

URL: <https://stvp.stanford.edu/clips/connect-dots-and-play>

Leadership speaker and strategic advisor Judah Pollack recounts the story of a longtime Ritz-Carlton Hotel executive who succeeded in turning a hospital into an innovation leader because his hospitality experience translated perfectly. Pollack also says playtime with children can lead to better pattern recognition and seeing things completely differently.



## Transcript

- So looking into the past to gain a sense of what's going on right now can have a huge affect on what you see is possible, what you see as a breakthrough.. One last story I'll tell you about this.. Henry Ford West Bloomfield Hospital needed a new CEO so they hired Gerard van Grinsven.. He had never worked in a hospital in his life.. However, he had a lot of experience creating a very attentive, supportive staff.. He had a lot of experience being on call at any hour of the night.. He had a lot of experience of getting people into their rooms quickly, and he had a lot of experience of putting the guest first.. He had been an executive with the Ritz-Carlton Hotels for 25 years.. West Bloomfield has become one of the best hospitals in the world, famous for its breakthroughs and its innovations all because somebody was able to see the connection between running a hotel and running a hospital, and how moving from one to the other could have a positive effect on the hospital.. It's being open to these possibilities that is one of the key elements to doing this work..

And that's why I'm encouraging you to play.. Have fun with these things.. Find the patterns where you can.. Go far out of field.. Carl Jung's entire opus that he's passed on to future generations started when he decided to go into his backyard and start playing like he did as a child.. So the next time you're hanging out with a little kid, play with them.. Don't watch them play.. Actually get down at their level.. See what they're doing, engage with them.. It will bring in information you are not expecting, and shift things completely for you..

It's an incredibly powerful experience...