



**From: Kelvin Hyland**  
**Former GM, EBOS Healthcare, Now Managing Director, OSSIS**

Hi,

I want to share one of the biggest mistakes I've made over the years...

### **Playing Referee Almost Crippled My Team**

Like most leaders, I used to struggle with the locking of horns and banging of heads. Thankfully, 10 years ago, I stumbled onto some new insights and...

- Staff turnover dropped from 22% to less than 5%
- Staff engagement jumped 55%
- Turnover accelerated and I became the leader of the best performing health care business within the EBOS group.

In the earlier stages of my career as a leader, the lack of cohesion, different personality types and fallouts meant...

### **We Wasted Years Trying to Get Momentum and Traction**

It was frustrating. I wanted to be setting the vision and taking people on a journey, not "blowing the whistle" and putting out fires. But I was at a loss...

- I used to** lie in bed at night worrying.
- I used to** get stopped by roadblocks I couldn't see past.
- I used to** be stressed all the time.

Now I don't. It seems counterintuitive, but the less I've struggled the more successful my team has become. And I owe much of this to a couple of guys, Raamon Newman and Paolo D'Angelo, from New Mavericks.

I've worked with dozens of coaches. Most of them only work on a surface level and never get to the fundamentals, leaving people to revert back to their original conditioning.

These guys go to a much deeper place, and the results speak for themselves. Having worked with them for over 8 years, they have my highest endorsement, and I encourage you to reach out to them by calling +1-323-742-2225, visiting their web site at [NewMavericks.com](http://NewMavericks.com), or sending an email to [support@newmavericks.com](mailto:support@newmavericks.com) to start a conversation.

They're also happy to send you a copy of their new book coming out next month called *INVINCIBLE SUCCESS BLUEPRINT*, which shares how to develop your and your team's leadership capacity to accomplish more in less time with more support and with less stress, resistance and friction. Simply email them with your best address.

Warmly,

Kelvin Hyland

Managing Director, Ossid

P.S. If you feel the need to speak to me directly about this, you can email me at [kelvinrhyland@icloud.com](mailto:kelvinrhyland@icloud.com)