13:39.218 --> 13:43.288

But everybody else who's looking at it, it's

like barely a blip on their radar,

13:43.288 --> 13:45.328

right?

They're not sitting there thinking all day,

13:45.328 --> 13:47.788

wow, shabby.

You really misstepped on that one.

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13:47.798 --> 13:53.128

And so it's one of the things I think we all

have to cultivate and practice is developing

13:53.128 --> 13:57.898

that grace for ourselves the same way that were

so willing to give it freely to anybody else

13:57.898 --> 14:01.220

who missteps.

The harder part I think is making sure that you

14:01.220 --> 14:08.040

apply it to your own life for sure as a leader.

How do you cultivate trust in your

14:08.040 --> 14:12.710

team?

How do you cultivate them trusting you to be

14:12.710 --> 14:17.280

able to make their own leaps and maybe

experience their own failures over time?

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14:17.280 --> 14:23.140

I realize that the number one thing that I can

do for that is to be transparent and honest and

14:23.150 --> 14:26.450

open at all times.

I've learned over time that you really need to

14:26.450 --> 14:31.430

make sure that when you're communicating with

teams, you're giving them the honest reason and

14:31.430 --> 14:35.090

the why behind any decision.

And quite frankly,

14:35.130 --> 14:39.410

as I've gone through different phases of

leadership, it's really been important for me

14:39.410 --> 14:43.730

to take a step back and realize that we always

have the opportunity to course correct And I

14:43.730 --> 14:49.580

make sure that I tell my teams this right, Like

we're going to take this step for this reason

14:49.790 --> 14:53.680

and we want to hear your feedback and have

early engagement from the very beginning.

14:53.690 --> 14:57.740

But I want to be open and honest and let

everybody know if this isn't the right step.

14:57.750 --> 15:02.000

If we, you know, start down this pathway and

we're analyzing our data and trying to see if

15:02.000 --> 15:04.410

we're meeting our objective and it turns out

that it's not,

15:04.420 --> 15:09.620

then we can always go back and change direction

and it takes a while to realize that because I

15:09.620 --> 15:13.990

think at first you you might think, well the

first decision has to be the right one and this

15:13.990 --> 15:18.310

is the way that we're going.

But the bottom line is there's very little in

15:18.310 --> 15:23.220

life or in, you know, medicine or in leadership

that can't be changed at a later date.

15:23.230 --> 15:30.000

And so learning from the journey and correcting

your course a long time is what I think allows

15:30.000 --> 15:34.810

people to take that leap of faith, making sure

that you're honest and upfront and just saying

15:34.820 --> 15:38.050

we can course correct if we need to and we're

going to learn from this together.

15:38.050 --> 15:43.360

I think that's what builds trust in teams and

letting them know there's not an end all be all,

15:43.370 --> 15:48.520

there is no absolute, you know, of course that

we're setting off on that can't be corrected if

15:48.520 --> 15:52.980

it's not the right course for us.

And so that's what I try to do when I'm when

15:52.980 --> 15:58.130

I'm working with my teams is explained why be

open honest and transparent and then give

15:58.130 --> 16:01.550

everybody the opportunity to course correct wow,

wow.

16:01.560 --> 16:07.700

And I think that those three steps with why the

transparency and the course correction often

16:07.700 --> 16:12.057

can lead you through a failure.

You know, it it leads you into that growth like

16:12.057 --> 16:16.227

you said that there's some discomfort in that

process, right?

16:16.237 --> 16:19.887

There's some discomfort and uncertainty that

comes from saying,

16:19.887 --> 16:23.727

hey, we're gonna, we're gonna do this, we've

gotta why we've got a purpose behind it.

16:23.737 --> 16:28.217

And if it doesn't turn out the way we think it

should or the way we thought it would,

16:28.227 --> 16:32.337

we get to course correct.
We get to go back in and use it for data,

16:32.347 --> 16:36.884

use it to move us forward.
But I think that takes a lot of courage.

16:36.884 --> 16:42.160

It takes a lot of audacity.

And when you think about trusting yourself,

16:42.170 --> 16:47.830

how does audacity play a role in that for you?

Audacity gives you the opportunity to be

16:47.830 --> 16:52.180

vulnerable.

And so one of the reasons why I think failure

16:52.180 --> 16:56.850

can be so hard for us is because we have that

fear of rejection belonging to something

16:56.850 --> 17:02.960

belonging to a cause belonging to a team is

something that so many of us value and want in

17:02.960 --> 17:07.480

our basic human connections and when you

perceive the opportunity to fail,

17:07.480 --> 17:12.840

you perceive the opportunity to be rejected and

that I think is what's the painful part of a

17:12.850 --> 17:14.250

perceived failure.

17:14.740 --> 17:20.850

And so as you allow yourself again to really

recognize that in our minds we're creating this

17:20.850 --> 17:25.510

sense of rejection, but that's probably not

what's happening for everybody else's mind.

17:25.740 --> 17:30.590

We can have more trust in ourselves and be

willing to take those steps that allow us to

17:30.590 --> 17:34.620

say this might be a success.
And if it's not,

17:34.630 --> 17:38.910

I'm going to have enough trust in myself, and
I'm going to have enough trust in my team to

17:38.910 --> 17:43.670

know that we took these steps with our best

interest of our mission and our goal in mind.

17:43.680 --> 17:47.860

And if it ended up being wrong, this is not a

personal failure,

17:47.860 --> 17:51.540

It's not me as a human being failing, it's not

me being rejected,

17:51.770 --> 17:55.410

but it's me needing to process, improve.
Just like you said,

17:55.410 --> 18:00.590

we have to we have to look down the road and

see this is where we change direction because

18:00.600 --> 18:05.050

it ended up not being right, but it doesn't

mean that we are personally failures or that we

18:05.050 --> 18:07.830

did it all, quote unquote wrong.

Yeah, absolutely.

18:07.830 --> 18:12.860

What stands out to me in all of your stories

that you've shared or just tidbits that you've

18:12.860 --> 18:17.900

shared today is this notion of getting,

receiving feedback checking.

18:17.910 --> 18:23.330

And often times, like you said, we create these

stories, we do all of these mental olympics in

18:23.330 --> 18:27.590

our head that say, oh my gosh, I shouldn't do

this because x,

18:27.590 --> 18:34.240

y z, the people will know or my colleagues will

know or my team will find out something about

18:34.240 --> 18:39.200

me, some sort of shortcoming and who I am if I

fail or if I do it,

18:39.200 --> 18:44.030

and I fail.

And I think one thing that stands out is this

18:44.040 --> 18:51.030

the ability to check in to see if the story

that we've created for ourselves is what others

18:51.030 --> 18:55.860

even perceive of our experience.

Would you say that something that has been

18:55.870 --> 19:02.460

useful for you as a leader creating a space for

check in or having those people that can

19:02.470 --> 19:07.460

reflect back to you the reality of situations?

Absolutely.

19:07.460 --> 19:11.820

I think this is so important, gaining that

feedback and it's part of our training from the

19:11.820 --> 19:16.020

very beginning, we're ingrained as medical

students and trainees to seek that feedback,

19:16.020 --> 19:19.060

see what we're doing.

You know, well what we need to improve upon it

19:19.070 --> 19:23.490

and make our own adjustments to become the best

version of ourselves that we can be.

19:23.510 --> 19:27.360

And I will tell you this is another one of

those areas where we grow and develop over time,

19:27.360 --> 19:29.490

right?

Because we're all hoping for that great

19:29.490 --> 19:33.220

feedback that builds up our confidence and lets

us, you know,

19:33.230 --> 19:36.310

sort of bury that imposter syndrome whenever we

can.

19:36.760 --> 19:40.310

But some of the times I have grown the most is

when I got feedback,

19:40.310 --> 19:45.310

that was not necessarily the most positive or

most constructive version of feedback.

19:45.320 --> 19:48.520

I remember one time as a brand new leader in my

very first leadership role.

19:48.520 --> 19:52.990

I had one of the physicians who I had known a

long time who actually trained me in medical

19:52.990 --> 19:56.350

school and when residency came back to me and

was like,

19:56.360 --> 20:01.160

hey, I think that you're doing this absolutely

wrong in this leadership role.

20:01.170 --> 20:04.770

And I can't even remember the topic about what

it was at that time.

20:04.780 --> 20:08.450

But that kind of reminds me of the quote right?

Like people won't remember what you said,

20:08.450 --> 20:12.900

but you'll always remember how they made, how

they made you feel or you feel by them.

20:12.900 --> 20:17.170

And so it was one of those moments where my

eyes were open because I realized that I had a

20:17.170 --> 20:20.780

way that I could communicate better and that

sort of led me down the pathway of,

20:20.780 --> 20:23.530

you know, telling the y up front.

But most importantly,

20:23.530 --> 20:28.690

it taught me that even if I had failed and I

got that feedback that was saying,

20:28.690 --> 20:33.240

hey, you're not doing this the right way at all.

This is not what what you should do or how you

20:33.240 --> 20:35.810

should communicate.

What I realized from that is when you get that

20:35.830 --> 20:39.950

feedback, you have two choices.

You can take it for the gift that it is course

20:39.950 --> 20:45.860

correct for yourself and recognize that it's a

single point in your journey or you can wallow

20:45.860 --> 20:49.170

in the discomfort, right.

And so for me it was one of those moments where

20:49.170 --> 20:54.850

I could feel in myself, the strength that I got

from recognizing that even when I didn't get

20:54.860 --> 20:58.840

the feedback or I didn't show up in in the way

that I had wanted to.

20:58.850 --> 21:02.230

It was not the end of my journey.

There was still pay plenty of time for me to

21:02.230 --> 21:04.730

turn around and say, you know what, thank you

for that,

21:04.740 --> 21:08.380

it's time for me to incorporate that moving

forward and you know,

21:08.380 --> 21:12.100

the worst that you can feel is is just that

first moment where you're getting that and

21:12.100 --> 21:14.890

you're thinking, oh goodness, this is not what

I wanted,

21:14.900 --> 21:18.200

but you can only make it better from there if

you choose to act upon it.

21:18.210 --> 21:22.580

And so that was a real, a real important lesson

for me to learn along my way.

21:22.580 --> 21:28.280

Is that use those feedback points, Those check

in points as an opportunity to really gut check

21:28.290 --> 21:33.410

yourself, figure out who you want to be in,

what direction you want to move forward in and

21:33.410 --> 21:37.630

use that to propel you forward to become the

version of yourself that you want to be.

21:37.640 --> 21:44.280

Certainly one thing that is really apparent in

that story and what you said is

21:44.290 --> 21:50.610

that was not the ending of my journey and this

realization that that is not that a failure is

21:50.610 --> 21:55.400

not the ending of the story, it's not the

ending of the journey and sometimes it feels

21:55.400 --> 21:58.930

like it is sometimes it feels very much like

the endpoint,

21:58.940 --> 22:02.500

right?

This is the book is closed, you can't pick it

22:02.500 --> 22:06.510

up again, it's done and you failed, but like

you said,

22:06.510 --> 22:11.140

having and making the choice to actually pick

it up again and say,

22:11.140 --> 22:17.760

you know what, this is a way for me to improve,

this is a way for me to grow and okay that way

22:17.770 --> 22:24.690

or that strategy or that decision didn't work

as best as I thought it would or hasn't been

22:24.690 --> 22:29.350

working as best as I thought it would.

So now I get to make a different choice now I

22:29.350 --> 22:32.340

get to choose something different, I get to do

something different,

22:32.350 --> 22:38.080

I get to get more feedback to figure out how I

can move forward and that is something that I

22:38.080 --> 22:44.510

think really is sentinel to this movement from

failure

22:44.520 --> 22:49.290

into success.

That choice, I heard a leadership coach once

22:49.290 --> 22:54.540

say what if the only failure is not learning

from the failure right?

22:54.540 --> 22:58.550

Like whatever happened wasn't what actually

made you fail.

22:58.560 --> 23:02.500

It's how you choose to respond to it and if you

don't choose to change,

23:02.510 --> 23:05.710

that's the failure.

And so that's really helped me and my journey

23:05.710 --> 23:09.550

is to remember again, like always going back to

failure is not a person,

23:09.560 --> 23:12.720

failure you don't fail as a human because you

made a misstep.

23:12.730 --> 23:17.850

But what is the failure is if you choose to

ignore the lesson that you gain from it Yeah.

23:17.860 --> 23:22.190

What if the only failure is not learning from

the failure,

23:22.200 --> 23:26.180

not learning from the misstep, that's powerful,

that is very powerful.

23:26.530 --> 23:32.050

I know it's often difficult to convey to others

that they can trust us if we have difficulty

23:32.050 --> 23:36.980

trusting ourselves in these situations,

trusting ourselves to try new things to to try

23:36.980 --> 23:42.750

on new situations and new roles?

What are some critical steps that you found

23:42.750 --> 23:48.590

helpful for you that leaders can think about

when they are looking to start trusting

23:48.590 --> 23:54.110

themselves or looking to make leaps even if

they you might be on the other side.

23:54.110 --> 23:59.860

One of the the sort of mottoes that I that I

have tried to remind myself of overtime is if

23:59.860 --> 24:02.730

I'm in a situation and I have something to say

or to speak up,

24:02.730 --> 24:06.960

I've tried to remind myself who better than me

and and what do I mean by that?

24:06.970 --> 24:11.980

I mean that at times we again manufacture that

small smallness.

24:11.980 --> 24:17.170

We worry that what we say might not have the

impact of the contribution that we wanted to or

24:17.170 --> 24:20.560

that somebody else is going to have a better,

brighter idea.

24:20.570 --> 24:24.090

But the bottom line is that if we're all

sitting around waiting for somebody else to

24:24.090 --> 24:28.360

have that better idea or to share what we think

might be bigger or better than what we have to

24:28.360 --> 24:34.260

offer, the solution might not ever be given.

And so I remind myself if I have something that

24:34.260 --> 24:37.960

comes up, I think about a process or a program

or an improvement plan,

24:37.970 --> 24:42.190

who better than to share it, right?

Because I might have the winning idea,

24:42.190 --> 24:44.990

I might not.

But if we can get that ball rolling,

24:44.990 --> 24:50.110

if we can open up the floor for dialogue, if we

can invite others to have that same ability to

24:50.110 --> 24:55.800

say, who better than me to share an idea, I

think that can help us have the courage to take

24:55.800 --> 24:57.960

the first step.

Yeah, who better than me?

24:57.960 --> 25:02.680

I think that should be a T shirt, right?

We should put it on a coffee mug or something.

25:02.680 --> 25:06.990

But that is very true.

Like if we can take on that mindset of who

25:06.990 --> 25:12.940

better than me to share this idea, who better

than me to step into this position or to put

25:12.940 --> 25:19.570

out this new process, who better than me, and

if we're all taking up that mindset,

25:19.580 --> 25:23.130

then we're all sharing and then we have a

wealth of things to choose from,

25:23.140 --> 25:28.690

because not every idea, not ev every process,

not every action is going to be the best action,

25:28.700 --> 25:34.270

but if we've got a wealth of things to choose

from, then we can get to that space,

25:34.270 --> 25:38.010

that growth, that action that's going to work

best for all of us.

25:38.020 --> 25:40.220

Absolutely.

And I think you hit the nail on the head when

25:40.220 --> 25:45.600

you say the goal of that is is to have as many

people saying this is possible,

25:45.600 --> 25:48.000

right?

Because you need that multitude of options in

25:48.000 --> 25:51.500

front of you, and it's really not the mindset

of, you know,

25:51.500 --> 25:54.050

my idea is the right one or this is the way

we're going to go,

25:54.050 --> 25:58.580

but it's we all need to share, right?

And we all have to have that courage to say,

25:58.590 --> 26:02.680

you know, I might have to lead the pack and be

the first to share and that's okay.

26:02.690 --> 26:05.630

Right.

So it's it's an interesting mindset because

26:05.640 --> 26:10.140

it's not meant to be a prideful mindset or my

idea is the right idea mindset,

26:10.140 --> 26:14.450

but it's that idea that is getting all of us to

say take the leap of faith,

26:14.460 --> 26:18.990

share what's in our hearts because you might be

the person that that makes the biggest

26:18.990 --> 26:22.230

difference at that point in time and you'll

never know until you share.

26:22.640 --> 26:28.900

Know that that brings up a thought for me of if

we are able to shift our thinking from my idea

26:28.900 --> 26:35.470

has to be the right idea then if our idea or if

our actions don't give us the results,

26:35.470 --> 26:40.170

we think that they should, we don't look at it

as a failure because I wasn't from the out

26:40.170 --> 26:44.600

start saying what I have is right, what I'm

doing is the only way to do it.

26:44.610 --> 26:51.240

It just allows us to broaden and again, the

expansion of the way that we even approach

26:51.250 --> 26:58.200

activities or leaps or differences.

I really love taking on that new mindset and

26:58.200 --> 27:01.030

thinking about that. Absolutely.

It's an option,

27:01.030 --> 27:05.160

not the option, right.

And really cultivating that in your mind that

27:05.160 --> 27:09.060

this is an open forum for everybody to bring

ideas forward in.

27:09.070 --> 27:14.660

Certainly this has been amazing.

Just hearing some of those ways in which you've

27:14.660 --> 27:17.890

navigated this and how you've helped your team

navigate this.

27:17.900 --> 27:22.780

I think it's going to be extremely helpful for

many other leaders throughout our enterprise.

27:22.790 --> 27:29.080

Before we wrap up, we are going to play a good

old game of word association here.

27:29.090 --> 27:35.350

And so I'm going to drop a word or a phrase and

I'd like for you to react to give me your first

27:35.350 --> 27:39.570

thought, your first reaction to that. Okay.
Absolutely. Alright.

27:39.570 --> 27:43.970

So the first word is one that you used
uncomfortable growth.

27:44.420 --> 27:49.990

The phrase that comes to mind is a process.
And the reason I say that is because it's a

27:49.990 --> 27:55.850

continual cycle of having to be willing to
experience the discomfort to know that the end

27:55.850 --> 28:01.960

game is growth and you have to be willing to

repeatedly put yourself in those

28:01.960 --> 28:07.360

situations in order to become the end goal of

whoever you want to be and how you want to show

28:07.360 --> 28:08.360

up in the world.

28:08.630 --> 28:12.620

So it's one that I continue to work through a

process that as we talked about at the

28:12.620 --> 28:16.570

beginning will have a love hate relationship in

my life for my existence.

28:16.570 --> 28:21.610

But I'm going to keep working on that process.
I think it's it's not just you.

28:21.610 --> 28:26.760

I think we all kind of carry that love hate

relationship with failure and in the process of

28:26.770 --> 28:31.540

uncomfortable growth. Absolutely.

The next word is self trust.

28:31.550 --> 28:38.210

I would say it's something that requires hard

work, but it's worth every ounce of effort.

28:38.220 --> 28:43.580

And I say that because it takes time to develop

and cultivate trust in yourself and to be

28:43.580 --> 28:48.420

willing to experience those highs and lows the

feelings of failure and rejection versus the

28:48.420 --> 28:52.690

confidence you gain when you see how you've

changed because of your experience.

28:52.700 --> 28:55.490

Absolutely.

It takes time and it's not easy.

28:55.500 --> 28:59.360

And like you said, it's worth the effort,

Always worth the effort.

28:59.370 --> 29:03.730

The last phrase is audacity to fail.

To me.

29:03.730 --> 29:08.160

It's courage and its courage in the, in the

face of fire,

29:08.170 --> 29:11.350

right?

Like courage to feel the rejection, to feel the

29:11.350 --> 29:14.580

sadness that comes when you have a misstep.

But more importantly,

29:14.580 --> 29:18.420

the courage to learn from the failure right to

apply that principle,

29:18.420 --> 29:21.000

that the only failure is refusing to learn from

it.

29:21.010 --> 29:25.730

And once you take that step, once you have that

courage, the possibilities are limitless and

29:25.730 --> 29:29.060

that's the exciting part of having the audacity

to fail.

29:29.240 --> 29:35.960

This has been such a pleasure, such a pleasure

and such a gift to be able to sit down and

29:35.960 --> 29:40.830

speak with you to, for you to share this with

your colleagues throughout our enterprise.

29:40.830 --> 29:46.550

And so thank you so much for taking time out of

your busy busy schedule and giving us a little

29:46.550 --> 29:49.910

bit of your insight and knowledge.

It's been a pleasure for me.

The Path Towards Trusting Yourself with Dr. Shabnam "Shabi" Showell

29:49.910 --> 29:53.650

So thank you so much.

Absolutely anytime anytime.

29:54.130 --> 29:59.490

So we've come to the end of another great

episode of the audacity to fail podcast.

29:59.500 --> 30:04.080

Thank you for tuning in to learn how missteps

can lead to growth and success.

30:04.090 --> 30:06.630

Be sure to check out the key lessons in the

show notes,

30:06.630 --> 30:11.810

for a refresher to request services from the

National Center for Organization Development.

30:11.820 --> 30:14.480

Check out our website also lengthen the show

notes.

The Path Towards Trusting Yourself with Dr. Shabnam "Shabi" Showell

30:14.490 --> 30:18.890

Remember if you missed the target 100 times you

have not failed.

30:18.900 --> 30:23.340

Instead, you've simply found 100 strategies

that did not work,

30:23.350 --> 30:26.970

be well and continue to fail forward until next

time.

30:26.980 --> 30:27.820

Thank you.