



Two Session Leadership Workshop with Follow-up Meeting to Institutionalise the Process

Are we making progress in creating a culture where everyone matters?

Are we creating leaders who engage people, listen, value, inspire recognise and develop them?

Do your employees 'feel' valued, appreciated, that they are making an important contribution, receive constant affirmation, and go home feeling fulfilled? Employees who do not 'feel' valued seldom make valuable contributions. This will reflect on how they treat your customers, their own family and the attitude of children they are raising. It will also determine their level of productivity, customer service, attendance, engagement, participation, and continuous improvement.

It is all about the quality of leadership and the culture the leader inspires. As Peter Drucker wrote: "One does not manage people. The task is to lead people". To get them engaged, passionate and committed. The focus then is on a culture of Leadership Engagement. As Peter Drucker said: "Culture eats strategy for lunch". "Culture isn't one aspect of the game, it is the game" Lou Gerstner CEO IBM. "Culture is much more important over time than strategy" Dominica Barton CEO McKinsey. "People do not resist change, they resist being changed." Dr. Peter Senge MIT. Leadership is the art of inspiring change.

The chart below illustrates the different roles of Management and Leadership.



Both are important we need both direction and engagement to succeed. However most of our training has been on managing, supervising people and the techniques of service, “The Guiding Path.” To engage, inspire and change the culture of an organization, “The Driving Path”; requires a much greater focus on Leadership attitudes and skills where people are taught that everyone matters. Leaders need to adopt the attitude that I will treat my people how I would want my own children to be treated by their employers.

The latest in Neuroscience research shows that this type of leadership and engagement requires the following:

Connection: “Connection is an exchange of positive emotions” Sean Stephenson. How to really connect with people in a way that makes them feel important and valued.

Purpose: One that is limbic. (that employees really care about)

Contribution: People need to feel that their contribution is meaningful, recognised and important.

Participation: They need to be asked and intently listened and valued as people who have a real contribution to make.

Involvement: They need to be involved in decisions and goals that affect them.

Listening: They need to be part of a regular department meeting in which they can express their views, and ideas to management.

Opportunity: They need to be provided opportunity for personal and career growth.

A focus on continuous improvement: They need to set their own goals and measures for regular, continuous improvement.

Process Reward: Leaders reward the process (effort, contribution, service, creativity, hard work, etc) over the result. Research shows that rewarding the result leads to a Fixed Mindset, stress and actually produces disengaged employees with lower results. Rewarding process results in a Growth Mindset; passion, teamwork, increased effort, service, productivity and greater results.

The above topics are covered in two, three hour workshop sessions with specific, simple, practical techniques for implementation. The 3rd session with top management is about institutionalising the specific practices that lead to continuous positive change.

If participants have not previously taken the base ‘New Thinking’ module, the stand alone Leadership Module has one additional session.

It’s exciting for participants because it is about improving their lives both personally and professionally. They can lead and inspire their children and their work team to a happier, more productive, service culture with significantly better results.