

Passion Powered

L E A D E R S H I P

The Do's and Don'ts of Passion-Powered Leadership!

Bonus Tool: A Leader's Self-Reflection Guide



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Introduction

“Leadership is not about a title or a designation. It’s about impact and influence. Impact involves getting results. Influence is about spreading the passion you have for your work and you have to inspire teammates and customers.”

Robin S. Sharma



Passion-powered leadership begins with you! If you feel your team is disengaged, passive, and that

you're doing all of the work, consider which piece of the Passion-Powered Leadership Success Formula is missing or needs improvement. How do you create a team that's actively involved, communicative, and takes charge to achieve the business goals? With a strong conviction to be a leader worth following, leadership is not so difficult to develop. It is a skill just like any other that needs to be learned. It begins with your commitment and willingness to learn and apply the skills that matter most.

Gallup reports that 70% of today’s workforce is disengaged at a cost of \$500 billion annually in lost productivity. Leaders have a direct impact on reversing these numbers through their interactions with each member of the team.

That’s why the Passion-Powered Leadership Formula begins with Passionate Leaders. Your passion for the work you do attracts and inspires others to do the same. Knowing who you are, what makes you tick or trigger, and being willing to apply Emotional Intelligence (EQ) skills is not a luxury; it’s essential to your leadership success. Being skilled at masterful conversations using the powerful techniques of Conversational Intelligence® (C-IQ) leads to authentic engagement and connection with each person on your team.

The workplace has changed dramatically over the past decades. It is no longer a top-down situation where a leader commands his or her army of soldiers. It is an old approach that just doesn’t work for an innovative company. If you’re managing from top down, this means that you’re running the meetings, directing the conversation, doing most of the talking, and generally

micromanaging everything in your business. Today, teams are more open, confident, and want to be empowered to contribute. The passion-powered leader surrenders control in strategic, effective ways, and enables his or her team to lead the way.

You want a dynamic team that doesn't just take instruction from you. You want a team that takes its own initiative to get things done. This is how you harness each individual member's talents and create a team that works toward organizational, strategic goals. Inspire in each member their own leadership power, enthusiasm, and drive to collaborate. When done effectively, this is a huge win-win for companies and their employees, and it gives your business a competitive advantage.

Remember, your interactions with each team member directly affects engagement. If you're not seeing the team member engagement you're hoping for, here are the critical Do's and Don'ts of Passion-Powered Leadership designed to inspire, engage, and thrive with your team.

PASSIONATE LEADERSHIP

<i>Don't be Fake</i>	<i>Do Be Real</i>
<ul style="list-style-type: none"> • Yes, it's important to focus on goals related to business and performance. It's a big mistake to leave out the purely personal as well. • As the saying goes, they don't care how much you know until they know how much you care! • Don't just display core values. 	<ul style="list-style-type: none"> • Personal growth goes a long way in feeding professional development. • Take an active interest in your team members' lives. • Help them develop their own people skills as well as the technical, work-related skills. • Live, breathe, and bleed the core values you want others to show.
<i>Don't Lead with Fear</i>	<i>Do Lead with Trust</i>
<ul style="list-style-type: none"> • Innovation involves taking risks. • Your team members can't take risks if they're paralyzed by fear of failure or retribution. • This fear keeps people from taking chances and reinforces the status 	<ul style="list-style-type: none"> • Let your team members know that failure offers a valuable learning experience. To do this, frame the situation in terms of lesson learned and a chance to grow. • Emphasize what happens if something

<p>quo.</p> <ul style="list-style-type: none"> • Fear shuts them down limiting creativity, innovation, and engagement. 	<p>succeeds rather than fails. Don't dwell on the failure/mistake.</p> <ul style="list-style-type: none"> • Take what you can learn from it, forgive, and move on.
<p><i>Don't Talk the Talk</i></p>	<p><i>Do Walk the Walk</i></p>
<ul style="list-style-type: none"> • Applying a “do as I say; not what I do” will not create an engaged, and creative culture. • If you're trying to create an innovative culture, you need to be the change you want to see your company. • You can create the culture and team that you want. 	<ul style="list-style-type: none"> • Model the culture for your employees through your own actions and behaviors. They notice it all; if you talk the talk but don't walk the walk. • Clarify the changes you want to see in your motivation and work on yourself as well as working on your team members. • It just takes some careful consideration, serious work, and willingness to try out new things.
<p><i>Don't Keep Praise to Yourself</i></p>	<p><i>Do Say It When You See It</i></p>
<ul style="list-style-type: none"> • Your team's morale has a massive impact on its ability to innovate. • Your team members need confidence to know that their ideas can make great changes. • Make sure that you praise every successful effort and good idea. 	<ul style="list-style-type: none"> • Recognize your team members for all that they do. Balance this reinforcement and spread it around. • Show everyone appreciation. Praise good work when you see it. • This will encourage everyone, even those who are less confident, to actively participate.

Powerful Communication

<p><i>Don't Just Ask for Ideas</i></p>	<p><i>Do Try Ideas Out</i></p>
<ul style="list-style-type: none"> • Encourage your team to come up with its own ideas and make sure these ideas have somewhere to go. • All too often, leaders solicit ideas from their team and then don't use them. • This is a waste of energy and can also be a morale killer. 	<ul style="list-style-type: none"> • When an idea grows wings and produces result, it's a huge boost to your team. • All ideas should be geared toward a specific goal or solving a certain problem. They must be applicable for them to have value. • This value builds your team's confidence and shows them what can

	be done.
<i>Don't Forget to Coach</i>	<i>Do Coach Regularly</i>
<ul style="list-style-type: none"> • One-on-one coaching is essential to driving innovation. • No matter how busy you are or how efficient your meetings are, you still need to meet team members one-on-one as well. • There will be certain issues that can only be discussed in this setting. • Plus, you can work on personal goals here that don't apply to the entire group. 	<ul style="list-style-type: none"> • Hold regular coaching sessions with each team member where you check in with them, review goals, and ask about their progress toward goals. • These should be informal sessions and they should be driven by the team member. • Your job is to ask questions, listen, and provide constructive feedback. • Leverage the use of positive, constructive, and corrective feedback.
<i>Don't Do All the Talking</i>	<i>Do Listen More than you Talk</i>
<ul style="list-style-type: none"> • If you're doing all the talking, you're doing something wrong. • In all of your interactions with your team – whether group meetings or one-on-one coaching – your main role is that of a listener. • Don't let your ego or your addiction to being right get in the way of connecting with your teammate. 	<ul style="list-style-type: none"> • During these important touch points with your team members, focus on presenting a problem, asking questions, and facilitating. • Ask questions to draw out ideas from your team members. Get them talking among themselves. • You can intervene at times as a facilitator for the meeting or to offer your own expertise when needed.
<i>Don't Discourage Communication</i>	<i>Do Encourage Communication</i>
<ul style="list-style-type: none"> • When people don't feel comfortable or are afraid to speak up, creativity and innovation halts and nothing happens. Don't be too direct, brutally honest, or shut them down. • Everyone needs to feel that they can freely share ideas and offer opinions without judgement and rejection. 	<ul style="list-style-type: none"> • As facilitator during meetings, try to draw out team members who are reluctant to speak. • Create an environment where ideas are openly accepted and things aren't taken personally. • Speak the truth with caring, candor, and compassion. Watch your words.

Productive Teams

<i>Don't Keep Members in a Rut</i>	<i>Do Encourage, Energize Members</i>
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<ul style="list-style-type: none"> • Each team member has his/her own role to play in your organization. • They can develop their skills a great deal by learning how other parts of your organization work. • This gives them a big picture view of the organization and helps them better understand the roles of others. 	<ul style="list-style-type: none"> • Offer your employees cross training in other areas of your organization and rotate them through different positions and tasks. • Create workflow maps to explain the inputs, processes, outputs, and critical paths for each area. • This would help to engage and mobilize team members to support each other's outcomes.
<p><i>Don't Hide from Problems</i></p>	<p><i>Do Address Problems</i></p>
<ul style="list-style-type: none"> • Innovation isn't just about improving your organization's processes or efficiency. • A great number of innovative ideas come from the need to address problems. • In fact, you can use problems as a starting point for eliciting innovative ideas from your team members. 	<ul style="list-style-type: none"> • Take a problem you or your team faces and use it as the focal point of a task you give your organization. For example, the problem might be that sales are decreasing in one product type. • Ask your team to suggest ideas for either raising sales in this area or optimizing sales elsewhere.
<p><i>Don't Give Unclear Criteria</i></p>	<p><i>Do Set Clear Criteria</i></p>
<ul style="list-style-type: none"> • Unclear criteria, expectations, and instructions causes misunderstanding, miscommunications, and missed opportunities. • Whenever presenting tasks for your team, make sure that the criteria are clear. 	<ul style="list-style-type: none"> • Be sure you understand the expected result, your expectations, and the rules or boundaries for the task before you share it with the team. • Before your team gets started, review and ask them to repeat this information back to you so you're sure they understand. • This will prevent their effort from going to waste.

<i>Don't Be Stingy with Feedback</i>	<i>Do Give Quality Feedback</i>
<ul style="list-style-type: none"> • Don't rely on the all-time favorite line "Good job today." • Your team members need feedback on the specific actions and how their efforts are going. • They need to know whether their innovative ideas are working or not. • Giving feedback should be a regular part of your communications with team members. 	<ul style="list-style-type: none"> • Check in and offer constructive feedback. • When there is nothing to report, let them know that they're doing a good job and you value them. • When giving feedback, it's best to start off by reviewing the goal. • Be clear and specific about the behavior you observed so the team member knows exactly what to do again.

Profitable Results

<i>Don't Lead Randomly</i>	<i>Do Lead with Direction</i>
<ul style="list-style-type: none"> • You can't implement changes willy-nilly as you go along and expect consistent success. • Instead, start with a clear goal and work your way backward so that you have a clear strategy for achieving that goal. • Lack of direction causes teams to waste time and energy trying to figure out what's in your head as their leader. • The first step is to get clear. 	<ul style="list-style-type: none"> • Take the overall goals of your company, as well as any short-term business goals you have, such as increasing sales, and ask yourself, "What needs to be done in order to achieve these goals?" • This creates a consistent strategy that you can then impart to your team members. • Once they see the big picture, they can figure out how they can contribute.
<i>Don't Maintain the Status Quo</i>	<i>Do Encourage Creativity</i>
<ul style="list-style-type: none"> • It is only natural for business owners to maintain the status quo. After all, it's safe and working. • Complacency is an innovation killer. • Even when things are going according to plan, you need a constant infusion of new ideas to try 	<ul style="list-style-type: none"> • Never be afraid to try something new, and encourage your team members to take risks as well. Teach them to see failure as a learning opportunity. • Make small changes and then monitor results before applying on a large scale.

<p>out.</p> <ul style="list-style-type: none"> • Don't let past history stop you from thinking differently. 	<ul style="list-style-type: none"> • The risks that innovators take can become world-changing leaps forward.
<p><i>Don't Just Look at Numbers Only</i></p>	<p><i>Do Look at all Factors</i></p>
<ul style="list-style-type: none"> • Some goals are measurable by quantitative means. • You can crunch the numbers and see whether your goals are being met or not. • This isn't the only way to measure success • Some leaders focus too much on quantitative data, and not enough on what's not easily measured. 	<ul style="list-style-type: none"> • When you're trying to instill certain qualities, attitudes, and behaviors in your team, these are not things that are easily measured through numbers. • You need to choose other ways to measure success in the development of team leadership skills. • For example, a team member who is timid during meetings might have as his/her "metric" sharing an idea in a meeting.
<p><i>Don't Forget to Ask Why</i></p>	<p><i>Do Ask What Was Learned</i></p>
<ul style="list-style-type: none"> • When you implement a new strategy, it clearly either works or doesn't work. • Failure to reflect on what worked, what didn't work, and how can it be improved in the future often leads to disengagement, low morale, and lack of motivation for future projects. 	<ul style="list-style-type: none"> • After reflection, repeat the efforts that work, and dismiss the ones that don't. But it's not enough to just react. • You need to know why something works or doesn't work. • Look deeper than the concrete results and you'll discover insights that will drive further innovation.

Bonus – A Leader's Self-Reflection Guide

Many of my clients' express wanting to have deeper connections and relationships with their teams. What is often missed is time for reflection and connection with team members and for a self-check in on leadership dynamics. Use this guide of powerful questions to assess your own progress against each element of the Passion-Powered Leadership Formula for Success.

Passionate Leaders	Powerful Communication	Productive Teams	Profitable Results
INSPIRE	ENGAGE		THRIVE
<ol style="list-style-type: none"> 1. How do I show up every morning at work? 2. What are my morning greetings like; hurried, frazzled, or focused? 3. How often am I wearing a genuine smile and letting my team know I care? 4. What is my intention for how I want the day to go for me and my team? 5. How often do I praise and recognize my team? 6. Are my behaviors, actions, and attitudes aligned with my values and passions? 7. How often am I articulating the vision and direction of my business? 8. Am I consistently walking the walk; not just talk of the mission, vision, and values? 	<ol style="list-style-type: none"> 1. How often am I talking and not listening? 2. How often am I meeting one-on-one with each person? 3. What message am I sending with my non-verbal gestures? 4. How often am I telling and yelling vs sharing in conversations? 5. Are my interactions shutting people off or opening them up? 6. Whose ideas have I heard completely and encouraged to implement? 7. Am I asking powerful questions to draw out ideas from the team? 8. Am I listening to the emotions expressed? 	<ol style="list-style-type: none"> 1. Am I setting clear expectations and goals for my team? 2. How do I ensure my team understands of the goals and expectations? 3. How often am I aligning actions and tasks with the strategic goals and direction of the company? 4. What do I offer to keep my team members energized and engaged? 5. What problems am I avoiding to address with my team? And Why? 6. Who have I praised and recognized this week? 7. Have I demonstrated the behaviors I expect from my team? 8. How often have I rolled-up my sleeves to support? 	<ol style="list-style-type: none"> 1. How many times do I put people before the task? 2. In what ways have I coached my team to think comprehensively? 3. Am I considering the bigger picture or just a narrow view based on what's in front of me? 4. Am I drawing hasty conclusions with little or no data? 5. Do I rely on standards no one can realistically meet? 6. What qualitative and quantitative measures do I monitor? 7. Does my team have the tools, resources, and updated procedures to reach the goals? 8. Am I consistently providing direction for the team?

Let's explore together!



What's most important to you?

What challenges are you facing?

What piece of the formula needs some attention?

What would you like to improve?

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