Knowing You, Knowing Them: Success Secrets for New Supervisors

The biggest investment you'll ever make is the one you make in yourself

Presented by Linda Bruno
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There are many descriptions of personality and behavioral styles. Let’s look at Littauer’s “Wired That Way” to understand four basic styles:

Popular

Powerful

Perfect

Peaceful
Popular Sanguine

• Loves fun
• Charming
• People person
• Likes flexibility
• Positive
• Sense of humor

What might be a weakness of the popular sanguine?
Popular Sanguine

Loves Fun – Parteeeee!

Charming – Con artist

People Person – Visits too much
Popular Sanguine

Likes Flexibility – **Makes it!**

Positive – **Not always realistic**

Humor – **Sarcastic**
How might the Popular Sanguine leader be perceived by employees?
How might the Popular Sanguine employee be perceived by a leader – or co-worker?
Powerful Choleric

- Born Leader
- Sees the big picture
- Delegates
- Loves a challenge
- Likes change
- Unemotional

What might be a weakness of the powerful choleric?
Powerful Choleric

Born Leader – Bulldozer

Sees Big Picture – Ignores details

Delegates – Dumps
Powerful Choleric

Loves a Challenge – Easily bored

Likes Change – Makes change

Unemotional – Seems “cold”
How might the Powerful Choleric leader be perceived by employees?
How might the Powerful Choleric employee be perceived by a leader – or co-workers?
Perfect Melancholy

- Genius Prone
- Analytical
- Self-sacrificing
- Sensitive
- Meticulous
- Schedule-oriented

What might be a weakness of the perfect melancholy?
Perfect Melancholy

Genius Prone – Ø Common sense

Analytical – Analysis paralysis

Self-sacrificing – Martyr
Perfect Melancholy

Sensitive – Moody

Meticulous – Obsessive

Schedule-oriented – Rigid
How might the Perfect Melancholy leader be perceived by employees?
How might the Perfect Melancholy employee be perceived by a leader – or co-workers?
Peaceful Phlegmatic

• Easygoing
• Finds the easy way
• Consistent
• Hides emotion
• Witty
• Peaceful & agreeable

What might be a weakness of the peaceful phlegmatic?
Peaceful Phlegmatic

Easygoing – Too laid back

Finds Easy Way – Lazy

Consistent – Doesn’t like change
Peaceful Phlegmatic

Hides Emotion – What’s underneath?

Witty – Sarcastic

Peaceful – Don’t ripple the waves
How might the Peaceful Phlegmatic leader be perceived by employees?
How might the Peaceful Phlegmatic employee be perceived by a leader – or co-workers?
A) Which 2 are: task-oriented? people-oriented?
Item A

Popular Sanguine people

Powerful Choleric task

Peaceful Phlegmatic people

Perfect Melancholy task

Item A
B) Who is:

- the watcher?
- the talker?
- the thinker?
- the doer?
C) Who is:
   the support person?
   the creative person?
   the detail person?
   the leader?
Popular Sanguine
creative

Powerful Choleric
leader

Peaceful Phlegmatic
support

Perfect Melancholy
detail
D) Who wants: to get it done? to get along? to get attention? get it right?
Popular Sanguine
get attention

Powerful Choleric
get it done

Peaceful Phlegmatic
get along

Perfect Melancholy
get it right
Who Are They?

- Popular Sanguine
  - Talker
  - Creative
  - Attention
  - People

- Powerful Choleric
  - Doer
  - It done
  - Task

- Peaceful Phlegmatic
  - Watcher
  - Support
  - Along
  - People

- Perfect Melancholy
  - Thinker
  - It right
  - Detail
  - Task
What kind of work environment might they enjoy?

**POPULAR SANGUINE**

people-oriented, “fun”
Powerful

goal-oriented,

get down to business
Perfect structured, quiet schedules, policies
Peaceful

consistent, peaceful

not in the limelight
In your work environment, what specific duties/assignments might they enjoy?

Popular  
Powerful  
Peaceful  
Perfect
How can I communicate with these people?

**Popular Sanguine**

a. Be [friendly].

b. If they need details, put them in [writing].

c. Draw them out with [open-ended] questions.
Popular Sanguine

What will upset them:


b. Monopolizing the conversation.

c. Focusing only on business.
Powerful Choleric

a. Be brief and direct.

b. Don’t be too touchy/feely.

c. Know your facts.
Powerful Choleric

What will upset them:

a. Being too ________________ too fast.

b. Seeming to be ________________.

c. Not sticking to the ________________.
Perfect Melancholy

a. Be patient.

b. Stay focused on details.

c. Use data and factual information.
Perfect Melancholy

What will upset them:

a. Being too **flexible**

b. Constant **reminders**

c. Not being **accurate**
Peaceful Phlegmatic

a. Be specific.

b. Approach through the benefits to them.

c. Get their opinion.
Peaceful Phlegmatic

What will upset them:

a. Skipping the __________ discussion.

b. Making them ______________ responsible.

c. Insisting on instant ______________ answers.
What is MY primary personality style?
Tightrope Walker
Attendant
What impact does my style have on my leadership?

The good… 😇

The bad… 😈

The ugly 😈
As a supervisor, which style do I struggle with in others?

Why?

Popular
Powerful
Perfect
Peaceful
What can I do to be a more effective supervisor based on my personality style?
Emotional Intelligence: What It Is and Why It Matters in Your Workplace
Senses must travel **TO** the front of the brain before you can think rationally about your experience.

Here's where I **THINK:**

Here's where I **FEEL**

The senses must travel **THROUGH** the limbic system (the amygdala) to get to the neo-cortex.

Primary senses **enter at the spinal cord**
1. Work with a partner(s) to write your own definition of “emotional intelligence”:
2. EI is the capacity for **recognizing** our own feelings and those of others, for motivating ourselves and **managing** our emotions in ourselves and in relationships.
3. So, it might be said that EI is being **aware** of the feelings that will be triggered by what you say and dealing **effectively** with those feelings, as well as being aware of and **managing** the feelings inside yourself that are triggered by your perception of your own surroundings, including your senses.
4. Circumstances, events, situations create a belief or perception, which creates an emotion or feeling. That emotion or feeling triggers a **behavior**.

5. In a sense, we have 2 minds; one that *thinks* – our **rational** mind, and one that *feels* – our **emotional** mind.
6. Based on Goleman’s model, the four components of Emotional Intelligence are:

- **Self awareness**
- **Self management**
- **Social awareness**
- **Relationship management**
EI – EI – OH!
1. What do the four elements of Emotional Intelligence involve?

- Self awareness – recognizing a feeling as it **happens**.
  This element is also a key to better **decision-making**.

- Self management - **handling** feelings so that your reactions are appropriate.
EI – EI – OH!

➢ Social awareness – your ability to pick up on emotions in other people and understand what is really going on with them. You may understand what they are thinking and feeling even if you don’t feel the same way.

➢ Relationship management – this is the product of the first 3 skills; your ability to use your awareness of both your own emotions and those of others to manage interactions successfully.
**Self-Awareness**

is...your ability to recognize your own emotions as they happen and understand your tendency in various conditions.

1. What are some aspects of self-awareness?

   a) Knowing which emotions I’m feeling and ________________________ why
Self-Awareness

b) Realizing the connection between my feelings and what I **think**, **say**, and **do**

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Think. Say. Do.
d) Knowing my weaknesses, strengths and tendencies.

e) Learning from experience.
f) Recognizing the effects of my emotions

g) Being able to shake off a bad mood
Other aspects…

- Being open to feedback
- Being able to show a sense of humor about myself
- Being persistent in pursuing goals despite setbacks
- Using gut instinct to guide my decisions
- Being honest and having integrity
- Having self-confidence and a feeling of self-worth

Which might you want to work on?
2. Feeling an emotion is not the same as self-awareness. You have to pay attention to your thoughts and physical reaction about that feeling.

3. To have a high level of self-awareness, you have to be willing to tolerate the discomfort of concentrating on feelings that may be negative, and of course, be able to deal with positive feelings as well.

Too often we... enjoy the comfort of opinion without the discomfort of thought.

(John F. Kennedy)
Self-awareness also requires a willingness to “read between the lines” of our emotions. For example, anger is almost always a **secondary** reaction. What’s underneath?

Fear?  
Hurt?  
Jealousy?  
Lack of confidence?  
Guilt?
5. Keep in mind that being aware of our feelings also makes for better **decision-making**.

6. How can **you** zone in on how you’re feeling?

7. Without self-awareness, we do things we later **regret**.
8. Remember, it’s not self-awareness if it’s in hindsight.
So the question to ask is...

Can I accurately **identify** my own emotions as they happen?

- Rarely
- Sometimes
- Usually
- Almost always
**Self-management** is...when you act – or don’t act – on your emotions. It’s your ability to use your awareness of your emotions to manage your own behavior in a positive way. In other words, it’s managing your emotional reactions to situations and people.

1. Some aspects of self-management are:

   a) Managing ________________emotions and impulses.

   b) Staying ________________in upsetting situations.
Self-management

c) Thinking clearly under pressure.

d) Admitting our own mistakes.
Other aspects…

- Acting ethically
- Building trust by being reliable and authentic
- Addressing unethical actions in others
- Meeting commitments and keeping promises
- Taking responsibility for my own performance
- Handling quick change and shifting priorities smoothly
- Being flexible in how I see events
- Seeking fresh ideas
- Generating new ideas

Which might **you** want to work on?
2. Daniel Goleman says there is no psychological skill more basic than being able to resist ________.

It’s at the core of all self-control, since every strong emotion has at its root an impulse to action; managing those impulses is basic to Emotional Intelligence.

3. The goal in self-management is ________, not suppression. We should be trying to make sure our feelings are in proportion to the circumstances.
So the question to ask is…

Can I accurately *manage* my emotions to a positive outcome?

- Rarely
- Sometimes
- Usually
- Almost always
Social Awareness
is...your ability to accurately pick up on emotions in other people and understand what is really going on with them – sometimes “getting” what they are thinking and feeling even if you don’t feel the same way.

1. Some aspects of social awareness are:

a) Sensing and understanding the ____________ of others

b) ________________ well

  Listening

c) Offering good ____________
Other aspects…

- Trying to help based on understanding others’ needs and feelings
- Mentoring
- Being sensitive to differences within the group
- Seeing diversity as an opportunity
- Detecting important social networks
- Acknowledging and rewarding people’s strengths and accomplishments
- Accurately reading the positions in power relationships

Which might you want to work on?
2. People’s emotions are rarely put into words – far more often, they are expressed through other **clues**:

- Tone of voice
- Gestures
- Facial expressions
- Body language
- Change in posture

Which do **you** exhibit?
3. One important aspect of social awareness is **empathy**, which builds on self-awareness; the more open we are to our own emotions, the more skilled we will be in reading the feelings of others.

4. You can’t have **rapport** without empathy.

5. Empathy is hearing the **feelings** behind what’s being said.
6. The mode for the rational (thinking) mind is \textbf{words}; the mode of the emotions is often \textbf{non-verbal}.

7. Be aware not of \underline{what} is said, but \underline{how} it’s said.
So the question to ask is…

Can I accurately identify your emotions as I interact with you or in a group?

- Rarely
- Sometimes
- Usually
- Almost always
**Relationship Management**
is...the product of the first 3 skills – self-awareness, self-management, and social awareness. Your ability to use your awareness of both your own emotions and those of others will allow you to manage interactions successfully.

1. Some aspects of relationship management are:

   a) Being a **team-builder**

   b) Being effective at **give and take**
Relationship Management

c) Listening well, seeking ______________________________mutual understanding

d) Dealing with ______________________________difficult issues in a straightforward way

“What makes the people-to-people connection work though, is that, as we humbly realize in the end, we gain as much as we give.”

newglobalcitizen.com
Other aspects…

- Being skilled at persuasion
- Promoting open communication – staying receptive to bad news as well as good
- Stepping forward to lead as needed
- Leading by example
- Recognizing the need for change
- Handling difficult people and tense situations with tact
- Encouraging debate
- Trying for win-win solutions
- Building rapport
- Balancing a focus on tasks with attention to relationships
- Promoting a friendly, cooperative climate

Which might *you* want to work on?
2. Relationship management is also about the **bond** you build with others over time.

3. Solid relationships are the result of:

   - how you **understand** people
   - how you **treat** them
   - the **history** you share
4. Emotions are contagious.

Example – the way a salesperson says thank you can leave you feeling ignored or resented, or welcomed and appreciated.

*Let’s discuss:* When have you “caught” someone else’s emotion?

Maybe more importantly, when have you caused someone to 

**CATCH YOURS??**
5. Part of relationship management is being aware that we send emotional signals in every encounter.
6. For good relationship management, when you are giving feedback:

a) Be **specific**

b) Offer a **solution**

c) Be **there** - face to face and in private

d) Be **aware** of the impact of what you say
So the question to ask is...

Can I *manage* the interaction I have with you in a constructive way with a positive outcome?

- Rarely
- Sometimes
- Usually
- Almost always
Let’s discuss:

1. What might be some results of high EI in the workplace?
Let’s discuss:

2. What are some **challenges** to developing higher EI?
Let’s discuss:

1. What’s in it for you to increase your EI skills?
2. Take time to **reflect** on daily events and your reaction to them.

3. Stay **aware** of your tendencies, weaknesses, and strengths.

4. Make a **consistent** effort to cultivate relationships.
5. If you choose to work on your EI skills, remember that it will take

**3 – 6 months**

to see a change.

- Work on 1 skill at a time (listening? empathy?). The others will improve by osmosis!
- Share your goals with a person you trust – you’ll be **10 times** more likely to achieve them (accountability).
- Practice – you have to train your brain to adopt a new behavior.

“Motivation gets you started. HABIT keeps you going.”

- Jim Rohn
6. The more you think about what you’re ___________ and do something productive with those feelings, the more developed the path between what you feel and what you think becomes.
7. Which tips will help you increase your EI?

- Label feelings, not people
- Discern thoughts from feelings
- Take more responsibility for your feelings
- Use feelings and facts to make decisions
- Show respect for other people’s feelings
- Feel energized, not angry
- Affirm other people’s feelings
- Practice getting something positive from emotions
- Don’t advise, command, control, criticize, judge or lecture others
  (circle those words that apply!)
- Avoid people who lessen your self-worth
Specific tips for each of the 4 fundamentals:

- Self-awareness
- Self-management
- Social awareness
- Relationship management

Which will help **YOU?**
So the question to ask is…

Will I choose to do anything about *my* Emotional Intelligence?

- **Yes**, this is exciting stuff!
- **No**, this is too “touchy/feely” for me.
- **Maybe** – I’ll see how I *feel* next week 😊
Let’s discuss:

What specific steps can I take to improve my own emotional intelligence in my workplace?
Sharpening Your Organizational Skills
WHAT’S SO IMPORTANT ABOUT BEING ORGANIZED?

1) **Less frustration** = **less stress**
   
   **= better health**

2) **Self-confidence**
3) Builds respect & trust

4) More productive / more focus
WHAT ARE *MY* OBSTACLES?

WHAT SHOULD *MY* GOAL BE?
WHAT IN THE WORLD IS MY “SPACE PERSONALITY”??
( Resource: “Finally Organized, Finally Free” by Maria Gracia)

“SEEING IS BELIEVING”

· Out of ________________ is out of _________________.

· Avoid putting anything _________________.

· If it’s out in view, I’ll never ________________ anything.
**How Can I, As a “Seeing is Believing,” Get Organized?**

Use open **desk trays** and **baskets**.

Use different **colors** and clearly **label**.

Use open pen/pencil **caddies**

with **compartments**.
Use open vertical file sorters for daily & weekly files.

Use open “rolodex”-type card files

Hang it up, when possible.
Pencil caddy

Key holder

Vertical file sorter
“NEATNIK”

A clear [space] =

a clear [mind]

May [stack or “stuff”]
everything they own into a hiding place.
How can I, as a “Neatnik,” get organized?

It’s critical to have an effective filing system.

Use planners with as many sections and inserts as necessary.
Use **separators** in your desk drawers.

Use office furniture with built-in **storage**.

Make a “**treasure map**” of where you’ve hidden the goodies!
Planner

File guides/separators

Credenza (storage)
“SAVE THE WORLD – AND EVERYTHING IN IT”

Sentimental

and lovable.

Always need more space
HOW CAN I, AS A “SAVE THE WORLD,” GET ORGANIZED?

Create a “may come in handy” box; label it. When it’s full, take something out.

Use a _______ system for things you want to display.
When you can’t bear to throw something out, even if you’ll never use it again, pass it on to someone else.

Establish your own “keep or sweep” test.
“Ducks in a Row”

Spend endless hours straightening things.

Stack paperwork across the desk like solitaire.

Form is more important than function.
HOW CAN I, AS A “DUCKS IN A ROW,” GET ORGANIZED?

Look for tools that keep things neat AND organized with compartments.

Tackle the job a little at a time.
· Use clearly labeled **file folders**.

· Instead of having stacks marching across your desk, use a **vertical** file sorter.
Compartments

Vertical file sorter
“LOVABLE PIG PEN”

Just plain messy

Robert Prior/Getty Images/Flickr RM
HOW CAN I, AS A "LOVABLE PIGPEN," GET ORGANIZED?

· Convince a friend to hold you accountable.

· Use disposable items whenever possible.

· Eliminate paper as much as possible.
- Take the time to learn about resources on the computer.

- Recognize that people form opinions based on the cleanliness/neatness/organization of your space.
Correction tape

$4.49 for 72!

Flash drive

$.89 a dozen!
Look around

for great organizing tools right at your fingertips...or in your house ~ or cupboards ~ or...
Use what you have – coffee mugs, baskets, etc.
Nested boxes, pretty dishes, even recipe boxes!
Which space personality are you??

- Seeing is Believing
- Ducks in a Row
- Neatnik
- Save the World
- Lovable Pigpen
1) Use an ____________________________basket/

______________________________basket

System.
2) Get rid of pens & pencils you don’t need.

3) Keep a notebook (one!) on your desk for notes.

4) Keep a “treasure chest” on your desk or in your desk drawer.

5) Use a “close at hand” rule.
6) Move as many electronics off your desk as possible.

7) Organize wires.

8) Organize on the “fly”.
FOR YOUR FILES:

1) During and after a good session of purging, ask about the papers left on your desk:

What am I going to ________________________________ with this??

do
FOR YOUR FILES:

1) During and after a good session of purging, ask about the papers left on your desk:

- Daily
- Tickler
- Filing

- _______________________________ action file
- _______________________________ file
- _______________________________ cabinet
FOR YOUR FILES:

“Last chance”

- ____________________________ file

2) There is no one __________________________ way to file.
A few key points regarding your filing system:

a) The system you choose is not important, as long as it works and you use it!

b) Label the outside of each file drawer.
c) Color-coding is a very effective, visual way of making your system more efficient, but you must be 100% committed to its use.
d) Do **NOT** have a file folder labeled `miscellaneous`.
e) Use “______________________________” to keep up on filing.

f) If you can’t get in the habit of filing immediately, _______________it.

g) Use a “to be______________________________” folder on top of your filing cabinet.
h) Don’t keep information in your files that you can find elsewhere.
FOR YOUR CALENDAR:

1) Try to use only one calendar.

2) The first thing you do should be to look at your calendar.
3) The last thing you do should be to _________________________ at your calendar.

4) Use the planner/calendar that works for ________________________.
5) Don’t obsess about using every feature.

6) Things you might want to consider when purchasing a planner:

- **Color-code** different events/categories
  - Workshops
  - School
  - Appointments
  - Personal
SPECIFIC TIPS TO GET YOU STARTED – WHICH WILL YOU USE?

1) Set your priorities at the beginning of each day.

2) Tackle time-consuming projects in chunks.

3) Take your reading folder with you to use while waiting, eating alone, etc.
4) **Block** and **tackle**; set specific times for specific tasks – phone calls, planning time, writing, etc.
5) Allow 10-15 minutes at the end of the day to **re-group**.
   * prepare a “to-do” list
   * review calendar

6) Work ____________________________ in your calendar.

7) Keep only paperwork no one else ____________________________.
8) Create a file folder for “__________________________”.

9) Don’t put it down, put it______________________ away.
10) Many people think that getting organized is about being neat and tidy that is a nice bonus; but being organized is really about finding **when** what you need ______________you need it and

*getting done what needs done when it’s due.*

11) Make ______________________of any documents you have to create regularly (letters, faxes, contracts, expense reports, etc.)
12) If you have something that needs to be taken care of first thing tomorrow, leave yourself a **voice mail** and send yourself an **email or text**.

13) Don’t hesitate to **re-do** if you are having trouble finding something (re-file, re-label, re-categorize).
14) Make sure you are planning to eat your **frogs** during your freshest time. (www.eatthatfrogmovie.com)
15) If your passwords have become unmanageable, set up a system, either manual or electronic.
Reward

16) ________________yourself for getting and staying organized!

What might YOUR reward be??
The middle of page 20 is the most important part of this section!

It's QUESTION TIME!!

What is one thing that I will change immediately to take a step to becoming more organized?

What will I do differently?
Delegating: When, How, and to Whom?
What’s the Big Deal?
A few reasons delegating is important...

Which reason is most important to you?

More time to manage
Time to do my work
Builds trust
Develops people
A few more reasons delegating is important...

Shares the workload

Trains your replacement *(gasp!)*

Shows confidence

Improves morale
And *more* reasons delegating is important...

Increases productivity

Increases retention

Increases “revenue”

More viewpoints

Cuts costs

Makes work more fun!
So what happens when we don’t delegate effectively?

Team members get bored
There is a lack of motivation
We cost our organization $
Our team members can’t grow
People – good people - leave
No new ideas
So…why aren’t we better at it?

Anything you can do, …..

We feel threatened *(ouch!)*

Our employees are “lazy”

Risky business

We like to do that task

We don’t trust them
We want the recognition

We just don’t have time

Good old-fashioned...

guilt
What is **MY** biggest obstacle?
Taking It To The Next Level
9 Ingredients in RICETWICE

Resources
Instructions
Completion date
Expectations
Talent
Why
Input
Checkpoints
Empowerment
Of the 9 areas we just discussed, which one(s) do you need to become more aware of?
A Bird’s Eye View
First things first...

1) Prioritize
assignments, decisions, and other work.
2) Decide which tasks can be delegated
3) **Analyze** your staff and decide who could best handle each assignment.
4) Delegate the assignment.
5) **Control**

the delegation.
This is how you’ll feel once you begin delegating 😊
So...go forth and delegate!
What is one “key” I've discovered at today’s session?

How can I use this information to become a better delegator?
Key Points to Consider

FYI
Creating a Motivating Environment
FAVORITISM – The Poison that Kills
The Causes, Clues, and Results of Favoritism in the Workplace
Causes...

Personalities

Romance

Lack of time
Causes...

Sympathy

Relationships

Discrimination
Clues...

Extra time off

Leniency on rules

Easier work
Clues…

Better treatment

Lower expectations

MORE WORK!
Results...

Low morale

Poor productivity

Loss of **GOOD** employees...
Results...

Constant friction

Sabotage

Lawsuit
How to Avoid Favoritism:

1) Talk to employees with the same ___consistency__.

2) Pay as much attention to employees whose ___interests___ are different than yours as to those with whom you have a lot in common.
3) Find something to appreciate about every employee.

4) Rotate less desirable jobs, when possible.

5) Communicate your expectations to everyone.
MOTIVATION ~
WHAT IS IT & WHAT DOES IT MEAN?

1. You can’t motivate others, but you can create a motivating environment.
2. Internal motivation = ____________________________ what you do.

External motivation = to get ____________________________.
3. Money helps people go to \textbf{sleep} at night, but it’s not what gets them out of \textbf{bed}.
4. People tend to be motivated by

**feelings** and **values**, not **facts**

and **logic**
5. Motivated employees = high morale
6. High morale results in employees who usually:

- treat ____________, ____________,

  _____________., _____________,

  ____________, ____________

  _____________.

  _____________

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  _____________.

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  _____________

  _____________.

and _____________with more respect.
• get more done and share more \underline{ideas}.

• look forward to coming to \underline{work}.

• contribute more \underline{actively}.
• weather________________________ with you.

• serve as ____________________________.
7. List 3 things that can be influenced by “morale”:

- attracting employees
- keeping employees
- productivity
- absenteeism
- our library’s image
Describe a time when **you** felt you were working in a “motivating environment”... 

What **MADE** it a motivating environment?
15+ “NO – OR LOW – MONEY” MOTIVATORS
Your attitude – lead by example

Seek their ideas – and **USE** them

Call in just to say “thanks”

Pass out lifesavers, “Bliss”, etc.

Keep them posted – rumor control

** Give them challenges
You bake the cookies!

Post-it notes to say thanks

Letter to their family

Stop & pick up donuts – or holes!

Themed casual days

Invest in them – through training
Have them recognize each other

½ hour coaching session - quarterly

Celebrate! Achievements, etc.

Sincere praise

Employee appreciation day

“Dutch” staff lunch
“Laugh-a-day” challenge

Do their least favorite job

Participate in activities — with them

Flex-time

Rotate a double lunch hour

Create a “your dept.” day
Uninterrupted hour of work time

Campaign buttons w/pictures

Greeting cards

Traveling trophy

“Brag book” for each employee

Random-acts-of-kindness week
“Get out of the job” awards

- Golden paper clip award
- Paper plate award
- Parking space
- Thank you notes
- Praise cards
Field trips

Publish birthdays, years of service

Ask the board to get involved

Don't forget part-timers and volunteers!
FOR “FUN” HOLIDAYS, GO TO:
www.wellcat.com
or
www.brownielocks.com

☑️ December is “National Nutty Fudge” month

☑️ December 2 is “National Mutt Day”
For inexpensive “toys” and giveaways, go to www.hobbylobby.com, www.windycitynovelties.com or www.orientaltrading.com

(This information is under “Resources” on page 26)
One thing I **will** do differently to create a motivating environment as a result of what I’ve learned today...
Inward... Look A
Lessons from Geese
Page 26 is a BONUS Section for your use.
It really is Your choice!
What is one thing you’ve learned today that you will apply immediately?
Now, go and be the great leader you were meant to be!!