

# The LabWise Effect

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How Mentorship Multiplies  
Leadership

Tywauna Wilson, MBA, MLS (ASCP) CM

# Our Journey Today

- Why mentorship matters now
- A science-inspired approach
- Everyday mentoring opportunities
- Your personal action plan

# Financial Disclosures

*I don't have any financial relationships or conflicts of interest to disclose relevant to the content of this presentation.*

# Meet Your Facilitator...



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## eLABorate Topics Podcast

Leadership And Technical Strategies For Medical Laboratory Professionals To Excel Inside And Outside Of The Lab

**Co-Host Tywauna Wilson**  
MBA, MLS (ASCP)

**Co-Host Stephanie Whitehead**  
MBA, MPH, MLS (ASCP)

**Co-Host Lona Gordon Small**  
MBA, PMP, CPBPM, MLS (ASCP)

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Cedrick LaFleur, MLS  
Tywauna Wilson, MBA, MLS (ASCP)CM

## LabWise

A Career Roadmap For  
Medical Laboratory Professionals

### Leading With Emotional Intelligence

Unlocking the Power Of Emotions One Step at a Time

- Increased Leadership Ability
- Increased Team Performance
- Improved Decision Making
- Decreased Occupational Stress
- Reduced Staff Turnover
- Increased Personal Well-Being

Cedrick LaFleur | Tywauna Wilson

7 TIPS TO STAND OUT, GET PROMOTED, AND GET PAID

## SOME LEADERS WEAR LAB COATS

TYWAUNA WILSON, MBA, MLS(ASCP)™

MAXWELL LEADERSHIP  
CERTIFIED TEAM

AUGUST 2022 ORLANDO, FLORIDA

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## S.O.S For Leaders Podcast

The secrets of success for your life resides inside of you. When you know what your strengths are, you can utilize them to live an impactful and influential life

Host  
**Tywauna "Coach Tee" Wilson**

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@CoachTeeWilson | @TywaunaWilson

"In 2023, the CDC reported that antimicrobial-resistant infections kill over 35,000 Americans annually."



**Every one of those outcomes passes through a Microbiology lab.... and through the hands of the people, you **mentor** today.**

# Mentorship Starts with Belief

- Technical excellence gets you in the door. Belief makes you a leader.

**Reflection: Who helped you see your potential?**



# The Leadership Pipeline is Under Pressure



## The Current State

**The Brain Drain:** Labs are facing unprecedented retirement rates faster than new leaders can be developed.

**The Hidden Cost:** It is not just about empty seats; it is the loss of Institutional Knowledge, troubleshooting wisdom, and stakeholder relationships.

**The Risk:** Gaps in leadership readiness lead directly to gaps in quality, safety, and continuity of care.

# Mentorship Drives Measurable Results

*Mentorship is the Multiplier*

**1 Leader x Mentorship  
= Exponential Impact**

## **5x Retention**

Mentored employees are 5x more likely to stay engaged.

## **Patient Safety**

70% of medical decisions rely on lab results; **disengagement is a safety risk.**

## **Accelerated Growth**

Faster development of technical skills and troubleshooting logic.

The LabWise Effect

One leader creates more leaders. The standards outlive the tenure.

# Integrating Strategy with Spontaneity

## Casual Mentorship

Spontaneous, reactive, hallway chats.

Function: Essential for culture and psychological safety.

Analogy: Like daily Quality Control (catches immediate issues).

## Intentional Mentorship

Planned touchpoints, goal-aligned, documented.

Function: Essential for sustainable leadership pipelines.

Analogy: Like Method Validation (ensures long-term reliability).

**You need both to create the LabWise Effect.**

# The LabWise Method of Mentorship

In the Lab, We Don't Guess. We Follow a Method.



Accidental Growth (Chaos).



The LabWise Method™ (SOP).

**L**

**Listen and Learn**

Understand individual needs and perspectives.

**A**

**Assess and Align**

Evaluate skills and map to organizational goals.

**B**

**Build and Bridge**

Develop capabilities and connect to opportunities.

We trust the scientific method for testing specimens. We need a similar, validated method for developing people.

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# Method Step 1: L — Listen and Learn

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**The Goal: Build trust before offering guidance.**

## **The Trap: The “Fix-it” Reflex.**

Jumping to solutions immediately without establishing a baseline.

## **The Protocol: Diagnostic Questions to Ask**

- ▶ What do you want to grow into? (Focus on trajectory, not just title)
- ▶ What is your biggest challenge right now?
- ▶ What motivates you?

**Key Insight: Trust is the currency of mentorship. Without it, the protocol fails.**

# Method Step 2: A — Assess and Align

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**The Goal: Identify strengths and gaps to align with lab success.**

**The Strategy:** Connect personal goals to organizational needs.

- Observe technical proficiency and interpersonal skills.
  - Do they have the technical know-how but lack communication skills?

**Key Insight: Strategic mentorship builds organizational capacity while developing individual potential.**

# Method Step 3: B — Build and Bridge

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**The Goal: Turn technical competence into leadership confidence.**

**The Action:** Assign “Stretch Projects” that sit just outside the comfort zone.

**The Method: Model Decision-Making Out Loud**

- **Avoid:** “Fix the instrument like this.”
- **Adopt:** “Here is why I am checking the probe first. Here is what the data tells me about the pressure sensor. What do you see?”

**Key Insight:** Don’t just show the solution; reveal the diagnostic thinking behind it.

**Mentorship doesn't  
require a meeting, it  
requires a mindset shift.**

# The Daily Grind as a Classroom

Everyday opportunities to practice the LabWise Method



**Equipment Training:**  
Explain the principles,  
not just which  
buttons to push.



**Team Huddles:**  
Delegate brief  
teaching moments  
to junior staff.

**QC Reviews:**  
"What  
patterns are you  
seeing in this data?"



**Error Debriefs:**  
"What did we learn?"  
instead of "Who  
messed up?"



# The Micro-Mentoring Mindset

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5-minute

**Small, consistent actions > Occasional grand gestures.**

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- ❖ Pause to teach, not just tell
  - ❖ Ask questions that build thinking
  - ❖ Share the "why" behind decisions
  - ❖ Create safe space for mistakes

Question: Where can YOU pause to mentor?

**The Tactic: Pause to TEACH, not just TELL.**

# Scenario 1: The Troubleshooting Tech

## Applying the method to everyday challenges.

**Scenario: A technologist struggles with a recurring QC issues with Hepatitis Testing.**

### Listen:

"Walk me through what you've tried so far."

### Assess:

Check their troubleshooting logic (Systemic vs Random)

### Build:

Guide the investigation without taking over the mouse.



# Scenario 2: The Future Micro Supervisor

## Preparing technical experts for people leadership.

**Scenario:** Your best bench tech in microbiology is brilliant at reading cultures but freezes during interdisciplinary rounds.

**Listen:** "What makes you uncomfortable speaking up in those meetings?"

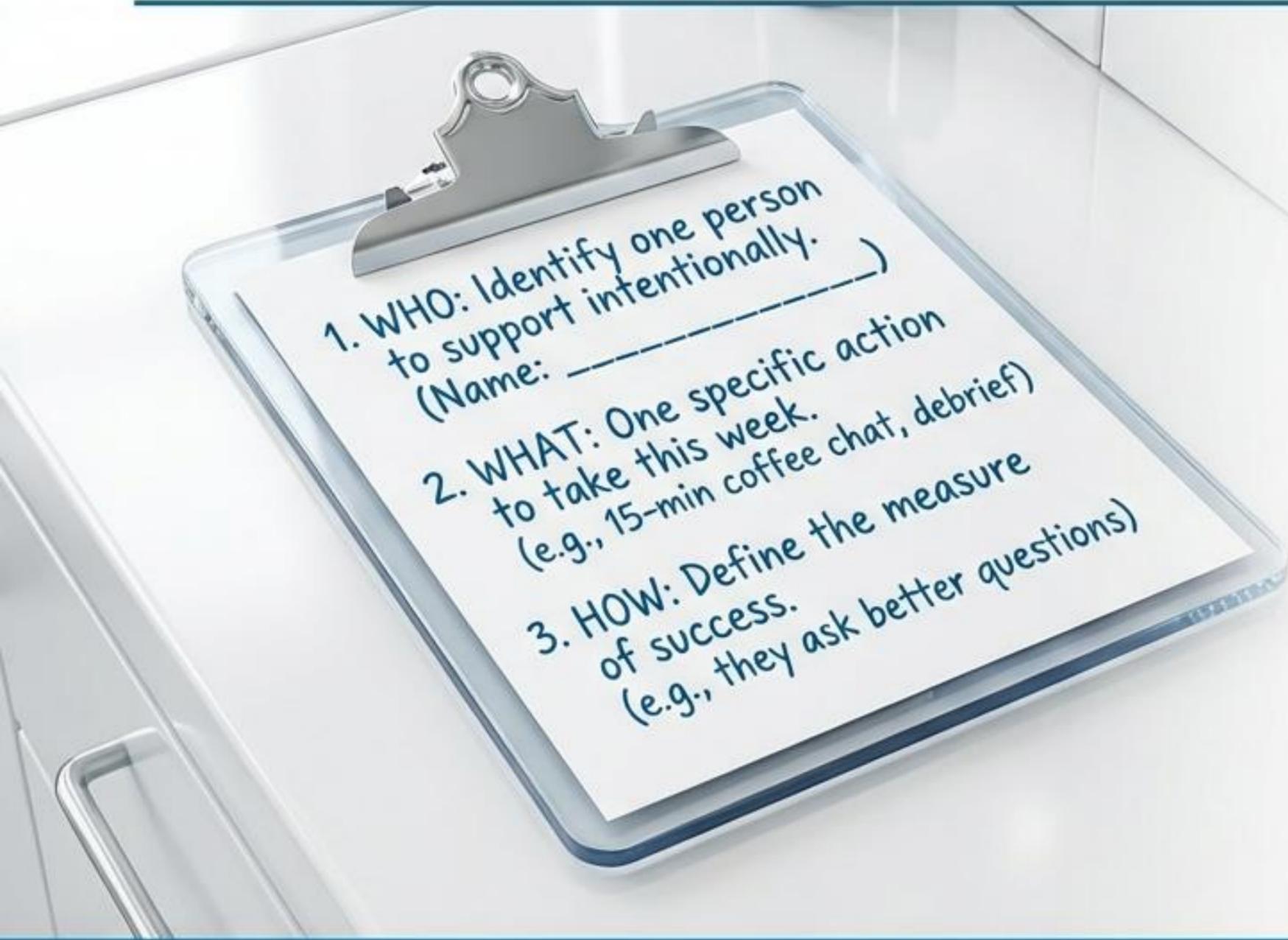
**Assess:** Strong technical knowledge, gaps in translating the findings for clinical colleagues.

**Build:** Have them shadow you during one ID team huddle. Give them one organism result to present.



# Your Personal Action Plan

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**From Insight to Implementation.**

**Your commitment = Your leadership.**

**The ultimate measure of  
a leader is not what they  
achieve, but who they  
develop.**

**Go multiply leadership.**

# Key Takeaways

- Mentorship **BUILDS** leaders
- Mentorship **STRENGTHENS** teams
- Mentorship **SUSTAINS** excellence

The LabWise Effect =  
Your leadership multiplied

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COAST

# Thank You + Connect + Resources



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Newsletter with Stand Out Leader Tips