

NEWSLETTER

Leadership with Purpose
and Passion, LLC

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LEADERSHIP TIP OF THE MONTH

As supervisors and 1st-level managers, it's difficult to find time to focus on personal career goals, skill enhancement opportunities or self-development when most of your work hours are spent handling employee issues and meeting the expectations of upper management. Working long hours, barely having time to eat lunch and carrying the burden of being the problem solver are the norm and in many positions, expected. So, how does a person responsible for everything and everybody find time to focus on themselves?

One of the things a person in charge must remember is that, if they don't take care of themselves, they can't take care of others. Finding time for self-development and reflection is vital if one is to maintain effective leadership qualities. Here are a few tips for taking good care of oneself at work.

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1. Arrive to the workplace 15 -30 minutes early. Use this time to catch up on self-development reading, start an online course or do personal career planning. Make this time as important as a meeting with the company CEO!

2. Take reflection breaks. When things are moving faster than you can keep up, stop and go to a quiet place for 5 minutes. Take this time to breathe, think about what's going on at the time, set mental priorities for actions to take next and then go back to work.

3. Go outside. This is simple, but extremely effective. There's something about getting out of the work environment and walking for a few minutes. The body needs to move and rejuvenate to function at its peak. Taking in fresh air, temporarily alleviating the "people" noise and stretching the legs and arms does wonders for the thought process.

SPEAKING OF PROTOCOL • Bust my britches...a letter!

Recently, I came across an antiquity and was so shocked and amazed that I stopped everything I was doing and relived a moment. It was a hand written letter! It wasn't a highly personal or romantic writing, but rather a thank you from a company in which I had transacted many hours of business and their response was a handwritten letter of thanks. It felt so odd to be reading a business correspondence written in ink by a real person. It didn't even matter that it was probably a form letter repeated hundreds of times by a member of the secretarial pool. What mattered was that in this current time, one rarely, if ever receives anything by mail that requires thought and shows the human side of our culture...even sympathy cards are electronic.

The letter caused me to remember why I frequented their establishment in the first place. They certainly weren't the least expensive, the closest or even the one with the best Black Friday specials. But rather, they were the ones whose employees understood the value of good customer relationships. They introduced themselves properly and shook my hand while doing so; they answered the telephone like they were expecting my call; they were able to engage in more conversation than the banalities of the weather and most importantly, they remembered my name. I felt welcomed and cherished and this I rewarded with loyalty. In a day when answering machines are designed to mimic human interaction, it is easy to forget the basics of being respectful, polite and well, even human! And while I don't think we will ever return to the time of hand written correspondence (oh, the thought of cursive writing!) I do think we can make the world a nicer place by remembering a few rules of basic business protocol...the expected and accepted manner of behavior in a civil society!

1. Mind your handshake technique. We have all been turned off and even judged if we shake hands with a wet noodle or a bone crusher or even a pumper. Approach with confidence. Stick your hand out there, go web to web, up down up and release. It's a greeting that is taken for granted but if done correctly makes a huge statement about your professional presence.
2. Make eye contact. Hey!...remember me, the one standing in front of you! Glancing around the room or checking to see if your shoes are shined is most impolite during a conversation. It conveys disinterest, shifty motives and may give the impression that you are not to be taken seriously.
3. Introductions should be brief and not so personal that the other person squirms and beats a hasty retreat. Keep business, business.
4. Smile when you answer the telephone. I am sure there is research on this, but your entire voice changes when you smile. A smiling hello echo's across in the airwaves in nanoseconds to the person's ear and may calm a raging customer or encourage a reluctant client.
5. Going out networking? Watch where you position yourself in the room. If you stand in the corner, you will appear shy and unapproachable. If you stand by the door, you may appear bored and disinterested. Stand near the center and use tips 1-4 above on a real person! Who knows, you may actual make a connection instead of just a contact.

So maybe these seem like minor points that every professional has mastered. But knowing is not doing...and doing is a matter of consistently remembering that on the other end of every conversation or interaction is someone hopefully just like ourselves...human!

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Sign up for the 2017 Summer Semester!

The NVCC Certificate in Management Practices provides a firm foundation in management, with an emphasis on practical and applicable skills and techniques. Go to the website to learn more and [Sign up](#) for the upcoming Summer program!

2017 Summer Sessions NVCC in Reston, VA!

- June 15 | Successful Time Management | 6pm – 9:30pm
- June 1 | What Management Is and Manager's Do | 6pm – 9:30pm
- July 13 | Teamwork in Today's Work Environment | 6pm – 9:30pm

IRON SHARPENS IRON

"I Need to Know Now!"

By Janet A. Ford



A Quick Reference Guide for People in CHARGE!

If you are new to supervision or thinking of taking on a supervisory role, this book offers you simple and practical guidance for effectively handling day to day employee relationship issues.

Get Your Copy Today! Click [HERE](#)

DAY AND LIFE OF SUPERVISION



The company breakroom refrigerator is shared with contractors who were hired on a six-month renovation project. Since the contractors have been present in the building, several employees have complained about their lunch being missing from the refrigerator. While on the phone, the secretary interrupts you and advises that something is going on in the breakroom that needs your immediate attention. As you walk through the breakroom door, you observe a contractor and company employee arguing nose-to-nose over a lunch sitting on the table. What actions should you take to address the immediate issue? What additional actions should be taken?

ASK DR. COOP

Diversity Doodles & Aha's

Situation: Your company has encouraged you to promote and establish affinity groups. However, the groups formed have become siloed. Jockeying for “their” resources and claims of unequal practices are on the rise. As manager, you are expected to build a sense of community among those who share different perspectives and desires. Things are getting hot. You need to call a meeting. What should you say without appearing to take sides?

Thought: Diplomacy is a real skill that's about to be put to the test. Focus on your role as leader and values you should represent. Articulate the various concepts of company community and assure support for all with demonstrated actions and rewards for those who follow suit.

Suggestion: Acknowledge that concepts of community must be flexible as well as acceptable as regarding a place where all employees are valued, recognized and equitably rewarded. Being flexible and receptive of others’ “community” matters because it is through these communities that everyone gets exposed to global perspectives and learn how to function for the common good. Affinity groups are established for sharing both commonalities and differences with support needed for comfort and encouragement. Each group gets better when there is reciprocal investment in one another, which benefits the company.

Ken Coopwood, PhD
Follow Dr Coop at @askdrcoop

CONNECTIONS

The readers of today are the leaders of tomorrow

We have put together a list of books and articles that provide information on various leadership and management topics.

BOOKS

‘The Effective Executive’

The Definitive Guide to Getting the Right Things Done by [Peter F. Drucker](#)

The measure of the executive, Peter Drucker reminds us, is the ability to "get the right things done." This usually involves doing what other people have overlooked as well as avoiding what is unproductive.

‘Lean IN’

Women, Work and the Will to Lead

by [Sheryl Sanberg](#)

In response to Sheryl's 2010 [TEDTalk](#) on the ways women are held back, Sheryl shares her personal stories, uses research to shine a light on gender differences, and offers practical advice to help women achieve their goals.

ARTICLE

["Don't Take it Personally" is Terrible Work Advice](#)

by Duncan Coombe

You, You should take work personally!



I HAVE A QUESTION

How should a leader deal with a disagreement/argument between two co-workers?

Where there's more than one employee, there's bound to be a disagreement or argument from time to time. As a leader, knowing when to intervene and assist employees in resolving their differences is important. There are times when employees will have a disagreement and are able to work the issues out themselves. This is always preferred and welcomed! However, when disagreements or arguments escalate and the parties are unable to work out the differences, it's imperative that leaders step in and get the issues resolved as soon as possible. Below are a few pointers for when action is necessary.

1. If at all possible, never put two upset or angry people in the same room. Let them have a separate cooling off period. Depend-

ing on the circumstances, that may mean giving one or both the rest of the day off.

2. Meet with each party individually to get their side of the issue and perspective. Do this without formulating an opinion or making a preliminary decision. Listen and be unbiased. Research any policies or procedures that are applicable to the issue as preparation for final discussions.

3. Unless there's a reason to have the final meeting with both parties present, don't. Advise each party of your findings, options for resolution and/or your final decision. Make sure they understand and will consider the issue resolved. Document the conversations.

More intense conflict issues may require additional actions that fall under company conduct and discipline policies. Contacting human resources or upper management is suggested in these cases.

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

LWPAP NEWSLETTER



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