

The Consultant's Corner

July 2006

Volume 4 Issue 7

INSIGHTS  SUCCESS
"Building On Strengths"

Do You Consider Yourself A Great Leader?

Why should they follow you?

People follow leaders because they trust you and believe in you. They also have the confidence in you to take them to the next level.

However, it only takes one incident to break the trust and have people looking for leadership in others and not in you.

Rate yourself in each area from 1 to 5. (5 being the best)

Leaders are expected to:



- ♦ **Hire the best most qualified people.** People want to work with other top performers on teams and in departments. A good leader has the ability to bring out the best in everyone.
- ♦ **Not be controlling.** Leaders of the 'old' school have a need to control everything. Today's most effective leaders set the pace, vision, and direction and then get out of the way. They don't stop the momentum or interfere with the positive things that are happening.

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Stop Employees From Protecting Their Turf

Employees who won't share work or information with co-workers can drag down your entire staff. Help territorial employees loosen their "turf" grip with these steps:

1. Describe how their behavior affects the organization's goals. Example: *"To help process orders within 24 hours-which is our top service priority this year-we periodically will need to see your order-summary reports, Tom. When you don't share them, we can't monitor our progress."*
2. Explain the importance of shared responsibility. Today's organizations can't afford not to share information and institutional knowledge. Discuss with territorial employees the need to share information about their work so that someone else could complete simple tasks in their absence.
3. Show how sharing information leads to job security. Territorial employees sometimes control critical functions within the organization to make themselves irreplaceable. Let them know that their thinking is dangerously outdated. Show them the traits you really value are versatility, adaptability and the ability to function in diverse environments.



— Source permission: Manager's Edge, as adapted from *Resolving Territorial Conflict: Who Took My Parking Space?*
www.employer-employee.com.

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ONE MINUTE IDEAS

Performance –

If your company is using economics and cutbacks as an excuse for not rewarding employees who remain, the problem is a lack of imagination, not a lack of dollars. Here are some possibilities for recognition and rewards:

- 1) A picture of a winning department on a local billboard.
- 2) A special corporate blazer with the company logo.
- 3) Free meals in the cafeteria for a month.
- 4) Lunch with the president or dinner with his or her family at home.
- 5) Tickets to a movie or ball game.
- 6) An hour of pampering at a local spa or health club.

Source: Todd Englander, writing in Incentive Magazine



"Just because everything is different doesn't mean anything has changed."

— Irene Peter

"It's a funny thing about life; if you refuse to accept anything but the best, you very often get it."

— Somerset Maugham

"Creativity is allowing yourself to make mistakes. Art is knowing which ones to keep."

— Scott Adams

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- ♦ **Provide the direction.** A great leader knows the value of creating a vision and direction that everyone understands and can follow. But, without communicating that vision and direction you are destined to fail. A great leader makes sure everyone in the organization knows, understands, and has a sense of what part they play in the overall vision and direction.
- ♦ **Build a strong leadership team.** Great leaders surround themselves with a strong team of leaders. A great leader does not have to know every aspect of a job or situation; they need to be able to find the right talent for every job, aspect, or situation. They have strong leaders around them with the strengths that they lack. Leaders of the "old" pick non-threatening people to serve as leaders. And their results have been seen over and over!
- ♦ **Empower your people.** Great leaders give their people the ability to make decisions, take risks (for the company's sake) direct others, and feel they control their destiny. Even knowing they will sometimes fail, extraordinary leaders understand the benefits that come in the long run.



So, what is your overall score? Are you a great leader? Are you worth following? If your score is not as high as you would like, try implementing these leadership guidelines.

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Web Site Of The Month!

Your National Resource About Identity Theft

This website is a one-stop national resource to learn about the crime of identity theft. It provides detailed information to help you Deter, Detect, and Defend against identity theft.

The site is also a comprehensive reference center – for consumers, businesses, law enforcement, and the media – with access to specific laws, contact information, and resources from state and federal government agencies.

Check it out at: www.consumer.gov/idtheft/

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