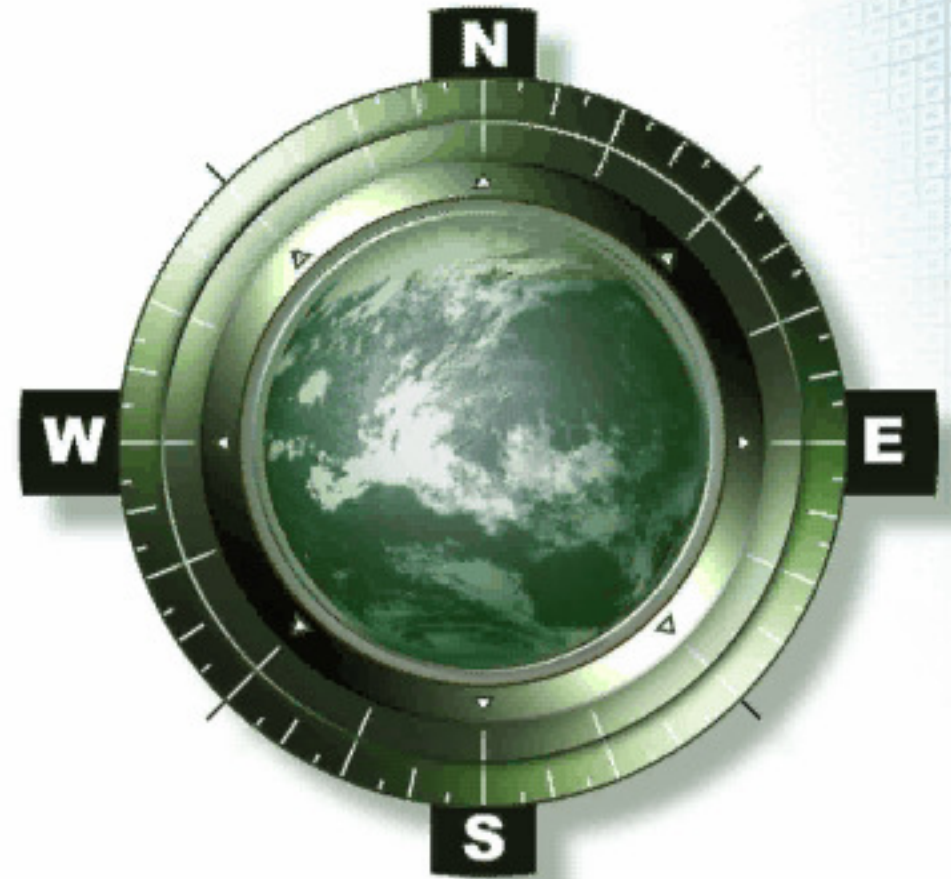


*Essential Skills  
Necessary to  
Become a  
Leader*



- How to develop and hone these skills for your entrepreneurial venture!*

# *What Is Leadership?*

- **Everyone Talks About It, Few Understand It**
- **Most People Want It, Few Achieve It**
- ***LEADERSHIP Is....“INFLUENCE”***
- ***LEADERSHIP Is...“THE ABILITY TO GET and MAINTAIN FOLLOWERSHIP”***

# *“Insights About Influence”*

- **Everyone Influences Someone**
- **We Never Know Who or How Much We Influence**
- **The Best Investment in the Future is a Proper Influence Today**
- **Influence is a Skill That Can Be Developed**

❖ **3 Components....**

**Communication, Recognition and  
Leadership**

# *Are You A Manager Or A Leader?*



Achieving Extraordinary  
Business Results with Ordinary  
People Begins With  
**YOU!!**



Ask The Question...

# ***Do Your People Have The Will To Win?***

- **Do they arrive late for work?**
- **Do they leave early?**
- **Is their activity level erratic or low in volume?**
- **Are the same mistakes made often?**
- **Do they mostly talk about problems and difficulties?**
- **Are you hearing praise or complaints from customers? Or nothing at all?**

# Key Action



***IF.....  
YOU DON'T  
HAVE THE  
“WILL TO WIN”  
YOUR PEOPLE  
CERTAINLY WON'T!***

# ◀ *As A Leader...DO YOU???*

- **Energize your people simply by walking into a room (kind of like the “energizer bunny” that keeps going and going.....)?**
- **Or Do You Suck Them DRY?**

# Quotable Quotes

**“ It Is up to You to Decide How to Speak to Your People. Do You Single Out Individuals for Public Praise and Recognition? Make People Who Work for You Feel Important. If You Honor and Serve Them, They’ll Honor and Serve YOU!!”**

» Mary Kay Ash



# *When You are* **ENERGIZED** *You Feel.....*



- **Your job belongs to you**
- **You are responsible**
- **Your job counts for something**
- **You have a say in how things are done**
- **Your job is part of who you are**
- **You do have some control over your work**

# *When You are an Energy Taker You Feel.....*



- **Your job belongs to the company**
- **You are just doing whatever you are told**
- **Your job doesn't really matter**
- **You don't know how well you are doing**
- **You always have to keep your mouth shut**
- **You have little or no control over your work**

# *Examples of what **ENERGIZES** PEOPLE*



- **Responsibility**
- **Trust**
- **Being listened to**
- **Teams**
- **Solving problems as a team**
- **Praise**
- **Recognition for ideas**
- **Knowing why you're important to the organization**
- **Flexible controls**
- **Direction (Clear KRA's measurements and goals)**

# *Examples of what **ENERGIZES** PEOPLE*



- **Knowledge (Skills, Training, Information, Goals)**
- **Support (approval, coaching, feedback, encouragement)**
- **Resources readily available**
- **Upward and Downward Communications**
- **Seeing a project through from beginning to end**

# *Examples of an Energy Taker*



- **Confusion**
- **Lack of Trust**
- **Not being listened To**
- **No time to solve problems**
- **Bureaucratic office politics**
- **No time to work on bigger issues**
- **Not knowing if you are succeeding**
- **Solving employees' problems for them**
- **Across the board rules and regulations**

# *Examples of an Energy Taker*

- **A boss taking credit for others' ideas**
- **Not enough resources to do the job well**
- **Believing that you can't make a difference**
- **A job simplified to the point it has no meaning**
- **People treated exactly the same, like interchangeable parts**

# ***AN ENCOUNTER AT 21!***



**At 21  
An Encounter  
With My Father's  
Old Trunk  
From the USAF  
Officer's Training School  
Would Have A Profound Effect**

# *A Profile of A Leader In Trouble -- Twelve Trouble Spots - USAF*



**Has a Poor Understanding of People**

**Lacks Imagination**

**Has Personal Problems**

**Constantly Blames Others**

**Feels Insecure and Unsatisfied**

**Lack of Organization**



# *A Profile of A Leader In Trouble -- Twelve Trouble Spots -USAF*



**Loses Temper With Others**

**Will Not Take a Risk**

**Is Usually Very Defensive**

**Is Quite Inflexible**

**Has No Team Spirit**

**Constantly Fights Change**

# *Four Common Reasons Why People Do Not Perform The Way They Should!*



**Don't Know  
What They  
Are  
Supposed  
To Do**

**Don't Know  
Why  
They  
Should**

**Don't Know  
How  
To  
Do It**

**Obstacles  
Beyond  
Their  
Control**

# *Three of Them You Can Hold Them Responsible For....*

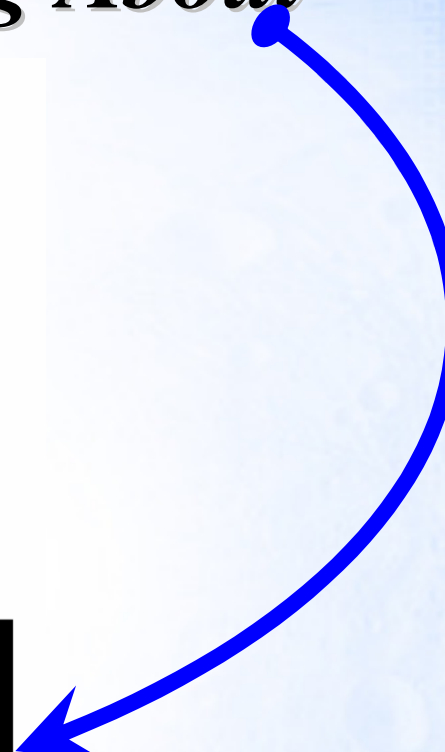
*One...You Have To Do Something About*

**Don't Know  
What They  
Are  
Supposed  
To Do**

**Don't Know  
Why  
They  
Should**

**Don't Know  
How  
To  
Do It**

**Obstacles  
Beyond  
Their  
Control**



# **TRAINING THE HIGH PERFORMANCE STAFF**

## **THE FORMULA**

**The Job Instruction Training  
Programs Of World War II  
Proved Wonderfully Effective  
For Quickly Training Persons  
Without Experience And  
Arrive At Peak Effectiveness  
In Short Periods!**

# TRAINING THE HIGH PERFORMANCE STAFF

- **PREPARE THE LEARNER (Help make him or her “want” to learn, etc.**

**Before Training, the Instructor Prepared to Instruct Through Studying the Job Fully, and Making a Job Breakdown Sheet. On the Sheet Was Listed the “Key Points” and All Materials And the Place of Instruction Were Readied Before Training Began.**

# **TRAINING THE HIGH PERFORMANCE STAFF**

**PRESENT THE OPERATION (Patiently  
show and tell one step at a time, until  
you're sure he or she knows)**

**It Should Be Crystal Clear What Is  
Expected in the Way of Output. One of  
the Basic Precepts of Job Instruction Is  
That, "If the Learner Hasn't Learned,  
the Instructor Hasn't Taught."**

# **TRAINING THE HIGH PERFORMANCE STAFF**

- **PUT THE LEARNER ON HIS OR HER OWN, THEN FOLLOW UP TO SEE HOW HE OR SHE IS DOING!!**

**Until the Worker Has Been Properly Trained And Followed up on to Insure Complete Familiarity and Acceptance of the Basic Skills Of the Job, the Extra Coaching for the Fine Points of the Job Should Be Played Down.**

THE END

