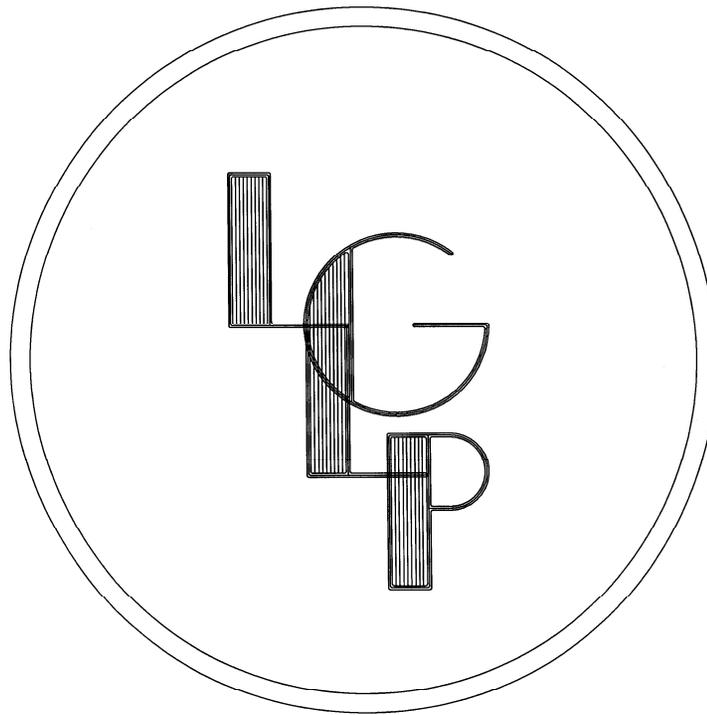
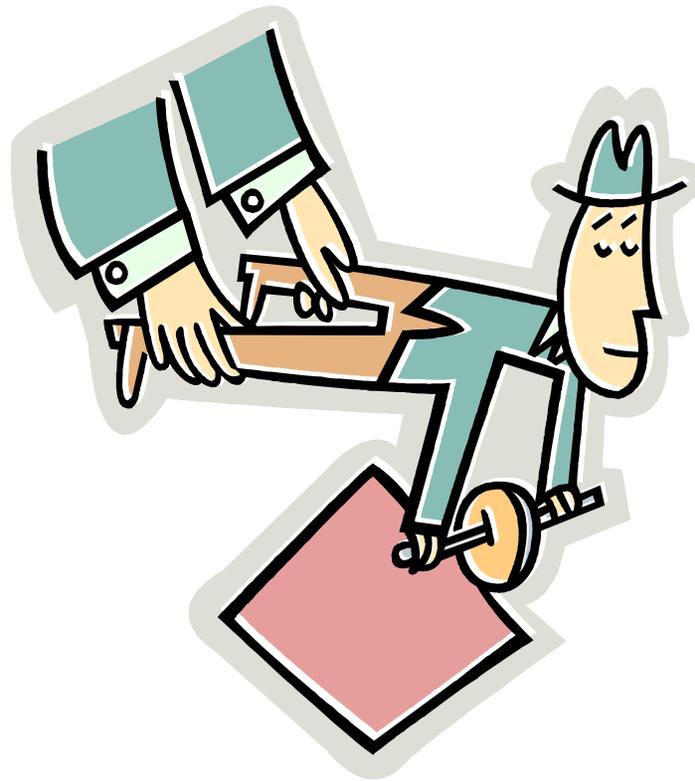
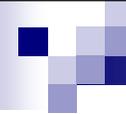


# Management Training



# LEADERSHIP





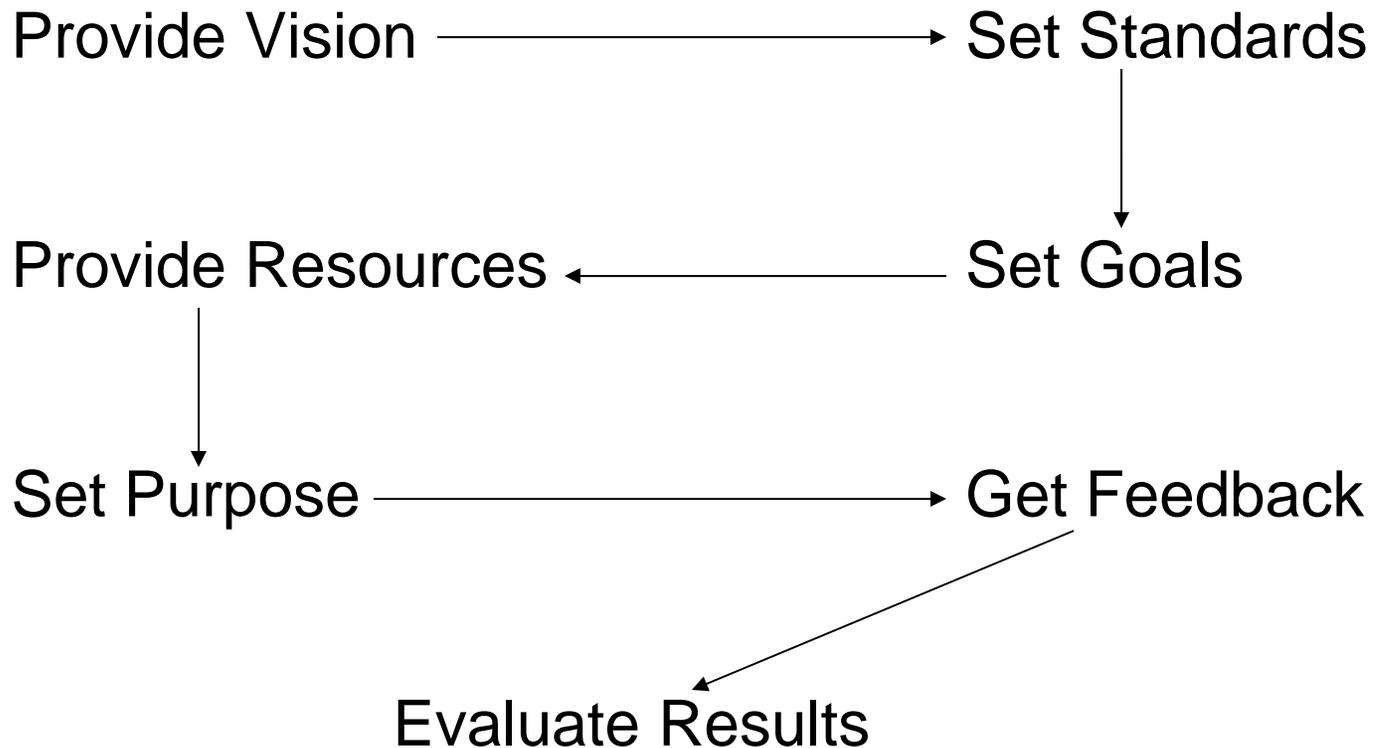
# Leadership

*There are two kinds of people on earth today.  
Just two kinds of people, no more, I say.  
Not the good and the bad, for 'tis well understood  
That the good are half-bad and the bad are half-good,  
No! the two kinds of people on earth I mean  
Are people who lift and the people who lean.*

Jon Maxwell

The 21 irrefutable Laws of Leadership

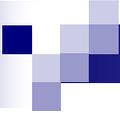
# Leadership Process





# Provide Vision

*“Anyone can steer the ship, but it takes a **leader** to chart the course”*



# Provide Vision (cont.)

## Thoughts To Ponder

- The origin of the vision is much less important than the process whereby it is shared.
- When visions start in the middle of an organization the process of sharing and listening is essentially the same as when they originate at the top. But it may take longer, especially if the vision has implications for the whole company or property.
- Being a visionary leader is about solving day-to-day problems with the vision in mind.
- A shared vision changes people's relationship with the entity. It is no longer "their course or club;" it becomes "our course or our club"
- People do not focus on the long term because they have to, but because they want to.



# Provide Vision (cont.)

## **What About You?**

1. Write your vision statement. Write your mission statement.
2. Who at work (big picture) would you want to know your vision and mission?
3. How will you communicate your vision and mission to all key players at your work?
4. What immediate challenges do you foresee as you share the mission and vision with others?
5. How will you overcome those challenges?



# Set Standards

## Thoughts To Ponder

- If things were done right only 99.9% of the time, we'd have two unsafe plane landings per day at O'Hare and 16,000 lost pieces of mail every hour by the US Postal Service. Strive for 100% quality.  
*Anonymous*
- Trifle makes perfection and perfection is no exception.  
*Michelangelo*
- Quality begins on the inside... and then works itself out.  
*Anonymous*



# Set Standards (cont.)

## **What About You?**

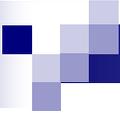
1. What standards do you currently have that your staff and members can see?
2. How does your staff know that their performance supports the mission and vision?
3. How is quality determined and evaluated at your work?
4. Who sets the standards for the different departments at your work?
5. What happens when standards are not met on a consistent basis?



# Set Goals

## Thoughts To Ponder

- When you choose a habit, you choose the end result of that habit.
- Everyone wants to get to heaven, but nobody wants to die.
- The only place money comes before success is in the dictionary.
- We all want to be happy. Some pursue it. Others create it. Guess who is the happiest?



# Set Goals (cont.)

## What About You?

1. Do you have your goals in writing for your team to see?
2. Does each one of your department heads have a set of goals they are held to for evaluation?
3. Are the goals throughout work within reaching distance even as they raise the bar of success for your properties?
4. Does every department head know the overall performance goals for strategic and cultural development?
5. Is there any definite system of accountability through planning or do the properties just go from day to day?



# Set Goals (cont.)

## ■ Five Areas of Priority

- |                      |       |   |
|----------------------|-------|---|
| 1. Leadership        | _____ | % |
| 2. Communicating     | _____ | % |
| 3. Creating          | _____ | % |
| 4. Networking        | _____ | % |
| 5. Lifelong Learning | _____ | % |



# Set Goals (cont.)

## ***Areas that effect our Goals***

1. Time

2. Money

3. People

4. Information



# Set Purpose

## Thoughts To Ponder

“The most depraved man is a man without a purpose.”

*Ayn Rand*

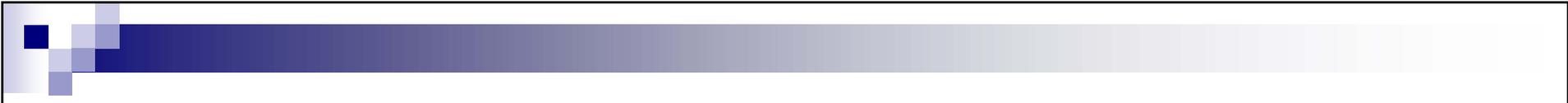
The stars do not disappear during the day; you just can't see them because of the light of the sun. If you stood at the bottom of a well, stars would be easily visible during the day.



# Set Purpose (cont.)

## **What About You?**

1. What is your purpose for being at your work?
2. What difference will your purpose make in the everyday operation?
3. Does everyone know what your purpose is for your area?
4. What would be written on your tombstone if you were to leave a legacy at work?
5. Does your purpose support the mission and vision?



# Get Feedback

## Thoughts To Ponder

- ❖ The certainty of misery is better than the misery of uncertainty.
- ❖ The first time I walked into trophy shop, I looked around and thought to myself, “This guy is good!”
- ❖ We have only one person to blame, and that’s each other.
- ❖ Be a fixer, not a finger-pointer.
- ❖ Most of Hewlett-Packard’s revenues come from products that didn’t exist a year ago.
- ❖ It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change



# Get Feedback (cont.)

## **What About You?**

1. Do you have a good idea of what the opportunities for growth are at your work?
2. Are you able to make the necessary changes in your area's plan of action to bring about success?
3. Do you know how each employee feels about their job and your performance?
4. Do you have the true picture of what others want you to be doing at work?
5. What changes or ideas from the staff and key players have you put into practice during the last 30 days?



# Evaluate Results

## Thoughts To Ponder

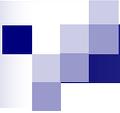
- You think you understand the situation, but what you don't understand is that the situation just changed.
- “Anything worth doing was worth doing poorly – until you learn to do it well”     *STEVE BROWN*
- “As ye sow, so also shall you reap”     *JESUS CHRIST*
- The behavior that TV causes is bad, but the behavior it prevents is worse.



# Evaluate Results (cont.)

## What About You?

1. Are there any trends that you see that could derail your Entity's success in the future?
2. Is your entity and your department on target for this time of the year given your strategic and cultural plans?
3. What is the most important thing that you must do for your department when you return after today?
4. Are you doing something that is being done because it's always been done that way?
5. Have you benchmarked your department and your entity against the industry and put a plan in place to come into compliance?



# *Everything Rises And Falls On Leadership*

As you work to build your department, remember this:

**P**ersonnel determine the potential of the organization;

**R**elationships determine the moral of the organization;

**S**tructure determines the size of the organization;

**V**ision determines the direction of the organization;

**L**eadership determines the success of the organization.