

# NEWSLETTER

## Leadership with Purpose and Passion LLC

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## LEADERSHIP TIP OF THE MONTH

Hundreds of leaders over the past few months have faced some daunting challenges that were totally out of their control. However, because they were the business owners, managers, supervisors and team leads, they were expected to have answers and solutions to employee and customer problems even when there weren't any answers. First, let's take our hats off to those leaders who stepped up, used common sense and just figured out what to do when doing things by the book just didn't work. As a matter of fact, the book got washed away along with everything else! Thank you for a job well done! So, let's look at a few actions a leader might take when faced with circumstances that require immediate action by themselves and others.



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1. The first thing is to be calm and don't panic. This is easier said than done because most people react emotionally and think later. However, the last thing a leader should do is get emotional, overly excited or panic in front of their team of employees. Rational thinking and sound decisions never gets accomplished in that state of mind.

2. Get the facts as quickly as possible from a reliable source. Determine if the building is on fire or is the fire contained in one room. Obtaining factual information will determine what actions need to be taken and when. It will also help reduce the anxiety of those impacted by the situation.

3. Gather a team of doers, come up with a plan and implement it. When immediate actions are needed, selecting employees with a "just do it" attitude regardless of their position is key to getting things done quickly.

4. Communicate what will be done, what's being done, what was done and what's next to everyone involved!

# IRON SHARPENS IRON

## Cultural Awareness and Protocol

Students of ECHO ( Education through Cultural and Historical Organizations) learn that there are protocols or preferred behaviors that we all use in our lives. They soon come to understand that protocols can apply to everyone we come in contact with in our daily life (for instance, most Americans customarily say "hello," "good morning," "thank-you" or "you're welcome"). They can also apply to customary practices of a smaller subset of the population (such as members of particular religions, who may wish each other a "Happy Easter" or "L'Shana Tovah," or those individuals who have been instructed since childhood to take their shoes off when they enter a home).

Indeed, those in the business arena should recognize that there are protocols in everyday life. As we learn about others' cultural protocols, the more they can learn to work together respectfully within their workplace. Cultural respect comes in many forms and takes course over elongated interaction with people. It is not uncommon to grasp the significance of cultural differences when traveling internationally, but we must also understand how the world has become international in its everyday perspective. Consider now how some companies now outsource their call centers to India or another foreign-speaking entity. While we may be frustrated when a call is transferred or answered by someone with an accent, we should not assume that accents equate with intelligence. We must learn to dignify our responses to ones of respect and tolerance for perceived language barriers, cultural norms and personal preferences. Yes, ones' co-workers may demand specific interactions, but so do we!

In the Western culture, we expect and often demand respect even when we are loathe to extend it ourselves. Think of our indignation when someone doesn't hold the door, a co-worker assumes we will do something unasked, or even when work ethics are disregarded or compromised. We unconsciously expect certain behaviors to be prevalent without being asked. Recently, during a trip to South Korea, I found myself apologizing each time I bumped into someone on the crowded streets. Each time, I was met with a puzzled glance and muttered discontent. I soon learned that accidentally impeding upon someone's space was an acceptable culture. In fact, I should expect people to brush against and even be willing to concede personal space to accommodate their presence! In the Western culture, this is perceived as plain rude! But in South Korea, it is everyday life. Can you imagine the ire if a Korean was amongst your workforce! But, again, without cultural context, we wrongfully assume the worst! In dealing with an international worldview, we must seek to educate ourselves; otherwise we may find we are offended at things and practices that unnecessarily destroy promising relationships.

I am Pamela Coopwood and I am "Speaking of Protocol."

[www.speakingofprotocol.com](http://www.speakingofprotocol.com)

# DAY AND LIFE OF SUPERVISION



Today is Saturday, your day off, and you're about to sit down at a restaurant to eat breakfast with your family. Your cellphone rings and you see that it's the employee on-call for the weekend so you answer. The employee advises that as he was walking through the building he noticed the light on in the supply room and went in to turn it off. When he opened the door, an employee from another division was putting copy paper and other supplies in a back pack. The employee was startled and asked your employee not to say anything because everyone does it anyway.

What would your response be to the employee? What actions would you take at work on Monday?

## ASK DR. COOP

### Diversity Doodles & Aha's

**Situation:** Your company's strategic plan is awful! It has nothing to do with you or what you value as a diversity professional. The "launch" meeting is already set and you still have had no real opportunity to weigh in on parts of the plan that you will be held accountable for. Still, you are expected to be a team player. The plan is a top-down initiative and everyone is expected to fall in line. You've heard grumblings from other team leaders. What can you do to ensure the success of the plan and get others an ear in the process?

**Thought:** Because getting timely input is obviously not yet a value within your company, you must position yourself to be "invited" to share your thoughts. Try to schedule a meeting, about softer matters upfront. Later, mention the launch meeting along with a nudge about the grumblings you've heard. Ask for a few minutes to have a heart-talk about what is being felt by others and yourself.

**Suggestion:** Speak about the importance of personal value alignment with company goals and expectations. Enlighten others about the way some

staff want to see changes in the company and what might be most suitable for leading efforts for metric achievement in certain areas of the plan. Talk about your sense of people's readiness to embrace the strategic plan; moreover with a chance to develop a sense of personal commitment to it. Stress that if these three steps are taken, then holding personnel accountable for respective achievements should be much easier.

Ken Coopwood, PhD  
Follow Dr. Coop at @askdrcoop

## CONNECTIONS

The readers of today are the leaders of tomorrow

### ARTICLE HIGHLIGHT

#### [The Power of Your Leadership: Making a Difference with Others](#)

Written by: [John C. Maxwell](#)

*John C. Maxwell, #1 New York Times bestselling author, shows you how to shift from success to significance by leading with passion and purpose in a compact new book derived from his previous title, Intentional Living.*



# I HAVE A QUESTION

I was selected to be a quality control supervisor at a large manufacturing company. I've come to realize that many of the workers don't understand quality control and what I do. Others understand what my responsibilities are but won't even talk to me. How can I make this a more pleasant place for me to work?

First, welcome to the world of Quality Control (QC) personnel, where in most companies they are labeled "the Company Snitch!" QC personnel normally report directly to management and provide information on company and employee performance, productivity and anything else that impacts profits. Employees who don't understand why QC is important to the company overall will see the position as a threat to their job security. There are a few ways to change an employee's paradigm about QC....

Click the [link](#) to find out more!

**WOULD YOU LIKE TO HAVE A QUESTION FEATURED IN THE NEXT NEWSLETTER?**

**SUBMIT YOUR QUESTIONS TO US!**

Email [jford@lwpap.com](mailto:jford@lwpap.com)  
*Subject: ' I Have a Question '*

## CONTACT

Leadership with Purpose and Passion was launched to address the need for practical and effective leadership in today's workplace. The lack of effective leadership has led to rapid employee turnover, increased absences, rising health issues, increased overtime pay and customer dissatisfaction. All these issues have a direct impact on your organizations performance, productivity and profits. LWPAP provides unique coaching/training services for management teams in small to medium size organizations with 10 to 1000 employees seeking help with workplace issues. Our services are available to both profit and nonprofit organizations and are specifically designed to meet the needs of our customer.

**Contact us today for a free consultation!**  
**540-358-5323**



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