

LEADERSHIP

“A View From the Peak”



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CREATIVE & TECHNICAL SUPPORT: KEITH MAINS

A Cloud...
A natural system.
Changes shape constantly.
Responds quickly to conditions.
Suspends 50,000 gallons of water.
Fulfills it's mission without
an organizational chart.



WITH LEADERSHIP,

ORDER


CAN

EMERGE

FROM

CHAOS






To survive in the new Global Economy, organizations must be able to constantly reshape itself and respond to change as the natural order. This requires leadership.

**Unless you're the lead
dog, the view never
changes.**




- 
- **Every Problem Has A Solution**
 - **Solving It Requires That You Look Beyond the Obvious and Change Your Pattern of Thinking**
 - **It Also Requires That You Unleash the Creativity of Your Team**

**Of all the Commandments,
these two are the greatest:**

**EMBRACE CHANGE... It's the only
constant in the new economy.**

- Quicker
- Faster
- Better

**CELEBRATE CREATIVITY... It's the
only way you can solve the problems
that result from change.**



*The role of the leader
is to take people to a
place they would not
go on their own.*



Leaders

Originate
Develop
Are committed
Watch horizon
Plan
Focus on people
Work with priorities
Investigate
Influence
Invest

Followers


Imitate
Maintain
Are involved
Watch bottom line
Engage
Focus on the process
Work by requests
Accept
Listen
Mingle

- 
- The **C**ollective **I**ntelligence of the team
Renders **R**emarkable **R**esults.

“CI = RRR”

- Who will lead? Who will follow?

Each contributes to the efforts and
successes.



**“It’s your job as a
leader to lead people
out of the prison of
self-imposed
limitations.”**

“The key to successful leadership today is influence, not authority.”

...Ken Blanchard



FOUR AREAS OF COMPETENCY REQUIRED FOR LEADERSHIP

- 1. Attention through vision**
- 2. Meaning through communication**
- 3. Trust through positioning and empowerment**
- 4. Development of self through positive self regard and respecting others**

Attention Through Vision


Don't Get Lost in Wonderland




LEADERSHIP & VISION

...The most successful leader of all is one who sees another picture not yet actualized. He sees the things which belong in his present picture but which are not yet there...above all, he should make his co-workers see that it is not his purpose which is to be achieved, but a common purpose, born of the desires and the activities of the group.

...Mary Parker Follett



**Vision emerges from
interaction, good
thinking, and good
hearts of the team.**



**Embrace vision as an
invisible field that can
enable us to recreate
our workplace and our
world.**



MY MISSION:

“To offer a quality dining experience in a fun, casual, clean and comfortable family environment. To provide the same excellent customer service and value to each and every guest, one guest at a time. To maintain and build the reputation of Crabby Bill’s with every guest that dines with us and become their trusted source for Quality Seafood and friendly service.”

CRABBY BILL'S



Our vision is to provide
legendary educational experiences:

- ✓ that are customer-centered,
- ✓ supported by success-based academic standards,
- ✓ based on a world-class cooperative education program.

Team Significance

Our Job Description

Our job is to serve students, employers, the community and the College by providing legendary educational experiences.

If you are not directly involved in providing these experiences, it is your job to serve and support those who do.

In doing so we are all a part of a team that is significant.


MEANING THROUGH COMMUNICATION

“If you can dream it, you can do it.”




Information





**Share information
as the primary
organizing force in
any organization.**



**Develop the rich
diversity of
relationships that are
all around us to
energize our team.**

SOME THOUGHTS ON COMMUNICATION

“A leader cannot be invisible.”

COMMUNICATIONS

50% Body language

40% Tone of voice

10% Words

100%


- 
- **It must be recognized that diversity brings strength.**
 - **Feelings count.**
 - **Honesty and trust are the foundation for the team.**
 - **Commitment to the team is the most pervasive value.**

IMAGE IS IMPORTANT

- **Dress**
- **Presence**
- **Ability to speak**



Be The Dumbest Member of Your Team



SHARPEN LISTENING SKILLS

- **Hold your fire**
- **Listen for key ideas**
- **Resist external distractions**
- **Listen for total meaning**



**The Only
Bad Idea is

NOT
LISTENING
TO IDEAS**

BE POSITIVE

- Coach don't spank
- Pick your shots

Find the “f”s

The necessity of training farms hands for first class farms in the fatherly handling of farm live stock is foremost in the minds of farm owners. Since the forefathers of the farm owners trained the farm hands for first class farms in the fatherly handling of live stock, the farm owners feel they should carry on with the family tradition of training farm hands of first class farms in the fatherly handling of farm live stock because they believe it is the basis of good fundamentals of farm management.

TOTAL NUMBER _____

Solution

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TOTAL NUMBER 36

Here's A Bonus

**Good Things Happen
When You Answer
Your Phone**



**Better Things
Happen When you
Make the Call**



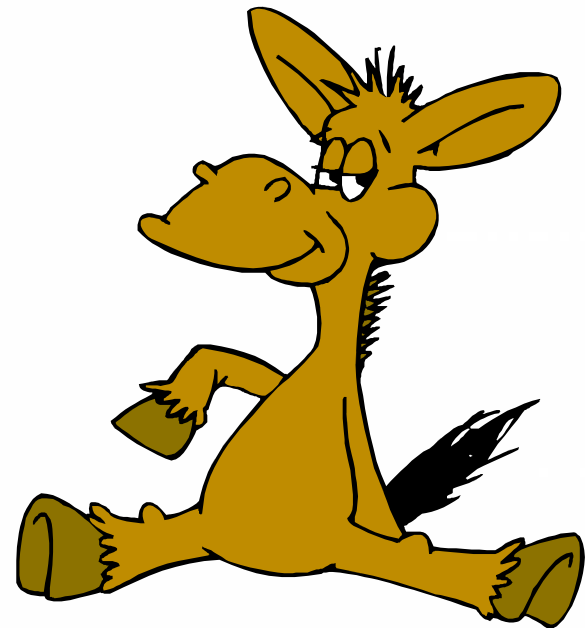
**Learn to
respond, not
react.**

Frame the Debate

DEBATE


DEVELOPMENT THROUGH POSITIVE SELF REGARD

*“Never does a leader
stand so tall as when he
stoops to kiss an ass.”*



Character is King





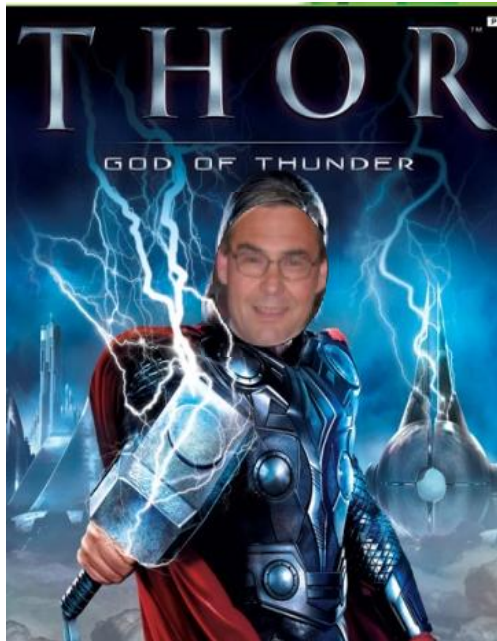
“Leadership is a potent combination of strategy and character. But if you must be without one, be without strategy.”

...GENERAL H. NORMAN SCHWARZKOPF

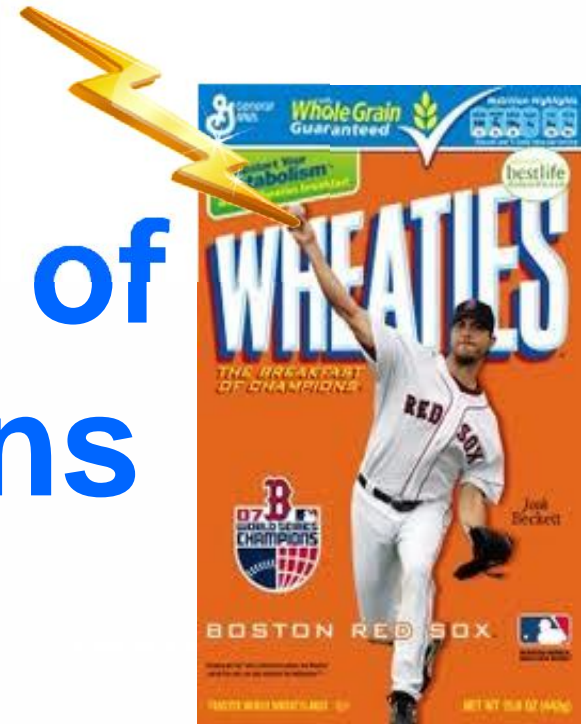
SIX STEPS TO BUILDING TRUST


- 1. Take responsibility**
- 2. Level with the team**
- 3. Don't abuse power – rather empower**
- 4. Familiarize them with your style**
- 5. Share feelings**
- 6. Lend support**

Empowerment



Breakfast of Champions





**The most important
power you have as the
leader is the ability to
empower others.**



**When things go bad,
managers control.**

**When things go bad,
leaders empower.**

Wilson Learning Survey

What do you think is the prime motive of people to be learners?

- **To get power**
- **To get control**
- **To get more recognition
(to be served)**


Wilson Learning Survey Continued

Go back to a time in which you were face-to-face with someone you considered to be a leader. What was their motive?

- To give me power**
- To free me up and take away limitation**
- To serve me**

Characteristics of an Empowering Leader

- 1. Creates or catches a vision that they can believe in and communicate to others.**
- 2. Guides and supports others to achieve their piece of the vision.**
- 3. Intention of the leader is the growth and development of others regardless of the consequences to the leader themselves.**



“Leaders think about empowerment, not control. The best definition of empowerment is you don’t steal responsibility from people.”

...Warren Bennis

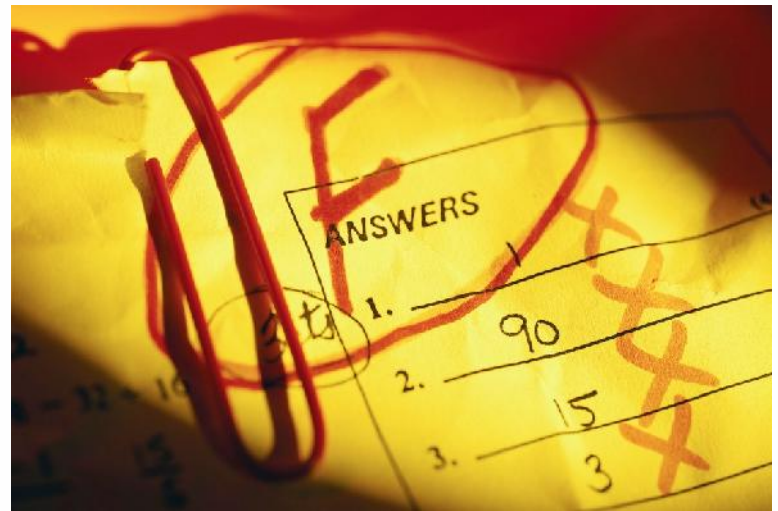
“Being in power is like being a lady. If you have to tell people you are, you Aren’t.”




...Margaret Thatcher

Development Through Positive Self Regard And Respecting Others


**You'll
Never
Succeed
If You're
Afraid to
Fail**





“The leader must have infectious optimism...the final test of a leader is the feeling you have when you leave his presence after a conference. Have you a feeling of uplift and confidence?”

...Field Marshal Bernard Montgomery




“Managers are people who do things right, and leaders are people who do the right things.”

The difference may be summarized as activities of vision and judgment—effectiveness versus activities of mastering routines—efficiency.

...Warren Beenis & Bert Nanus

**Cheering people on
means creating an
environment of
optimism.**





***“Whether you think you
can or whether you think
you can’t, you’re right.”***

...Henry Ford

SEVEN QUALITIES OF AN EFFECTIVE LEADER

- 1. Intelligence level**
- 2. Situational sensitivity**
- 3. Good work habits**
- 4. Ability to initiate**
- 5. Self confidence**
- 6. Individuality**
- 7. Supportive behavior**

Edwin Gazzelli

LEARN TO READ AND YOU'LL LEARN TO LEAD

- Leaders are readers of their SITUATION.
- Leaders are readers of TRENDS.
- Leaders are readers of RESOURCES.
- Leaders are readers of PEOPLE.
- Leaders are readers of THEMSELVES.

“LEADERS EAT AT CAFÉ SOUTHWEST”

Cultivate the confidence and "can do" attitude of others and yourself.

Anticipate constructive and ongoing teamwork and communications with the team.

Focus yourself and others on constant improvement of the team and systems.

Exercise a bias for action.

Stay focused on behavior, the process or problem....not the person.

Walk the talk.

