

NEWSLETTER

Leadership with Purpose and Passion LLC

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LEADERSHIP TIP OF THE MONTH

It's so easy to be a leader when things are going well, employees are performing at their peak, profits are soaring and bonuses are plentiful! Who wouldn't want to be a leader under those circumstances? But, what about when everything is on a downward spiral with more customer complaints than compliments, employees frustrated with more work and less pay, poor performance and production slow-downs a daily burden, and the fear of terminations at any moment? How can even an experienced leader get things turned around before the bottom falls out?

Let's face it, some situations are irreversible and the best any leader can do is to help their employees find other work. However, for those who have not reached the end of the road just yet, there are a few actions that may spark a glimmer of hope for not only recovered, but continuous momentum to move forward!

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1. Seek help from someone who can objectively assess the situation, see the “real” problem and provide simple but effective solutions.
2. Get your team involved! Meet with employees who can address the issues directly. Let them know what's going on, brainstorm actions to fix the critical situations and release them to work. Just do it!
3. Communicate the plan and timeline for actions to those who need to see the change taking place.
4. Develop a process to keep things moving forward and celebrate the victory!

IRON SHARPENS IRON

A Point of Protocol: Professional Behavior

“Etiquette is what you are doing and saying when people are looking. What you are thinking is your business.” Those are the words of 10-year old Virginia Cary Hudson, author of “O Ye Jigs and Juleps!” Oh, to be young again!

How often has your conduct revealed your thoughts? Have you ever found yourself thinking, “Why is this person wasting my time?” Or, “I am so glad there’s only 2 hours left in this boring class.” Those thoughts are often followed by yawns of indifference just as the person who is speaking glances your way! Many of us think yawning and inattention are always involuntary, but we fail to realize thoughts lead to actions. To avoid embarrassing exchanges, you must practice professional presence!

Professional presence is etiquette practiced to the point of becoming an intuitive response. It is the art of diplomacy and grace that allows one to not only remain engaged, but to be positive and supportive of both situations and people. You may think a person or group is boring, outlandish or downright foolish, but they should never know that by watching your face. In understanding the roles of conduct, you can remain engaging, thought provoking and polite. Best of all, you will know how to excuse yourself from controversial subject matters when the time is right, without appearing rude or intolerant of another’s opinion.

Take it from a 10-year old: your business is – your business. Don’t tell your personal stories out of school by ignoring professional codes of behavior. Be kind! Be present! Be remembered!

- Taken from a 2013 Blog entry

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

www.speakingofprotocol.com



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DAY AND LIFE OF SUPERVISION



You are the manager on duty at the local recreation center and a customer approaches stating that they lost money in one of the video game machines and would like a refund. You advise the customer of the no refund policy and show them the sign stating such on the counter. The customer goes on to say in a louder and ruder tone of voice that because they are local customers and come to the center often with their children, an exception should be made for them. As you are explaining to the customer that the company policy can't be compromised and regret any inconvenience, another manager walks by and overhears the conversation. Using a more aggressive tone, they tell the customer that getting rude is not necessary and there's no refund policy for anyone. At that point, the customer becomes angry and leaves. You know the situation could have been handled differently. How would you have handled the customer? Would you say anything to your peer? If so, what?

ASK DR. COOP

Diversity Doodles & Aha's

Situation: The orientation of new employees to your company has always been the same. Regardless of ethnicity, orientation, gender, etc., everyone is expected to “sink or swim” by learning the ropes, how to tie a knot and hang on when things get rough. You notice that there is a pattern of resignations by people of color as well as people with disabilities. It's time to speak up. What do you say?

Thought: Because people mostly see things as they are, not as they are for others, it is important to be armed with relevant metaphors and examples. Also, understanding that the company rut in orientation may very well be a “notice” served to diverse others that they do not belong and will be left to fend for themselves. Think about warming the company climate, then act with confidence to improve the environment for all.

Suggestion: Declare obvious things first, such as: We are all like fish out of water in certain environments. Show how the company can stress some “fish” when an inclusive does not exist. Use exercises to demonstrate emotional, cognitive and physical energy used to cope with “sink or swim” circumstances.

Tie the toll of these to inefficiency, poor performance, absenteeism and ultimately resignation. Finally, stress that often companies function as if problems new fish face lies with the individual. However, problems such as increased resignations mostly result from structures, systems and scripts that blind the organization from discovering its own issues of inclusion, inequity and intolerance.

Ken Coopwood, PhD
Follow Dr. Coop at @askdrcoop

CONNECTIONS

The readers of today are the leaders of tomorrow

ARTICLE HIGHLIGHT

[How to Be an Inspiring Leader](#)

A Harvard Business Review

Written by: [Eric Garton](#)

When employees aren't just engaged, but inspired, that's when organizations see real breakthroughs. Inspired employees are themselves far more productive and, in turn, inspire those around them to strive for greater heights.

I HAVE A QUESTION



Many of my employees have children in school and it's an unspoken expectation that I am supposed to purchase something from every employee's child at least once during the year during fundraisers. I was reading through some old company policies and one stated that solicitation on company grounds was prohibited. How should I bring this sensitive subject up to my employees and begin to enforce it?

Visit our [Facebook page](#) for the answer!

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

SUBMIT YOUR QUESTIONS TO US!

Email 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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