THE “OLDEST” PROFESSION
THE “OLDEST” PROFESSION

LEADERSHIP

- AND -

THE NEW ORDER
THE PROBLEM
THE PROBLEM

World

Technology

People

Communication

Expectations

TODAY!
THE SOLUTION

YOU!

KNOW YOUR “TEAM”

KNOW YOU

KNOW YOUR “CHARGE”
A) INTRINSIC
- SENSE OF PURPOSE
- BELIEF IN THE ORGANIZATION
- EXPOSE THE PASSION

B) EXTRINSIC
- RECOGNIZE THE GOOD
- CUSTOMIZE INCENTIVES
- OFFER GROWTH OPPORTUNITIES
PURPOSE

DEVELOP UNDERSTANDING

INDIVIDUAL MEANING

ADJUST/UPDATE/RETHINK
5 STEPS TO “IMPROVEMENT”

1. INTERACT
2. GIVE FEEDBACK
3. EXPLAIN DECISIONS
4. PRAISE: BASED ON “PEOPLE” NEEDS
5. STAY POSITIVE!
WHAT “DRIVES” PEOPLE?

1. ACCOMPLISHMENT
2. ACCURACY
3. APPRECIATION
4. ASSOCIATION
TURN AROUND A “NEGATIVE” GROUP

1. GET INPUT
2. COMMUNICATE
3. DON’T PLAY THE “BLAME” GAME
4. ELIMINATE THE “FEAR”
5. CELEBRATE SUCCESS!!!
“REWARDS”

- DEFINE THEM
- SELL THEM/VALUE!
- FOLLOW THROUGH!
- MAKE THEM “ACHIEVABLE”
DELEGATE

I. KNOW YOUR "PEOPLE"
   - KNOW THEIR "STRENGTHS"
   - KNOW THEIR "WEAKNESSES"

II. IDENTIFY "TEAM" NEEDS
   - INPUT
   - SCOPE OF "PROJECT/TASK"
   - SKILL/COMPETENCY NEEDS
   - CONFIDENCE REQUIREMENTS

III. ACCOUNTABILITY
   - COMMUNICATE EFFECTIVELY
   - MEET REGULARLY
   - SOLICIT FEEDBACK
DELEGATE FOR RESULTS

1. CHOOSE RIGHT PERSON
2. DESCRIBE WHAT YOU WANT
3. PROVIDE RESOURCES
4. REWARD!
SET GOALS

MATCH “GOALS” WITH DESIRED “RESULTS”

1. OUTPUT
2. COMPETENCY
3. BEHAVIOR
SET GOALS

MATCH “GOALS” WITH DESIRED “RESULTS”

1. OUTPUT
   ➡ QUANTITATIVE, MEASURABLE

2. COMPETENCY
   ➡ QUALITY OF PERFORMANCE

3. BEHAVIOR
   ➡ SPECIFICS
ELIMINATE OBSTACLES

1. ORGANIZATIONAL CLARITY
   A) HOW DOES “IT” WORK
   B) KNOW YOUR COMPETITION
   C) KNOW YOUR PHILOSOPHY

2. TOOLS
   A) TECHNOLOGY
   B) TRAIN THEM

3. TEAMWORK
   A) ATMOSPHERE OF COLLABORATION
   B) PREVENT “TURF” BATTLES

4. SKILLS
   A) COMFORT LEADS TO COMPLACENCY
   B) ENCOURAGE NEW “TOOLS”
PROBLEMS?

1. DESCRIBE THE SITUATION

2. LAY OUT THE EXPECTATIONS

3. SET A PLAN FOR IMPROVEMENT/CHANGE
   A) WITH A TIME FRAME!

4. SPELL OUT CONSEQUENCES
   A) PERSONALLY
   B) TEAM/SECTION
COMMON PITFALLS

1. HOGGING ALL THE CREDIT
2. MAKING ALL THE DECISIONS
3. OVEREMPHASIZING “YOU”
4. RESISTING FEEDBACK
5. DISCOUNTING EFFORTS
6. NOT COMMUNICATING PLANS
RECOGNIZE CONFUSION

DO THEY:

1. AVOID EYE CONTACT
2. TILT THEIR HEADS
3. SQUINT THEIR EYES
4. CLOSE THEIR MOUTHS AND KEEP THEM CLOSED
5. LOWER THEIR EYEBROWS
6. CROSS THEIR ARMS AND LEGS
ARE YOU:

RONALD REAGAN
“THE GREAT COMMUNICATOR”?

- OR -

GEORGE W. BUSH
“THE BUMBLING ORATOR”?
FOCUS TO ENHANCE YOUR SKILLS

1. PERCEPTION VS. TRUTH

2. THE INTEGRITY CARD

3. “THINK” TIME
WHY YOU?

1. QUALIFIED
2. COMMITTED TO THE CAUSE
3. YOU UNDERSTAND THE NEED
4. YOU SEE THE BIG PICTURE
5. YOU ARE NEEDED NOW MORE THAN EVER
IF NOT YOU...

WHOM?

IF NOT NOW...

WHEN?
“Few things help an individual more than to place responsibility upon him, and to let him know you trust him.”

Booker T. Washington, Educator